

# City of Orlando

## 2011-2016 Consolidated Plan for Housing and Community Development Programs

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## **SECTION 1 - GENERAL SECTION**

### **Mission**

*The mission of the City of Orlando Housing and Community Development Department is to maintain a sustainable, livable, safe community for very low, low and moderate income persons.*

### **Overview**

The United States Department of Housing and Urban Development (HUD) requires that formula grantees or entitlement communities prepare a Consolidated Plan every three to five years. HUD provides guidance in preparation of this document in several ways. The HUD Consolidated Plan website offers electronic submission through the CPMP tool. The CPMP tool provides sections for required narratives and charts. The HUD site also offers a document called the “*Consolidated Plan Review Guide*” to be used as a checklist to ensure all required areas have been covered in the Plan. And finally, HUD provides a “*Consolidated Plan Final Rule*” which references the areas of the Consolidated Plan covered in the Code of Federal Regulations. This document is a hybrid of all four documents of guidance to ensure that all required areas of concern have been covered.

### **Executive Summary**

The Executive Summary of the 2011- 2016 Consolidated Plan includes the objectives and outcomes identified in the plan and an evaluation of past performance.

Based on the population of the City of Orlando, the United States Department of Housing and Urban Development Department (HUD) has designated the City as an entitlement or formula grant community. As an entitlement community, the city is eligible for federal funds to provide decent housing, create suitable living environments and expand economic opportunities for principally low and moderate income persons. The City must prepare a Consolidated Plan and receive HUD approval before funding becomes available.

The 2011- 2016 Consolidated Plan provides a description of the planned activities the City of Orlando Housing & Community Development Department (HCD) will undertake from October 1, 2011, through September 30, 2016, to address priority needs and objectives.

The Consolidated Plan addresses the following four (4) formula grant programs which are administered by the U. S. Department of Housing and Urban Development (HUD):

1. Community Development Block Grant (CDBG) Program
2. HOME Investment Partnerships (HOME) Program
3. Emergency Shelter Grant (ESG) Program
4. Housing Opportunities for Persons with AIDS (HOPWA) Program

The overall goal of these four housing and community development programs is to develop viable urban communities principally for low- and moderate-income persons (with household incomes at or below 80% of Area median Income) by:

- 1) Providing decent housing;
- 2) Providing a suitable living environment; and
- 3) Expanding economic opportunities.

The Consolidated Plan serves the following four functions:

- 1) The planning document for the City of Orlando, which builds on an inclusive citizen participation process;
- 2) The application for federal funds under HUD's CDBG, HOME HOPWA and ESG formula grant programs;
- 3) The strategy to be followed in carrying out HUD programs; and
- 4) The action plan that provides a basis for assessing performance.

The City of Orlando's overall goals support the national goals of community development and planning programs to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities primarily for very low-, low- and moderate-income persons/families. These are persons/families with incomes that do not exceed eighty percent (80%) of area median income (AMI) for the Orlando Eligible Metropolitan Statistical Area (EMSA). The Consolidated Plan submission includes the City's plan to pursue these goals for all the community planning and development programs, as well as for housing programs.

## Grant Awards

The City of Orlando Housing & Community Development (HCD) Department anticipates receiving an estimated \$7,045,238 from the U.S. Department of Housing and Urban Development (HUD) for Program Year 2011. All grant amounts are subject to congressional approval. Estimated anticipated individual grant award amounts for 2011 are:

Community Development Block Grant (CDBG) Program	\$2,046,622
Emergency Shelter Grant (ESG) Program	\$99,051
HOME Investment Partnerships Program (HOME) Program	\$1,259,227
Housing Opportunities for Persons with AIDS (HOPWA) Program	\$3,640,338
<b>Total</b>	<b>\$7,045,238</b>

The City of Orlando's overall goals support the national goals of community development and planning programs to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities primarily for persons/families with incomes that do not exceed eighty percent (80%) of area median income (AMI) for the Orlando Metropolitan Statistical Area (MSA). The Consolidated Plan submission includes the City's plan to pursue these goals for all the community planning and development programs, as well as for housing programs.

The Consolidated Planning process also requires the submission of an Annual Action Plan. The City's 2011 Annual Action Plan for Housing and Community Development programs is included in this document and provides details of planned activities to be implemented between October 1, 2011 and September 30, 2012. The activities are designed to assist primarily low to moderate income persons.

In addition to the above-mentioned Entitlement grants, the City's Housing and Community Development Department was also awarded funding through the Neighborhood Stabilization Program (NSP), both 1 and 3, and the Homelessness Prevention and Rapid Re-Housing Program. Although not continuing grants, these programs will continue to be implemented during part of the 2011-2016 fiscal years.

The Neighborhood Stabilization Program funds are used to acquire and rehabilitate foreclosed and abandoned homes within specific target areas of the City. The homes are resold to middle, moderate and low income households who qualify. Twenty five percent of the funds are directed to households whose income is less than 50% of the Area Median Income (AMI). NSP 1 began in 2008 and will continue until the funds received from the sales of the rehabilitated homes are fully expended, estimated to be in 2016.

The Homelessness Prevention and Rapid Re-Housing funds were awarded in 2009 and are estimated to be fully expended by September of 2012. Although the greater part of these funds have been expended, two programs continue to operate, one specifically to prevent homelessness of families with children and one to re-house families with children that have become homeless.

## **Purpose of the Consolidated Plan**

Title I of the National Affordable Housing Act of 1990 established the requirement that state and local governments that apply for direct assistance under certain HUD programs, have a Comprehensive Housing Affordability Strategy (CHAS) that has been approved by the U.S. Department of Housing and Urban Development (HUD). A Final Rule, published in the Federal Register on January 5, 1995, replaced the CHAS and combined into a single consolidated submission the planning, application and reporting aspects of HUD's Community Development Block Grant (CDBG) program, HOME Investment Partnerships (HOME) program, Emergency Shelter Grant (ESG) program, and Housing Opportunities for Persons with AIDS (HOPWA) programs.

At present, the Consolidated Plan is to be updated every three to five years. This Consolidated Plan will cover the period from October 1, 2011 to September 30, 2016.

Title 24 CFR 91.1 provides the following overview on the purpose of the Consolidated Plan.

(a) Overall goals. (1) The overall goal of the community planning and development programs covered by this part is to develop viable urban communities by providing decent housing and a suitable living environment and expanding economic opportunities principally for low- and moderate-income persons. The primary means towards this end is to extend and strengthen partnerships among all levels of government and the private sector, including for-profit and non-profit organizations, in the production and operation of affordable housing.

(i) Decent housing includes assisting homeless persons to obtain appropriate housing and assisting persons at risk of becoming homeless; retention of the affordable housing stock; and increasing the availability of permanent housing in standard condition and affordable cost to low-income and moderate-income families, particularly to members of disadvantaged minorities, without discrimination on the basis of race, color, religion, sex, national origin, familial status, or disability. Decent housing also includes increasing the supply of supportive housing, which combines structural features and services needed to enable persons with special needs, including persons with HIV/AIDS and their families, to live with dignity and independence; and providing housing affordable to low-income persons accessible to job opportunities.

(ii) A suitable living environment includes improving the safety and livability of neighborhoods; increasing access to quality public and private facilities and services; reducing the isolation of income groups within a community or geographical area through the spatial de-concentration of housing opportunities for persons of lower income and the revitalization of deteriorating or deteriorated neighborhoods; restoring and preserving properties of special historic, architectural, or aesthetic value; and conservation of energy resources.

(iii) Expanded economic opportunities includes job creation and retention; establishment, stabilization and expansion of small businesses (including micro-businesses); the provision of public services concerned with employment; the provision of jobs involved in carrying out activities under programs covered by this plan to low-income persons living in areas affected by those programs and activities; availability of mortgage financing for low-income persons at reasonable rates using nondiscriminatory lending practices; access to capital and credit for development activities that promote the long-term economic and social viability of the community; and empowerment and self-sufficiency opportunities for low-income persons to reduce generational poverty in federally assisted and public housing.

(2) The consolidated submission described in this part 91 requires the jurisdiction to state in one document its plan to pursue these goals for all the community planning and development

programs, as well as for housing programs. It is these goals against which the plan and the jurisdiction's performance under the plan will be evaluated by HUD.

(b) Functions of plan. The consolidated plan serves the following functions:

- (1) A planning document for the jurisdiction, which builds on a participatory process among citizens, organizations, businesses, and other stakeholders;
- (2) A submission for federal funds under HUD's formula grant programs for jurisdictions;
- (3) A strategy to be followed in carrying out HUD programs; and
- (4) A management tool for assessing performance and tracking results.

[60 FR 1896, Jan. 5, 1995, as amended at 71 FR 6961, Feb. 9, 2006]

The City of Orlando's overall goals support the national goals of community development and planning programs to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities primarily for very low-, low- and moderate-income persons/families. These are persons/families with incomes that do not exceed eighty percent (80%) of area median income (AMI) for the Orlando Metropolitan Statistical Area (MSA). The consolidated submission includes the City's plan to pursue these goals for all the community planning and development programs, as well as for housing programs.

The Consolidated Plan serves four functions: An application for federal funds under CDBG, HOME, ESG, and HOPWA formula grant programs; a strategy to be followed in carrying out HUD programs; an action plan; and the citizen participation plan.

## **Lead Agency**

The lead agency responsible for the development of the Consolidated Plan is the City of Orlando's Housing and Community Development Department.

The Consolidated Plan was built through a collaborative process that involved the following steps:

1. The coordination and management of a continuous planning process within which the City consulted and coordinated with representatives of diverse housing organizations, public and private agencies, other local jurisdictions, the community, the local public housing agency, social service agencies, fair housing agencies, and local health centers.
2. Implementation of a Housing Conditions Survey from September 2009 through February 2011.
3. Implementation of a "Windshield Study" of Housing Conditions Survey from February 2011 through May 2011.
4. A citizen participation process involving public forums, meetings, and focus groups to develop community needs, share information, and make recommendations for funding.
5. The development of statistical and analytical information that provided an overall picture of the City of Orlando housing and community development needs as well as housing market analysis.
6. The development of a strategic plan that brings needs and resources together in a coordinated housing and community development strategy.
7. The development of an annual action plan to address priority needs and local objectives with anticipated program income and funds received during the next program year under the CDBG, HOME, ESG, and HOPWA programs for meeting housing and community development objectives.

## Objectives and Outcomes

### HUD Objective

To develop viable urban communities, by providing decent housing and a suitable living environment and expanding economic opportunities, principally for persons of low and moderate income.

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination; and transform the way HUD does business.

The city has identified housing and community development objectives for the next five years. Based upon each of those objectives, the city has determined which one of the three objectives and outcomes best reflect the purpose of the activity and the desired end result.

The overall goal of the City of Orlando 2011-2016 Consolidated Plan is to:

- 1) Providing decent housing;
- 2) Providing a suitable living environment; and
- 3) Expanding economic opportunities.

The City compiles outcome performance measurement data of ongoing projects into the Integrated Disbursement and Information System (IDIS) on a regular basis. This offers the HUD field offices ongoing oversight and management to monitor performance and ensure adherence to HUD's established objectives and outcomes or goals. These performance indicators enable the city to measure progress toward achieving the intended results. The city has determined which indicators are required, based upon the objective and outcomes categories that have been identified. The city has identified performance indicators for each activity.

Projects planned or anticipated for the program years of 2011-2016 will follow the following outcome measurement system for assessing project activity goals and objectives:

Objectives	Outcomes/Goals
Decent/Affordable Housing	Improve Availability/Accessibility
Suitable Living Environment	Improve Affordability
Economic Opportunity	Improve Sustainability

Each Annual Action Plan will include a complete breakdown of the City's proposed projects for the program year and how they reflect HUD's Outcomes & Objectives.

The City plans to meet the statutory objectives of the Consolidated Plan, providing decent and affordable housing, creating a suitable living environment and expanding economic opportunities, through the following objectives:

### **OBJECTIVE 1: Providing Decent Housing**

Objectives for providing decent and affordable housing:

In an effort to provide decent housing for all City of Orlando residents, the city will provide:

1.1 Availability/accessibility to housing through single-family, owner-occupied housing rehabilitation; housing counseling; temporary/permanent relocation; multi-family housing rehabilitation; facility-based housing operations; project based housing assistance; short-term rent, mortgage, and utility assistance; tenant-based housing assistance; and HIV/AIDS support services.

1.2 Affordability of housing through the rehabilitation of single-family and multi-family residential units; direct down payment and closing cost assistance to first time homebuyers; multi-family housing development; and the provision of public facility and infrastructure improvements that support affordable housing developments.

1.3 Increase homeownership opportunities for low to moderate income households through financial incentives.

1.4 Increase the energy efficiency of affordable housing units for low to moderate income families.

1.5 Increase the availability of affordable rental housing units for very low to low income households.

1.6 Support the preservation of affordable housing stock through housing rehabilitation, weatherization and accessibility programs to enable low income homeowners remain in their homes.

1.7 Support the efforts of Community Housing Development Organizations (CHDOs) seeking to undertake affordable rental housing projects.

1.8 Support fair housing initiatives and enforcement.

1.9 Assist households at risk of homelessness through collaboration with homeless agencies and advocacy groups.

1.10 Support efforts to create permanent housing for the homeless.



## **OBJECTIVE 2: Creating Suitable Living Environments**

Objectives for creating a suitable living environment:

In an effort to create suitable living environments for all City of Orlando residents, the city will provide:

2.1 Sustainability for public facilities and infrastructure, parks and recreational facilities, youth services, substance abuse services, senior services, handicapped services, and mental health services.

2.2 Availability/accessibility to emergency shelters for homeless individuals; and non-medical, in-home care for the elderly;

2.3 Availability/accessibility to public facilities and services that address basic survival needs for homeless and low-income individuals.

2.4 Improve the safety and livability of low to moderate income neighborhoods through infrastructure improvements and sustainability initiatives.

2.5 Increase access to quality public facilities.

2.6 Revitalize distressed neighborhoods through acquisition and rehabilitation of foreclosed and abandoned housing.

2.7 Revitalize distressed neighborhoods through demolition and replacement of dilapidated and vacant structures that are not suitable for rehabilitation.

2.8 Expand neighborhood connectivity through streets and sidewalk improvements.

2.9 Support public services benefiting residents of targeted areas.

2.10 Provide support services to income eligible households and limited clientele in the areas of housing, job training and other basic needs to allow them to remain stable.

2.11 Promote energy conservation in all housing and capital improvement projects.

2.12 Collaborate with City of Orlando Public Works Department for the prompt execution of CDBG infrastructure improvement projects.

### **OBJECTIVE 3: Creating Economic Opportunities**

Objectives for expanding economic opportunities:

In an effort to create economic opportunities, the city will provide:

- 3.1 Availability/accessibility to economic opportunities through employment training and senior support services.
- 3.2 Accessibility of economic opportunities through employment training and services.
- 3.3 Economic opportunities through business technical assistance, child care services, and health care services.
- 3.4 Expand opportunities for job creation and retention.
- 3.5 Support public services related to employment and economic empowerment of low income persons.
- 3.6 Make available financial incentives to facilitate mortgage financing for low and moderate income households.
- 3.7 Stabilize homeownership in distressed neighborhoods impacted by foreclosures through acquisition, rehabilitation and resale of foreclosed homes.
- 3.8 Collaborate with local Economic Development initiatives, minority business of commerce, workforce housing organizations and other community based organizations to empower low to moderate income households with entrepreneurial and economic opportunities.
- 3.9 Expand coordination and implementation of HUD Section 3 requirements.

Since there is no guaranty of future funding and in consideration of award trends, many activity goals may fluctuate.

A “*Summary of Specific Objectives Worksheet*” is located in “**Section 8 - Tables**” of this document.

## **Evaluation of Past Performance**

All CDBG, ESG, HOME & HOPWA projects awarded with prior year (2010 and earlier) funding are progressing to completion in a timely manner and are expected to meet or exceed proposed outcomes.

To ensure agency commitment to completion of **CDBG** funded projects, the HCD Department requires that applicants to the Requests for Applications (RFA) leverage at least 25% of additional funding to the project. Additionally, the RFA process includes a “feasibility review” of all CDBG public facility rehabilitation projects by the HCD Technical Review Committee, comprised of experts from the City’s Planning, Permitting and Transportation Department. This review ensures that projects can be completed within the anticipated time frame.

All ESG recipients are required to provide 100% match for funds expended.

Since most HOPWA agencies provide an ongoing service, to ensure there will be no break in services, the City’s HCD began issuing three year agreements to be reviewed annually for renewal. Services funded were identified as a community need in the 2009 area-wide Needs Assessment conducted by the Health Council of East Central Florida, Inc. All HOPWA projects are progressing to completion in a timely manner and are expected to meet or exceed proposed outcomes.

The City’s HCD Department will continue to evaluate the funding allocation process and implement changes to ensure success of all City projects utilizing HUD funds.

### **Community Development Block Grant (CDBG)**

The Community Development Block Grant (CDBG) program is a flexible program that provides communities with resources to address a wide range of unique community development needs. Beginning in 1974, the CDBG program is one of the longest continuously run programs at HUD. The CDBG program provides annual grants on a formula basis to 1209 general units of local government and States.

The CDBG entitlement program allocates annual grants to larger cities and urban counties to develop viable communities by providing decent housing, a suitable living environment, and opportunities to expand economic opportunities, principally for low- and moderate-income persons.

CDBG Eligible grantees are as follows:

- principal cities of Metropolitan Statistical Areas (MSAs);
- other metropolitan cities with populations of at least 50,000; and
- qualified urban counties with populations of at least 200,000 (excluding the population of entitled cities) are entitled to receive annual grants.

HUD determines the amount of each entitlement grant by a statutory dual formula which uses several objective measures of community needs, including the extent of poverty, population, housing overcrowding, age of housing and population growth lag in relationship to other metropolitan areas.

### **HOME Investment Partnerships Program (HOME) Program**

HOME provides formula grants to localities that communities use, often in partnership with local nonprofit groups-to fund a wide range of activities that build, buy, and/or rehabilitate affordable housing for rent or homeownership or provide direct rental assistance to low-income people.

HOME is the largest Federal block grant to State and local governments designed exclusively to create affordable housing for low-income households. The program was designed to reinforce several important values and principles of community development:

- HOME's flexibility empowers people and communities to design and implement strategies tailored to their own needs and priorities.
- HOME's emphasis on consolidated planning expands and strengthens partnerships among all levels of government and the private sector in the development of affordable housing.
- HOME's technical assistance activities and set-aside for qualified community-based nonprofit housing groups builds the capacity of these partners.
- HOME's requirement that participating jurisdictions (PJs) match 25 cents of every dollar in program funds mobilizes community resources in support of affordable housing.

### **Emergency Shelter Grant (ESG) Program**

The Emergency Shelter Grant program provides homeless persons with basic shelter and essential supportive services. It can assist with the operational costs of the shelter facility, and for the administration of the grant. ESG also provides short-term homeless prevention assistance to persons at imminent risk of losing their own housing due to eviction, foreclosure, or utility shutoffs.

Grantees, which are state governments, large cities, urban counties, and U.S. territories, receive ESG grants and make these funds available to eligible recipients, which can be either local government agencies or private nonprofit organizations. The recipient agencies and organizations, which actually run the homeless assistance projects, apply for ESG funds to the governmental grantee, and not directly to HUD.

ESG funds are available for the rehabilitation or remodeling of a building used as a new shelter, operations and maintenance of the facility, essential supportive services (i.e., case management, physical and mental health treatment, substance abuse counseling, childcare, etc.), homeless prevention, and grant administration.

Grantees, except for state governments, must match ESG grant funds dollar for dollar with their own locally generated amounts. These local amounts can come from the grantee or recipient agency or organization; other federal, state and local grants; and from "in-kind" contributions such as the value of a donated building, supplies and equipment, new staff services, and volunteer time.

### **Housing Opportunities for Persons with AIDS (HOPWA) program**

HUD manages the Housing Opportunities for Persons with AIDS (HOPWA) program to address housing needs for low-income persons who are living with HIV/AIDS and their families. The HOPWA program is the only Federal program dedicated to address the housing needs of persons living with HIV/AIDS and their families. Funds are distributed to states and cities by formula allocations and made available as part of the area's Consolidated Plan. In addition, some projects are selected in national competitions to serve as service delivery models or operate in non-

formula areas. Grantees partner with nonprofit organizations and housing agencies to provide housing and support to beneficiaries.

HOPWA Formula Grants are awarded upon submission and HUD approval of a Consolidated Plan pursuant to the Code of Federal Regulations (24 CFR Part 91), which is published by the Office of the Federal Register. Metropolitan areas with a population of more than 500,000 and at least 1,500 cumulative AIDS cases are eligible for HOPWA Formula Grants. In this area, the City of Orlando serves as the Formula Grant Administrator.

## **Geographic Distribution**

The City of Orlando's Housing and Community Development Department staff will ensure that CDBG, HOME, ESG, and HOPWA grant funds address the needs of very low-, low-, and moderate-income residents (pursuant to Section 8 income limits established by HUD). This Consolidated Plan does not identify or target specific geographic areas for allocation of investment. Rather, CDBG, HOME, ESG, and HOPWA funds are available to any neighborhood or project whose residents or clientele meet the requirements stipulated by the Code of Federal Regulations for each respective program and all other applicable State and Federal laws.

Implementation of activities and allocation of investment to low- and moderate-income areas are based upon a project's ability to meet a national objective and be completed in a timely manner. Activities undertaken in all of the programs shall include: improvements to public facilities; public services; infrastructure or capital improvement projects; affordable housing activities such as housing counseling and down payment assistance; rental and owner-occupied housing rehabilitation; commercial rehabilitation; assistance to homeless facilities; homeless prevention activities; shelter operating costs; tenant-based rental assistance; facility-based housing; permanent housing placement; and housing-related supportive services. As is necessary, other additional activities included in the various funding programs may be utilized to address urgent needs and/or substantial changes in area conditions.

### Neighborhood Revitalization Target Areas (NRTA)

The City does not have a NRTA. Identified needs for the prioritized activities will be available throughout the geographic area, so no specific area has been targeted. Excluding program administration, 100% of the City's CDBG, ESG and HOME funding will be allocated citywide and 100% of the City's HOPWA will be allocated throughout the four counties within the Orlando jurisdiction.

### Assignment of Priority

The City of Orlando Housing and Community Development Department used the following sources to assign the priority to each category of priority needs:

- The Housing Conditions Survey and Housing Conditions Windshield Study to determine the priority housing and non-housing needs;
- The level of service standards of the Growth Management Plan (GMP) to help prioritize which critical infrastructure should be funded;
- Consultations with the Housing Focus Group, Homelessness Focus Group, Fair Housing Focus Group, and The Mayor's Annual Neighborhood Summit;
- Data from the Florida Department on Elder Affairs, Florida Council on Aging, the Florida Department of Health, etc.

## Funds Available to Address Needs

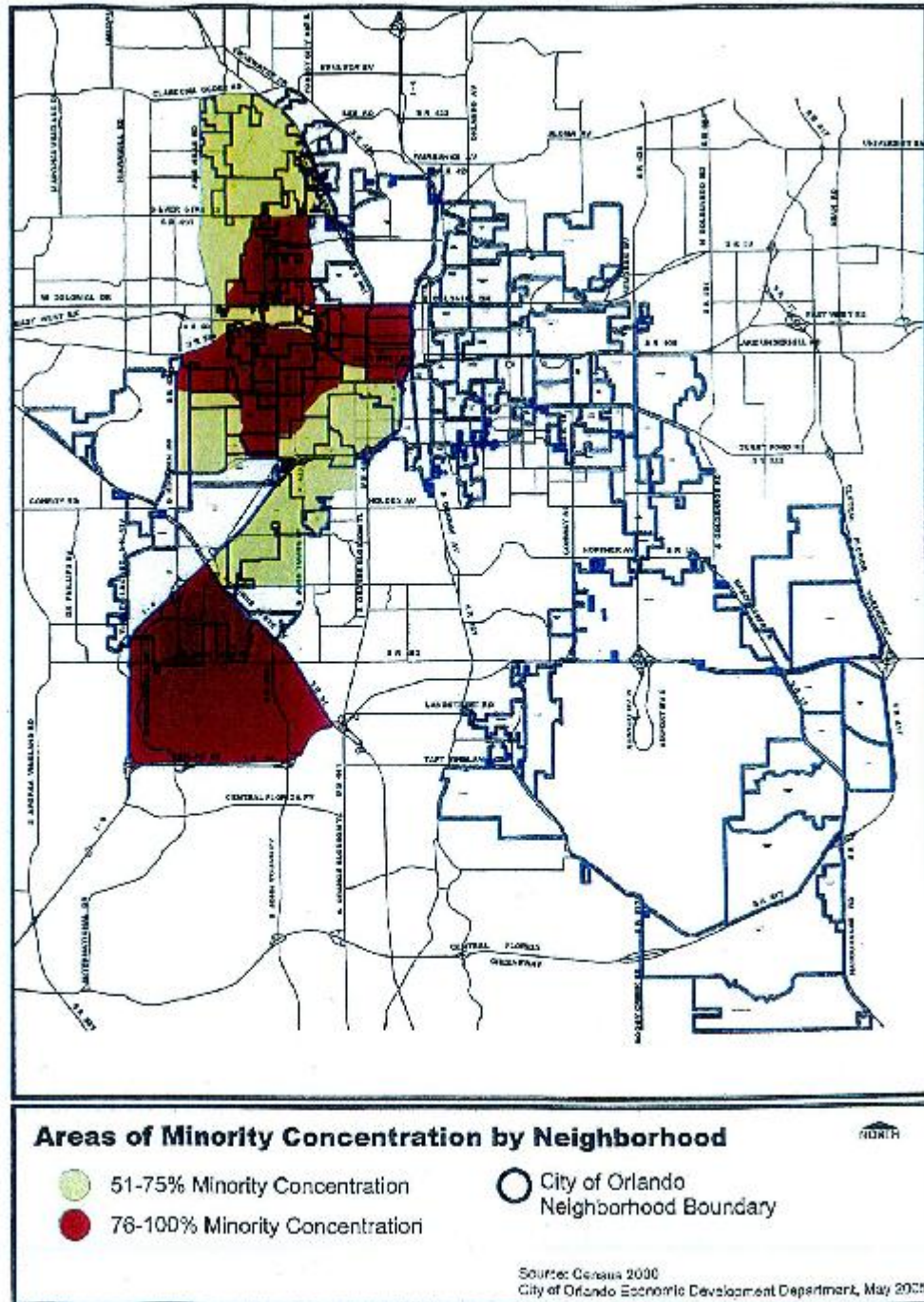
Federal, state, and local funds will be used to address housing and community development needs. In addition to the federal housing and community development funds, the City will seek other revenue opportunities that may support housing and community development needs. These funding opportunities may include other federal funds, state funds, or other City funds.

Please see the Annual Action Plan for a description of funds expected to be made available, as well as a description of the activities to be funded to support housing and community development needs.

## City of Orlando Areas of Minority Concentration and Areas of Very Low, Low and Moderate Income Residents

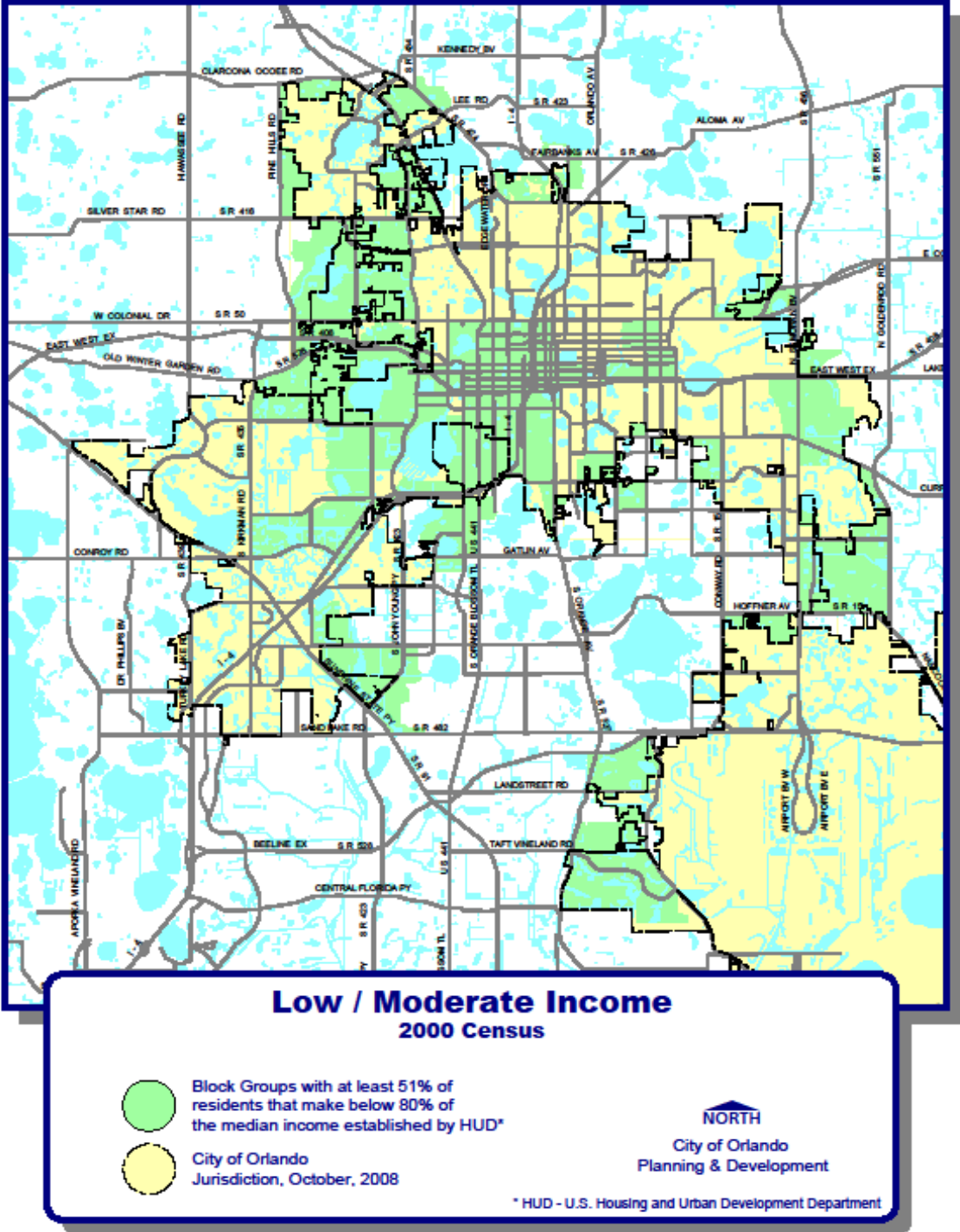
The City's HUD funded projects are allocated to agencies which serve very low, low, and moderate-income residents. On the next 2 pages are maps showing the "Areas of Minority Concentration" based on the most recent census information from the year 2000 and "Areas of Minority Concentration" and "Areas of Very Low, Low and Moderate Income Residents".

Map depicting geographic areas of minority concentrations:





Map depicting geographic areas of very low-income, low-income, and moderate-income residents:



# Strategic Plan

## **Sec 91.215 (a) General**

The multi-year planning strategy is designed to prepare for the anticipated housing and community development needs of very low, low-and moderate income population. By adhering to the statutory goals of providing decent housing, a safe living environment and creating economic opportunities, the city has identified the following general priorities identified within HUD prescribed categories of **Housing Needs, Homelessness Needs, Non-homeless special needs and Non-Housing Community Development Assistance**. The plan to address these priorities will be implemented through a combination of HUD entitlement /formula grants, as well as, through community, public and private partnerships.

## **Sec 91.215 (a) (1) Geographic Allocation of Funds**

The City of Orlando's HCD staff will ensure that the general priorities for allocating the CDBG, ESG, HOME and HOPWA grant funds geographically, within the jurisdiction, will address the needs of very low-, low-, and moderate-income residents (pursuant to Section 8 income limits established by HUD). This Consolidated Plan does not identify or target specific geographic areas for allocation of investment. Rather, CDBG, HOME, ESG, and HOPWA funds are available to any neighborhood or project whose residents or clientele meet the requirements stipulated by the Code of Federal Regulations for each respective program fund.

Consolidated Plan maps depicting geographic areas of minority concentrations and very low-income, low-income, and moderate-income concentrations can be found on pages 24 and 24.

Implementation of activities and allocation of investment to low- and moderate-income areas are based upon a project's ability to meet a national objective and be completed in a timely manner. For the distribution of CDBG funding, if a Request For Applications (RFA) process is utilized, the CDBG Review Committee recommends project funding for geographic areas based upon eligibility and Consolidated Plan priorities set forth through the RFA. Two other review committees recommend project funding for geographic areas based upon eligibility and Consolidated Plan priorities set forth in respective RFPs for HOME and ESG programs. For the distribution of HOPWA funding, the HOPWA Review Committee, comprised of HIV/AIDS sector professionals, providers and consumers, recommends project funding through a RFA process for geographic areas within the four county service area of Orange Osceola, Lake and Seminole counties based upon eligibility and priorities determined by needs assessments.

Activities undertaken in all programs may include such things as improvements to public facilities; public services, affordable housing activities, such as down payment assistance, rental and owner-occupied housing rehabilitation; commercial rehabilitation; assistance to homeless facilities; homeless prevention activities; supported housing, housing subsidies and housing-related supportive services. All are distributed on a citywide basis.

HOPWA funds will be available to any individual, family, or agency that meets the criteria stipulated in the Federal Code of Regulations and lives within the Orlando Eligible Metropolitan Area (EMA) of Orange, Osceola, Lake and Seminole counties, regardless of geographic location within the EMA.

### **Sec 91.215 (a)(2) Rationale for Priorities**

The overall priorities for the City of Orlando HCD are housing, homelessness, non-housing special needs and non-housing community development. The following sources were utilized to assign priority to each category of needs. The City of Orlando's Consolidated Planning period for the 2011-2016 Plan began in March of 2010 with the initiation of the Housing Conditions Study. A follow up study titled the "Housing Conditions Windshield Study" was initiated in October of 2010 and both studies were completed in March 2011. Between January 2011 and June of 2011, focus groups and public hearings were held to consult with interested parties and offer the public the opportunity to comment and provide input on the objectives and goals of the proposed plan. In addition to studies and public consultation, staff researched various resources including current trends in the housing and real estate market, demographic data from the 2010 U.S. Census, epidemiological data from the State of Florida Department of Health and the U.S. Centers for Disease Control and the Florida Department of Elder Affairs.

At the national level, the Federal Partnership for Sustainable Communities, a partnership developed by the Department of Housing and Urban Development (HUD), the Department of Transportation (DOT), and the Environmental Protection Agency (EPA), has established six livability principles that act as a foundation for interagency coordination. These fundamental principles are the overarching goals for the City's Consolidated Plan and address the overall priorities of housing, homelessness, non-housing special needs and non-housing community development:

- Provide more transportation choices. Develop safe, reliable and economical transportation choices to decrease household transportation costs, reduce our nation's dependence on foreign oil, improve air quality, reduce greenhouse gas emissions, and promote public health.
- Promote equitable, affordable housing. Expand location- and energy-efficient housing choices for people of all ages, incomes, races, and ethnicities to increase mobility and lower the combined cost of housing and transportation.
- Enhance economic competitiveness. Improve economic competitiveness through reliable and timely access to employment centers, educational opportunities, services, and other basic needs by workers as well as expanded business access to markets.
- Support existing communities. Target federal funding toward existing communities—through such strategies as transit-oriented, mixed-use development and land recycling—to increase community revitalization, improve the efficiency of public works investments, and safeguard rural landscapes.
- Coordinate policies and leverage investment. Align federal policies and funding to remove barriers to collaboration, leverage funding, and increase the accountability and effectiveness of all levels of government to plan for future growth, including making smart energy choices such as locally generated renewable energy.
- Value communities and neighborhoods. Enhance the unique characteristics of all communities by investing in healthy, safe, and walkable neighborhoods—rural, urban, or suburban.

#### Resources

Federal, state, and local funds will be used to address housing and community development needs. In addition to the federal housing and community development funds, the City will seek other revenue opportunities that may support housing and community development needs. These funding opportunities may include other federal funds, state funds, or other City funds.

Please see the Annual Action Plan for a description of funds expected to be made available for housing and community development needs as well as a description of the activities to be funded.

### **Sec 91.215 (a)(3) Obstacles Identified in Meeting Underserved Needs**

The obstacles that have been identified in meeting underserved needs are lack of resources, service availability and lack of knowledge of programs. The main needs are access safe, affordable housing and the support services necessary to sustain households.

To address the obstacles in meeting underserved needs existing in the City of Orlando, the following strategies have been developed to utilize housing and community development programs. These are some of the strategies the City will utilize to address those needs and improve the quality of life for low and moderate-income residents.

#### **Credit issues for new Homebuyers/Mortgage delinquency or default**

Efforts must be made to screen families to determine creditworthiness prior to beginning the home buying process. Credit problems remain an obstacle for low-income families trying to become homeowners. The City of Orlando will work with local organizations to offer free homebuyer education to low-income homebuyers. The assistance will apply to first time homebuyers as well as households experiencing mortgage delinquency/default.

#### **Senior Citizen Housing**

Underserved needs also include the needs of the City's elderly population. The City will continue to fund the minor rehabilitation of owner occupied housing for low income seniors. Seniors whose homes are repaired will often choose to stay in their homes as they age, rather than be institutionalized. A coordinator position may also be utilized to assist seniors in need of additional services to stay in their homes.

#### **The Homeless Population**

The City anticipates funding the renovation and expansion of public facilities such as health care facilities to increase access to health services for homeless and underserved families and facilities to house homeless families and individuals. Additionally, operating costs may be provided to agencies who offer shelter to homeless persons, including women with children, pregnant women, survivors of domestic violence, individuals and families.

#### **The HIV/AIDS Population**

The City anticipates continued funding of supportive service housing providers who address the needs of low income persons with HIV/AIDS and their families. Throughout the HOPWA program eligible persons and their families may access short term rent, mortgage and utility assistance, tenant based rental assistance, permanent housing placement and facility based operating cost to prevent homelessness.

#### **The Disabled Population**

The City anticipates funding services such as credit counseling, employment training and job placement programs for low to moderate income persons with disabilities. Additionally, funds may be used to acquire, rehabilitate or improve facilities that provide services to low to moderate income persons with disabilities.

#### **Youth**

The City anticipates providing funding youth education and outreach programs that provide social community activities, educational and economic opportunities to at-risk and disenfranchised low-moderate income youth.

## **Sec 91.215 (a)(4) Priorities**

### Housing Needs

- Homeowner Rehabilitation
- Homebuyer Assistance
- Acquisition/Rehabilitation of Rental Housing/CHDO set aside
- Program and housing rehabilitation administration
- Housing Counseling

### Homelessness Needs

- Supportive Housing for Families
- Homelessness Prevention Financial Assistance
- Homelessness Prevention Support Services
- Shelter Operating Costs
- Essential Services
- Rehabilitation/Renovation-Shelter Facilities

### Non-homeless Special Needs

- Households with disabilities—mental, physical, and developmental
- Elderly residents
- Frail elderly residents
- Public housing households
- Persons with mental illness or in need of mental health services
- Persons with alcohol and other substance abuse, including the dually diagnosed
- Grandparents as caregivers
- Residential facilities for children
- Persons with HIV/AIDS and their families

### Non-Housing Community Development Assistance

- Infrastructure Improvement
- Public Facilities Improvements
- Public Services
- Clearance/Demolition
- General Program Administration
- Economic Development
- Property Acquisition

The actions necessary to meet the goals and objectives of the identified priorities will be accomplished through the following overarching strategies:

1. Strengthen the City's economy through capital improvements and infrastructure projects that serve low to moderate income populations and create job opportunities.
2. Meet the need for quality affordable housing.
3. Utilize housing and public services as the platform to improve the quality of life for low and moderate income communities.
4. Transform low to moderate income communities into sustainable communities.

## **General Categories for the Strategic Plan**

### **91.215 (b) Affordable Housing Strategy**

**Goal:** *Increase the availability of existing affordable housing options within the City of Orlando for extremely low-, low-, and moderate-income residents.*

**Strategy:**

1. Rehabilitate existing rental units Citywide, including single-family and multifamily units.
2. Rehabilitate existing owner-occupied units Citywide. Rehabilitation may include demolition and reconstruction of unit.
3. Use a portion of funds generated from code enforcement actions for housing rehabilitation programs. Rehabilitation will be limited to ameliorating identified code deficiencies.
4. Support nonprofits in obtaining other available funds, such as Community Redevelopment Area Tax Increment funds, to preserve existing rental or owner-occupied units either as single family units or multifamily units. Support may include providing Consistency Review with the Consolidated Plan and the Growth Management Plan for funding requests from nonprofits.
5. Leverage funds to assist for profits and nonprofits, including Community Housing Development Organizations (CDHDOs) in acquiring and rehabilitating affordable rental units.
6. Acquire existing housing units to rehabilitate and sell or rent to very low, low and moderate-income residents.
7. Pursue new funding sources that would support rehabilitation of existing affordable housing models for very low-, low-, and moderate-income residents.
8. Support capital improvements, rehabilitation, and modernization projects leading to sustaining or improving Orlando Housing Authority (OHA) public housing complexes citywide.
9. Support OHA in its efforts to implement existing and new programs leading to self-sufficiency of the residents or increased housing opportunities of the residents.
10. Encourage preservation of recognized historic properties and historic neighborhoods. Efforts may include possible funding through housing and community development funds, pursuing new funding opportunities, and providing Consistency Review with this Consolidated Plan and Growth Management Plan.
11. Improve leverage opportunities for the redevelopment and preservation of affordable housing.
12. Support development of energy efficient housing units that will reduce maintenance and energy costs, including production of units using environmental “green building” standards.

**Goal:** *Increase the production of new affordable housing options available to extremely low-, low-, and moderate-income residents.*

**Strategy:**

1. Support nonprofits in obtaining other available funds, such as Community Redevelopment Area Tax Increment funds, to produce rental or owner-occupied units either as single family units or multifamily units. Support may include providing

- Consistency Review with the Consolidated Plan and the Growth Management Plan for funding requests from nonprofits.
2. Review Low-Income Housing Tax Credit (LIHTC) applications for multifamily developments for Consistency Review with the Consolidated Plan and Growth Management Plan.
  3. Increase the capacity and number of CHDOs partnering with the City of Orlando.
  4. Provide subsidies to developers to encourage new construction of affordable housing by decreasing the cost of production. Housing may include single family or multifamily developments as well as rental and owner-occupied units.
  5. Provide sewer and transportation impact fee grants to developers to encourage development of new affordable housing by decreasing the cost of production. Housing may include single family or multifamily developments as well as rental and owner-occupied units.
  6. Utilize the Affordable Housing Impact Fee Grant fund, including sewer, transportation, and school impact fees, to encourage development of new affordable housing by decreasing the cost of production. Housing may include single family or multifamily developments as well as rental and owner-occupied units.
  7. Acquire vacant land or existing housing units to be demolished for production of new affordable housing options for extremely low-, low-, and moderate-income residents.
  8. Partner with developers and organizations in order to provide affordable housing opportunities by conveying publicly owned land/properties for the development of housing. The City may also provide financial and/or technical assistance to further this endeavor.
  9. Pursue new funding sources that would support new development of various affordable housing models for very low-, low-, and moderate-income residents.
  10. Encourage infill development of new affordable housing models by various cost, type, and style.
  11. Improve leverage opportunities for the development of new affordable housing options.

**Goal:** *Promote sustainability of neighborhoods through increased homeownership and neighborhood stabilization opportunities.*

**Strategy:**

1. Provide downpayment assistance to very low-, low-, and moderate-income first-time homebuyers.
2. Support affordable housing initiatives for first-time homebuyers.
3. Support efforts to combat foreclosures and stabilize unfavorable affects of foreclosure in adversely affected City neighborhoods.

**Goal:** *Develop new or modify existing affordable housing programs offered to the citizens of the City of Orlando.*

**Strategy:**

1. Offer housing supportive services, such as pre- and post-purchase home counseling and home maintenance classes. The City may provide these services directly or partner with other agencies to do so.
2. Review and improve methods to overcome barriers to affordable housing, such as the affordable housing certification process, support by the affordable housing expediter, and Land Development Code requirements.
3. Work with HUD and other affordable housing interest groups to develop activities and policies combating predatory lending.

4. Research opportunities for the development of quality manufactured homes within the City of Orlando.

#### **91.215 (c) Public Housing Strategy**

**Goal:** Support the Orlando Housing Authority (OHA) and all other public housing agencies within Orange County in their endeavors to increase and diversify funding capacity for their organizations and services provided to their clients.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from OHA necessary to secure more funding to provide more and better services, including housing, to public housing residents and Section 8 households.

**Goal:** Assist OHA with needed capital improvement projects.

**Strategy:**

1. Review and analyze any capital improvement funding requests from OHA for consistency with this Consolidated Plan, the Growth Management Plan, the Land Development Code, and any other relevant laws and regulations. Analysis could potentially include funding support of any resulting recommendations.

**Goal:** Support OHA in any resident initiatives to become more involved in management and participate in homeownership. This includes activities promoting greater self-sufficiency for public housing residents.

**Strategy:**

1. Work with OHA in providing downpayment assistance to any public housing resident ready to seek homeownership opportunities and that meet all necessary program requirements.
2. If asked by OHA, the City will collaborate in any strategic planning meetings, discussions, or other similar settings that focus on OHA goals, objectives, and activities, including greater participation by residents in management of OHA and in homeownership.

**Goal:** Support OHA measures promoting and developing mixed-use and mixed-income projects.

**Strategy:**

1. Provide technical assistance with any necessary City planning and permitting functions necessary to create, redevelop, or modify existing public housing complexes into mixed-use and mixed-income communities.

#### **Sec 91.215 (d) Homelessness Strategy**

**Goal:** Support development of diverse affordable transitional, permanent and permanent supportive housing programs run by other agencies and businesses that assist homeless men, women, children, families, and the chronic homeless in attaining permanent housing and self-sufficiency.



**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable transitional, permanent, and permanent supportive housing programs for homeless men, women, children, families, and the chronic homeless.
2. Participate in any studies, commissions, forums, or other avenues that are focused on developing transitional, permanent, and permanent supportive housing programs for homeless men, women, children, families, and the chronic homeless.
3. Seek funding opportunities for diverse affordable transitional, permanent, and permanent supportive housing programs run by other agencies and businesses that assist homeless men, women, children, families, and the chronic homeless in attaining permanent housing and self-sufficiency.

**Goal:** Support development of homeless prevention services administered by other agencies and businesses that assist homeless men, women, children, families, and the chronic homeless in attaining permanent housing and self-sufficiency.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop homeless prevention services for homeless men, women, children, families, and the chronic homeless.
2. Participate in any studies, commissions, forums, or other avenues that are focused on developing homeless prevention services for homeless men, women, children, families, and the chronic homeless.
3. Through a competitive Request For Proposals (RFP) process, provide Emergency Shelter Grant or other federal entitlement funds to agencies and businesses assisting households in need of emergency assistance in order to prevent homelessness.

**Goal:** Support development of essential and supportive services offered by other agencies and businesses to homeless men, women, children, families, and the chronic homeless in attaining permanent housing and self-sufficiency.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop essential and supportive services for homeless men, women, children, families, and the chronic homeless.
2. Participate in any studies, commissions, forums, or other avenues that are focused on developing essential and supportive services for homeless men, women, children, families, and the chronic homeless.
3. Through a competitive Request For Proposals (RFP) process, provide Emergency Shelter Grant or other federal entitlement funds to agencies undertaking essential and supportive services for homeless men, women, children, families, and the chronic homeless.

**Goal:** Support operating expenses of emergency homeless facilities providing emergency shelter or emergency services to homeless men, women, children, families, and the chronic homeless in attaining permanent housing and self-sufficiency.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that provide emergency shelter or emergency services for homeless men, women, children, families, and the chronic homeless.
2. Through a competitive Request For Proposals (RFP) process, provide Emergency Shelter Grant or other federal entitlement funds to cover operational expenses, utilities, maintenance, and other similar expenses at agencies providing emergency shelter or emergency services for homeless men, women, children, families, and the chronic homeless.

**Goal:** Support actions, projects, studies, commissions, or any other avenue dedicated to ending chronic homelessness.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to end chronic homelessness for homeless men, women, children, and families.
2. Participate in any studies, commissions, forums, or other avenues that are focused on assisting chronic homeless men, women, children, families, and the chronic homeless.

**Goal:** Support any actions, projects, or other avenues that further the mission, goals, and objectives of the Continuum of Care (Coc) for Orange, Seminole, and Osceola Counties. The CoC serves as the blueprint for aiding homeless men, women, children, and families in the tri-county area.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps in furthering the CoC.
2. Participate in any studies, commissions, forums, or other avenues that are focused on developing and carrying out the CoC.

**Goal:** Support initiatives, including affordable housing initiatives, of other organizations aimed at preventing homelessness for incarcerated persons returning to society and juveniles leaving the foster care system.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking actions aimed at preventing homelessness for incarcerated persons returning to society and juveniles leaving the foster care system. Assistance could potentially include funding of such requests.
2. Participate in any studies, commissions, forums, or other avenues that are focused on preventing homelessness for incarcerated persons returning to society and juveniles leaving the foster care system.

**Goal:** Support efforts to decrease geographical concentrations of homeless agencies providing residential services and supportive services and that have a significant impact on the

livability and sustainability of the neighborhood/geographical area in which they are concentrated.

**Strategy:**

1. Review projects for compliance with Growth Management Plan and Land Development Code requirements.
2. When approving homeless projects in residential neighborhoods, assess the facility's potential impact on the neighborhood's sustainability and livability, and only approve projects that will not concentrate the homeless population in a geographical area.

**91.215 (e) Other Special Needs**

Some common special needs populations that are important to the City of Orlando HCD include the following categories but are not limited to just these subpopulations.

- Households with disabilities—mental, physical, and developmental
- Elderly residents
- Frail elderly residents
- Public housing households
- Persons with mental illness or in need of mental health services
- Persons with alcohol and other substance abuse, including the dually diagnosed
- Grandparents as caregivers
- Residential facilities for children
- Persons with HIV/AIDS and their families

Any housing need of these special needs populations and others not listed are a high priority for the City of Orlando's HCD. Although a great deal of supportive services are needed in conjunction with housing services for special needs populations, the HCD considers funding of actual supportive services as a low priority for the use of federal housing and community development funds. However, the City of Orlando fully supports

1. other funding opportunities by which additional organizations may apply for supportive services for special needs populations,
2. existing programs by which other organizations currently administer supportive services for special needs populations, and
3. expansion of existing programs by which other organizations currently administer supportive services for special needs populations.

Service providers of special needs populations are located throughout the City where zoning permits. Therefore, no geographical preference is given in considering potential funding of special needs activities and projects.

Over the five-year planning period, the City of Orlando HCD may pursue the following goals and objectives for each of these special needs populations listed.

*Households with Persons with Disabilities*

**Goal:** Support development of diverse affordable housing models specifically designed for households with disabilities.

**Strategy:**

1. Fund activities that assist in the removal of architectural barriers in both owner-occupied and rental housing units for persons with disabilities.
2. Fund agencies through a competitive process specializing in the production of affordable housing for disabled persons or the removal of architectural barriers in owner-occupied and rental housing units for persons with disabilities.
3. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options for persons with disabilities.
4. Require production of a certain percentage of units accessible for disabled citizens in any project assisted with federal funds for new construction of affordable rental units.
5. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of disabled households.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or supportive service needs of disabled households. Participation could potentially include funding support of such avenues or any resulting recommendations.

*Households with Elderly Populations*

**Goal:** Support development of diverse affordable housing models and supportive housing models specifically designed for elderly households.

**Strategy:**

1. Fund activities that assist in minor rehabilitation, weatherization, and accessibility improvements for owner-occupied elderly households.
2. Fund agencies specializing in the production of affordable housing for elderly residents or minor rehabilitation, weatherization, and accessibility improvements for owner-occupied elderly households.
3. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options and supportive housing models for elderly households.
4. Review and potentially fund proposals for assisted living facilities in order to increase production of facilities focused on elderly care.
5. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of elderly households.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or

supportive service needs of elderly households. Participation could potentially include funding support of such avenues or any resulting recommendations.

### *Frail Elderly Populations*

**Goal:** Support development of diverse affordable housing models and supportive housing models specifically focusing on frail elderly residents.

**Strategy:**

1. Fund activities that assist in minor rehabilitation, weatherization, and accessibility improvements for owner-occupied frail elderly households.
2. Fund agencies specializing in the production of affordable housing for elderly residents or minor rehabilitation, weatherization, and accessibility improvements for frail owner-occupied elderly households.
3. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options and supportive housing options for frail elderly households.
4. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of elderly households.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or supportive service needs of frail elderly households. Participation could potentially include funding support of such avenues or any resulting recommendations.

### *Persons with Mental Illness or in Need of Mental Health Services*

**Goal:** Support development of diverse housing models specifically focusing on supportive service needs of persons with mental illness or in need of mental health services.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing and/or supportive housing options for persons with mental illness or in need of mental health services.
2. In conjunction with Orange County's Central Receiving Center, assist any lobbying, planning, and financial efforts to increase the number of crisis/acute care mental health beds at the crisis stabilization unit serving Orange County, especially City of Orlando residents. This facility is currently located at Lakeside Alternatives and is the only emergency community mental health center serving all of Orange County adult and children residents.
3. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of persons with mental illness or in need of mental health services.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or supportive service needs of persons with mental illness or in need of mental health services. Participation could potentially include funding support of such avenues or any resulting recommendations.

*Persons with Alcohol and Other Substance Abuse, Including the Dually Diagnosed*

**Goal:** Support development of diverse housing models specifically focusing on supportive service needs of persons with alcohol and other substance abuse, including the dually diagnosed.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing and/or supportive housing options for persons with alcohol and other substance abuse, including the dually diagnosed.
2. In conjunction with the Center For Drug Free Living's (CDFL) Addictions Receiving Facility (ARF), assist any lobbying, planning, and financial efforts to increase the number of emergency detoxification beds at the ARF serving Orange County, especially City of Orlando residents. This facility is currently managed by CDFL and is the only one serving all of the Orange County adult population.
3. In conjunction with substance abuse treatment providers for both committed and non-committed juveniles, assist any lobbying, planning, and financial efforts to increase the number of emergency detoxification beds serving Orange County's juvenile population, especially City of Orlando residents.
4. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of persons with alcohol and other substance abuse, including the dually diagnosed.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or supportive service needs of persons with alcohol and other substance abuse, including the dually diagnosed. Participation could potentially include funding support of such avenues or any resulting recommendations.

*Grandparents as Caregivers*

**Goal:** Support development of diverse affordable housing models that would assist grandparents in the role of caregivers to children.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options for grandparents as caregivers.
2. Review and analyze the Growth Management Plan, Land Development Code regulations, and other applicable requirements to reduce barriers that prevent housing choice for grandparents in the role of caregivers to children. For example, the City could reexamine garage apartment zoning restrictions and develop new policies.

### *Residential Facilities for Children*

**Goal:** Support development of diverse affordable housing models for residential facilities for children, including foster care.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options for residential facilities for children.
2. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of residential facilities for children.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports or hold forums to determine both housing and/or supportive service needs of residential facilities for children. Participation could potentially include funding support of such avenues or any resulting recommendations.

### *Persons with HIV/AIDS and Their Families*

**Goal:** Support development of diverse affordable housing models for persons with HIV/AIDS and their families.

**Strategy:**

1. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options for persons with HIV/AIDS and their families.
2. Implement a short-term rent, utility, and mortgage assistance program to prevent homelessness as stipulated under HOPWA program requirements for extremely low-, low-, and moderate-income persons with HIV/AIDS and their families.
3. Implement a tenant-based housing assistance program by leasing scattered-site housing units to provide permanent housing for extremely low-, low-, and moderate-income persons with HIV/AIDS and their families. This assistance may include shared housing arrangements.
4. Implement a facility-based housing program to include operating costs, such as maintenance, security, operation, insurance, utilities, furnishings, equipment, supplies,

and other incidental costs, for agencies providing housing and supportive services for extremely low-, low-, and moderate-income persons with HIV/AIDS.

5. Provide funding for acquisition, rehabilitation, conversion, leasing, and repairing of facilities offering housing and supportive services for extremely low-, low-, and moderate-income persons with HIV/AIDS.
6. Review projects for compliance with Growth Management Plan and Land Development Code requirements.

**Goal:** Support studies, reports, or other means of analysis to determine housing and/or support service needs of persons with HIV/AIDS and their families.

**Strategy:**

1. Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports, or hold forums to determine both housing and/or supportive service needs for persons with HIV/AIDS and their families. Participation could potentially include funding support of such avenues or any resulting recommendations.
2. Conduct a Needs Assessment of extremely low-, low-, and moderate-income HIV/AIDS persons and their families, including housing needs and supportive service needs. The Needs Assessment will be conducted approximately every other year.

**91.215 (f) Non-Housing Community Development**

Non-Housing Goals and Strategies

**Goal:** Maintain or correct deficiencies in the level of service standards for various infrastructure capacities within the City of Orlando, such as parks, storm-water, and transportation.

**Strategy:**

1. Expend CDBG funds for infrastructure improvements that will maintain or correct deficiencies in the level of service standards listed in the different elements of the Growth Management Plan.

**Goal:** Support the community's involvement and participation efforts in relation to defining non-housing priority needs.

**Strategy:**

1. Expend CDBG funds for non-housing needs that may become apparent in future surveys, focus groups, or public meetings during the five year planning period.

**Goal:** Support HUD's goal of expanding economic opportunities for low- and moderate-income persons.

**Strategy:**

1. Fund eligible economic activities and/or services that either will assist businesses in creating or expanding jobs for low- and moderate-income residents of the City of Orlando. Priority will be given to businesses located in areas where 51% of the residents



constitute extremely low-, low-, and moderate-income families/individuals. Funding options could be in the form of grants or loans.

2. Fund eligible economic activities and/or services that will assist in the development of new business and/or services that would assist extremely low-, low-, and moderate-income families/individuals. Funding options could be in the form of grants or loans.
  3. Fund a commercial façade improvement and code enforcement correction project for businesses located in the Parramore Heritage Neighborhood. This project would aid in the revitalization efforts of the Parramore Heritage Neighborhood.
  4. Promote development and creation of community development organizations in carrying out neighborhood revitalization projects or community economic development projects. Promotion of community development organizations may include possible funding for development in the form of loans or grants.
  5. Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking economic development activities and/or services aimed at expanding economic opportunities for low- and moderate-income persons.
  6. Pursue redevelopment opportunities related to designated brownfield sites. Opportunities may include seeking further funding opportunities or partnerships with other private businesses, nonprofits, or government organizations.

#### **91.215 (g) Neighborhood Revitalization**

Identified needs for the prioritized activities will be available throughout the geographic area, so no specific area has been targeted. Excluding program administration, 100% of CDBG, ESG and HOME funding will be allocated citywide and 100% of HOPWA will be allocated throughout the four counties within the Orlando jurisdiction.

#### **91.215 (h) Barriers to Affordable Housing**

The City of Orlando expects to continue efforts to remove barriers to affordable housing over the next five years and expects to add new strategies and efforts into the mixture of tools currently in place to reduce barriers to affordable housing.

Section 3 - of this document, “Housing” focuses on “housing“ and provides discussion regarding the barriers to affordable housing as well as strategies to remove or ameliorate negative effects of public policies that serve as barriers to affordable housing.

#### **91.215 (i) Lead Based Paint Hazards**

All homes and facilities where federal funds will be utilized are assessed and if relevant, inspected for lead based paint hazards. Projects must be cleared by the inspectors before any additional work is completed. The City has two Lead Based Paint inspectors who are certified Environmental Protection Agency (EPA) Inspectors. The EPA certifications are in effect for five years. In addition, HCD staff has *Certified Renovators - Initial* by American Management

Resources Corporation. All contractors utilized for home rehabilitation are also required to be certified renovators.

**Goal:** Minimize risk of lead-based paint hazards in the federal entitlement grant housing programs such as CDBG, HOME, and HOPWA, offered by the City of Orlando. This includes rental rehabilitation and owner-occupied rehabilitation.

**Strategy:**

1. Under all rehabilitation programs administered by the HCD, distribute a notification of the potential presence and hazards of lead-based paint by means of a pamphlet from the Department of Environmental Protection and the Department of Housing and Urban Development to all occupants and buyers of federal assisted pre-1978 units.
2. For housing units assisted with federal funds, test all units with painted surfaces that will be disturbed during rehabilitation for lead-based paint and conduct regular inspections.
3. Use City x-ray fluorescence (XRF) equipment to determine the lead content of pre-1978 units. The City of Orlando will have two to three (2-3) housing inspectors certified as lead-based paint inspectors and risk assessors during the next five years.
4. Treat any defective paint surfaces found during rehabilitation according to HUD issued lead-based paint regulations implementing Title X of the Housing and Community Development Act of 1992.
5. Work with the Orange County Health Department to obtain clearance of housing units found to have possible lead-based paint hazards.
6. Utilize *Safe Work Practices* (as described by the U.S. Department of Environmental Protection), clearance examinations, and ongoing maintenance, as required, to ensure the safety of workers and occupants.
7. Utilize strategies listed above with any residential properties acquired using federal funds.
8. Require contractors to comply with the requirements detailed in work write-ups regarding the elimination of lead-based paint poisoning hazards. Borrowers of City federal funds for rental rehabilitation projects will be required to provide evidence that conditions have been met. Work will be performed in accordance Title 24 Chapter 35 of the Code of Federal Regulations, which are made part of all agreements.

**Strategy:**

1. Require borrowers of City federal funds for rental rehabilitation projects to include the prohibition of the use of lead-based paint in any agreement with any contractor or subcontractor in which the scope of work includes painting of applicable surfaces.

**91.215 (j) Anti-Poverty Strategy**

One of the City's main concerns is to create a stable and diversified economy. The City is using the economic prosperity brought about by the region's enormous tourism industry to attract new industries that will provide a better balance to the local economy. This will allow the Orlando

community to achieve economic diversification while preserving a high quality of life. By increasing and expanding the business base of the City, more jobs are created giving people the opportunity for better pay, especially households in poverty. Some of the programs the City currently provides are as follows:

- a. *Economic Development Transportation Fund*—The State of Florida through Enterprise Florida offers incentives to alleviate transportation issues that adversely impact a company’s location or expansion decision. The company must agree to retain or create job opportunities.
- b. *The Mayor’s Business Assistance Team*—Each member of this team acts as a “point person” to guide business representatives to the appropriate city departments, serving as a liaison and ensuring that every effort is made to resolve issues encountered by the businesses.
- c. *Florida (Orlando) Enterprise Zone Program*—businesses may receive tax incentives in order to stimulate redevelopment in economically distressed areas. Some of the incentives are tax credits on the state sales and use tax, corporate income tax and property tax. In addition, if more than twenty (20) percent of a company’s full-time permanent employees live in the enterprise zone, the company can earn higher credits and exemptions. The goal of the program is to stimulate the creation of new jobs and enhance the social and economic well-being of affected neighborhoods.
- d. The *Downtown Real Estate Resource Center* is a one-stop source of collective information on Downtown Orlando to help attract new business to downtown, retain existing business, and to facilitate the reuse of downtown properties.
- e. *Urban Job Tax Credit Program*—provides tax credits to encourage meaningful employment opportunities that will improve the quality of life of those employed and encourage economic expansion of new and existing businesses.
- f. *Business Assistance Program*—provides matching grants to qualifying new and expanding small businesses in the City to assist in offsetting impact development fees.
- g. The *Downtown Economic Enhancement District (DEED)* is a State of Florida program that provides economic development tools and resources to property owners and businesses considering expanding or locating within sites and areas that have the perception of contamination and/or blight.
- h. *Nonprofit Assistance Program*—Provides impact fee assistance to nonprofit agencies located within the City of Orlando and that are undertaking construction projects.

- i. *Qualified Target Industry Program*—Encourages diversification of the economy by giving businesses in targeted growth industries tax refunds for creating quality new jobs.

### **Orlando Housing Authority (OHA)**

In addition, the City supports the following programs and goals sponsored by the Orlando Housing Authority (OHA) in an effort to help reduce the number of poverty level families:

- a. The Resident Training and Development Program, which conducts assessments (including academic, vocational and case management), skills-based training, job counseling and job placement assistance. This project is part of the HOPE VI Community and Supportive Services program and will be accomplished through partners rather than in-house as OHA has previously done.
- b. The Small Business Development Training Program, which conducts business development training and support services.
- c. The Community Learning and Enrichment Centers, which involves educational and tutoring programs, services, and computer labs.

In an effort to reduce the number of poverty level families, OHA has the following five-year goals:

- Goal A:* Promote job skills and employability training and placement services for 100 adults
- Goal B:* Provide vocational assessment services for up to 100 individuals
- Goal C:* Partner with at least 5 area employers to provide job training opportunities for youth and adults
- Goal D:* Partner with Orange County Public Schools to provide up to 25 sessions of English for Speakers of Other Languages (ESOL), General Equivalency Diploma (GED) and Adult Basic Education (ABE) for 40 residents
- Goal E:* Provide access to childcare for 90 children of parents who are participating in OHA self-sufficiency programs
- Goal F:* Target elderly services and services for families with disabilities to five sites; Griffin Park, Lorna Doone, Meadow Lake, Johnson Manor, the Villas at Hampton Park and Reeves Terrace
- Goal G:* Provide the following programs:
- 1) Provide cultural activities for residents
  - 2) Offer opportunities for small business development training for youth and adults
  - 3) Provide access to college scholarships for youth
  - 4) Provide life skills training for 180 youth and adults
  - 5) Provide financial literacy training for 50 adults
  - 6) Seek funding for 5 recreation programs
  - 7) Provide 3 health/wellness programs
  - 8) Provide a teenage pregnancy prevention program for 150 youth
  - 9) Provide assistance to 25 students for seeking financial aid

- Goal H:* Enable 10 beneficiaries of Section 8 assistance to become homeowners (dependent on funding)
- Goal I:* Identify 10 public housing families capable of achieving homeownership and provide opportunities for purchase
- Goal J:* Provide training to 50 residents seeking job and employability skills

The City of Orlando also supports the LYNX public transportation system's Work and Gain Economic Self-Sufficiency (WAGES) program, which assists with transportation costs for low-income and welfare transition individuals through a variety of programs including agency and commuter vanpools, the welfare transition program partnership, and bicycle program.

As another effort to ensure that job training, employment, and contracting opportunities are provided to low-income persons and persons living in poverty, the City includes Section 3 of the Housing and Urban Development Act of 1968 as a requirement in every funding agreement in which federal funds are used. Section 3 requirements stipulate that any project receiving over \$200,000 of federal funds must, to the greatest extent feasible, provide 10% of construction-related contracts to a Section 3 owned business along with having 30% of all new hires be Section 3 residents living within the geographic area of the project as a preference. The City has consistently met this requirement with implementation and monitoring of all projects. Any business or nonprofit receiving HOME or HOPWA funds for construction or rehabilitation of funding will be required to comply with Section 3 requirements as well.

Because almost all social service programs are operated by other nonprofit agencies outside the realm of the City of Orlando's control or by the Orange County government, the City's efforts and abilities to reduce the number of poverty level families are limited. As such, the City does not administer job training programs, benefit programs, or other related services for very low-income individuals and families. Therefore, the City's efforts to coordinate goals and policies of its housing plans with other programs and services that assist poverty level families are limited as well.

Due to the cost of purchasing and maintaining a housing unit, owner-occupied rehabilitation, new construction of owner-occupied units, and downpayment assistance at the City are structured to assist households mostly earning between thirty and eighty percent (30-80%) of Area median Income (AMI). Even with rental rehabilitation or new rental construction activities using federal housing programs, household AMI of assisted clients mostly lies within the same range.

Exceptions to these general guidelines are the minor rehabilitation activities and the removal of architectural barriers activities for seniors and disabled persons.

### **91.215 (k) Institutional Structure**

The City of Orlando will manage the following federal housing and community development functions internally:

- owner-occupied housing rehabilitation,
- land and building acquisition activity, and
- home ownership assistance project.

If capital improvement projects are undertaken over the next five years, the City will perform those functions as well. The City has qualified, experienced staff to undertake all of these efforts.

Not-for-profit organizations, community groups, and/or faith-based associations will perform the following federal housing and community development activities:

- minor rehabilitation of elderly owner-occupied housing units;
- removal of architectural barriers in units occupied by disabled residents;
- rental rehabilitation;
- new construction of rental and owner-occupied units;
- public social services;
- emergency shelter for homeless men, women, and children;
- transitional housing for men, women, and children;
- short-term rent, utility, and mortgage assistance for HIV/AIDS individuals/families;
- tenant-based rental assistance for HIV/AIDS individuals/families;
- facility-based housing for HIV/AIDS individuals/families; and
- supportive services for HIV/AIDS individuals/families.

Some examples of the nonprofit agencies that have conducted these types of activities in the past and will conduct them in the future are:

Center for Drug Free Living, Inc.	Healthcare Center for the Homeless
Center for Independent Living	Lakeside Alternatives
Center for Multicultural Wellness and Prevention	Miracle of Love
Coalition for the Homeless of Central FL, Inc.	Orlando Neighborhood Improvement Corp. (ONIC)
Grand Avenue Economic Development Corp.	Salvation Army
Habitat for Humanity	Seniors First, Inc.
HANDS of Central Florida, Inc.	St. Francis House of Hospitality, Inc.

All of these organizations have been in existence for a number of years, are experienced in their respective fields, and most have contracted with the City in past years with excellent results. Other agencies not listed here may contract with the City for future services. For example, the City intends to partner with a Community Housing Development Organization (CHDO) to deliver rehabilitation and construction of affordable rental units during the upcoming fiscal year.

Other projects, such as new construction of owner-occupied housing and rental housing, usually are carried out by private, for-profit developers or businesses. Private contractors will be used to carry out the work of the owner-occupied rehabilitation program. Similarly, private lenders and brokers will implement the home ownership assistance functions.

The City does not discriminate against any organization, irrespective of its beliefs. As such the City encourages faith-based groups to apply for and carry out housing and community development programs.

### ***Strengths in the Institutional Structure***

Two positive elements exist by contracting some housing and community development services with other agencies and businesses. First, the City can rely upon the expertise of the respective agency in furthering the Department's goals and objectives for housing and community development programs. For example, agencies such as the Coalition for the Homeless and Salvation Army have more expertise in assisting homeless individuals than do City of Orlando employees.

Secondly, the HCD is able to extend the limited resources, abilities, and time of staff by working through other organizations and companies. For example, while HCD staff concentrates on owner-occupied housing rehabilitation activities, nonprofits and private developers can construct new affordable housing.

### ***Gaps in the Institutional Structure***

Along with several strengths with the Housing Department's institutional structure, some gaps have been identified. By not working directly with federal programs, some agencies have a lack of familiarity and understanding with federal program requirements. Agencies that have not worked with the HCD for a long period of time have more difficulty with federal requirements than other agencies that have worked regularly with the Housing Department. Spending time providing technical assistance with federal requirements also leads to less efficiency in implementing the housing or community development activity.

On the one hand, maximum effectiveness is achieved through the expertise of the agencies. On the other hand, the City does not have direct control with the implementation or final outcome of the project, possibly leading to less effectiveness than if the City were to implement the activity.

### ***Overcoming Gaps in the Institutional Structure***

Over the next five-year planning period, the City of Orlando will take the following actions to overcome the gaps in the institutional structure.

#### **Strategy:**

1. Conduct pre-development/construction meetings with all organizations before carrying out activity, explaining federal requirements.
2. Require timely reports during the development of the activity to ensure quality control and effective outcomes and results.
3. Monitor activities during development and after completion to ensure achieving all federal, state, and local laws and regulations.

### **91.215 (l) Coordination**

To enhance coordination between public and private assisted housing providers and private and governmental health, mental health, and social services agencies, the City will undertake the following actions during the next five-year planning period:

- A. Participate as staff, an active or ex-officio member in the following organizations:
  - The Affordable Housing Advisory Committee—An advisory committee of the City organized to study regulatory issues that impede the development of affordable housing and make recommendations for their elimination or reduction. The AHAC is comprised of housing professionals and advocates with experience and active roles in the field of affordable housing. The AHAC meets monthly.

- The Nonprofit Housing Roundtable—A community based committee that provides technical assistance to nonprofit housing and related-services providers in an effort to enhance capabilities, inform about funding opportunities, maximize training and develop new partnerships through the coordination of nonprofit agencies. The Committee meets on a monthly basis to keep abreast of local, state, and federal issues that might affect housing at the local level. Approximately thirty-five (35) organizations are members of the Nonprofit Housing Roundtable.
- The Homeless Services Network of Central Florida, Inc—A private, nonprofit organization, which brings together homeless and chronically service providers, other organizations and agencies to address the issues of homelessness in the community. The organization has a membership of over fifty-five (55) member agencies and its meetings are held monthly to coordinate services to the homeless. Over 120 other persons, including business leaders, government officials, housing developers, funding entities, homeless and formerly homeless persons are invited to attend and participate in the meetings.
- The HOPWA Advisory Committee—A City representative serves as an ex-officio member to this advisory committee. The HOPWA Advisory Committee consists of representatives of Persons Living with HIV/AIDS (PLWH), HIV/AIDS service providers, and representatives of the HIV/AIDS Planning Council. The Committee discusses issues and possible solutions to problems encountered by HIV/AIDS patients. The Committee also undertakes an HIV/AIDS Needs Assessment, as necessary, to help determine the proper allocation of funds as it relates to need.

B. Participate in the following activities:

- Attend meetings and coordinate with the Orange County Cooperative Extension Service (OCCES), a not-for-profit corporation. OCCES provides “Home Basics,” a homeowner pre-purchase counseling service, to recipients of the City’s down payment assistance program. The program includes the basic concepts of budgeting, home ownership, and home maintenance. OCCES also assists the City in the provision of a “My Home” class, which provides home maintenance and cleaning tips to recipients of assistance from the City’s Housing Rehabilitation Program.
- Refer applicants for down payment assistance to other nonprofit organizations in the community for required pre-purchase counseling. Some of these organizations are: Consumer Credit Counseling Services, Inc., Metropolitan Orlando Urban League, the Mortgage and Credit Center, and Housing and Neighborhood Development Services (HANDS). The Orange County Cooperative Extension Service also offers post-purchase counseling.
- Attend meetings and coordinate with the Orange County Housing Finance Agency, a nonprofit organization, which provides funding and support for affordable housing development in the tri-county area.



- Attend meetings and coordinate with the Orlando Housing Authority, an independent public corporation, to address the maintenance and development of affordable housing and any other public housing needs.
- Coordinates activities with residential real estate professionals, mortgage lenders, mortgage brokers, and title companies to assist first-time homebuyers acquire their homes.
- Encourages private, nonprofit organizations to apply for certification as Community Housing Development Organizations (CHDO's) under the HOME Program. The City shall also provide funding opportunities for nonprofit organizations that achieve CHDO status to own, develop, and sponsor affordable housing projects. A minimum of fifteen percent (15%) of the annual HOME allocation is set aside for use by CHDO's in the development of affordable housing.
- Work with agencies and individuals serving the disabled to address the housing needs of disabled persons and families.

To enhance coordination between the various governmental institutions, the City will undertake the following actions during the next five-year planning period:

- Partner with Orange County government for any housing and/or community development projects that may affect City of Orlando residents and unincorporated Orange County residents jointly.
- Share information and resources with Orange County's Housing and Community Development Division to further the goals and objectives listed in both entity's Consolidated Plans.
- Participate in any homeless initiatives with homeless agencies that may occur on a regional level to address the need of homeless individuals and families and to eradicate homelessness.
- Work with the Orange County Health Department and other similar agencies when applying for health and housing related grants or to address any public health issues related to housing needs.
- Work with the Department of Children and Family Services and other similar agencies when applying for family and housing related grants or to address any social service issues related to housing needs.
- Assist the University of Central Florida and other institutions of higher learning in activities or other capacities to address housing needs or issues of the Orlando community and any subpopulations within that community.

**SECTION 2 - Consultation with Agencies, Groups, and Social Service Organizations** 24 CFR 91.001(a)

The FY2011-2016 City of Orlando Consolidated Plan was developed in consultation with a wide range of public and private entities, including governmental and non-profit organizations knowledgeable about the needs of the low- and moderate-income residents of City of Orlando, and private citizens interested in, or affected by, the housing and community development activities discussed in the Plan.

Efforts were made to address needs and gather information from a variety of housing and community development organizations and social service agencies that provide housing supportive services, emergency and transitional housing, economic development, health, and benefit provider groups. In addition to consulting with the service provider agencies and related government entities in focus groups, many other organizations participated in the development of the Consolidated Plan through consultation and/or the gathering of statistical information.

With the exception of HOPWA, all focus groups were held in conjunction with Orange County Housing and Community Development Division. This effort broadened the scope of participation by including overlapping entities and streamlined the number of meetings participants had to attend.

The following agencies were instrumental in the development of the Plan in some manner.

**Table 1: Participating and Consulted Agencies, Organizations, and Groups**

BETA Center, Inc.	LYNX-Central Florida Regional Transportation Authority
Catholic Charities of Central FL, Inc.	Miracle of Love, Inc.
Center for Drug Free Living, Inc.	Nehemiah Educational and Economic Development Corp., NEED, Inc.
Center for Independent Living, Inc.	Orlando Neighborhood Improvement Corporation
Center for Multicultural Wellness & Prevention Inc.	Orange Blossom Family Clinic/ Health Care Center for the Homeless
Central Florida Commission On Homelessness	Orange County Commission on Aging
Christian Service Center, Inc.	Orange County Government Florida Youth and Family Services Ryan White Program
City of Orlando Office of Human Relations	Orange County Health Department
CLSMF Community Legal Services - Fair Housing	Orange County Housing and Community Development Division
Coalition for the Homeless of Central Florida, Inc.	Orange County Housing Finance Corp.
Community Legal Services of Mid-Florida	Orange County Public Schools
Covenant House of Florida	Orange County Health Department
Fair Housing Continuum, Inc.	Orange County Special Projects (MH)
First United Methodist Church of Orlando	Orlando Housing Authority

Florida Agency for Persons with Disabilities	Orlando Housing Authority (public housing)
Florida Department of Children and Families, Central Zone Licensing Office (child care)	Orlando Regional Realtor Association
Florida Department of Children and Families, Substance Abuse & Mental Health	Osceola County Ryan White Health Department
Florida Department of Elder Affairs	Pathways to Care, Inc.
Florida Department of Health—Bureau of HIV/AIDS	PLACE of Comfort, Inc.
Florida Department of Health—Orange County, Environmental Epidemiology	Quest, Inc.
Florida State Department of Children & Families	Salvation Army, Inc.
Grand Avenue Economic Development Corporation	Seminole County Public Schools
Habitat of Orlando	Seniors First, Inc.
HANDS of Central Florida	Spotlight Outreach Ministries, Inc.
Harbor House, Inc.	St. Francis House of Hospitality, Inc.
Health Care Center for the Homeless, Inc.	The Transition House, Inc.
Health Council of East Central FL, Inc.	The Village of Orlando, Inc.
Heart of Florida United Way, Inc.	Union Rescue Mission, Inc.
Homeless Services Network of Central Florida	United States Centers for Disease Control and Prevention
HOPWA Advisory Board	University of Central Florida, Department of Sociology and Anthropology
HUD Local Office	University of Florida, Shimberg Center
I-Dignity, Inc.	Veteran's Administration Medical Center
Jewish Family Services of Greater Orlando, Inc.	Wayne Densch Center
Lake County Ryan White Health Department	Winter Park Housing Authority
Lakeside Behavioral Health Care, Inc.	Workforce Innovation Florida
Legal Aid Society of the Orange County Bar Association	Workforce of Central Florida
Lighthouse of Central Florida	X-Tending Hands, Inc.
	Zebra Youth Coalition
City of Orlando Economic Development Department	City of Orlando Neighborhood Relations and Community Affairs
City of Orlando Family, Parks and Recreation	City Attorney's Office

Consultations and focus groups were held during the planning and preparation period of the 2011-2016 Consolidated Plan to consult with other public and private sector agencies that

provide assisted housing, health services, social services, fair housing services. The following areas were evaluated:

Housing Services	Fair Housing
Homelessness	HOPWA
Jurisdictional Neighborhoods	Adjacent Jurisdictions
Public Services	Lead Based Paint Hazards

### **Consultation: Housing Services**

The City of Orlando hosted a Housing Focus Group on April 7, 2011. This focus group was divided into three separate audiences: (1) the lending partners; (2) the housing counseling partners; and (3) the housing provider partners. The participants were provided surveys to complete before the meeting so that the discussion would be directed towards certain issues such as the needs for FY 2010-2016, effects of foreclosures in our community, and the lending challenges for low and moderate income households. Regardless of which group, it was the need for housing counseling and education that was considered a priority. Credit was viewed by all groups as a hardship that clients would have to overcome. Thus, the recommendation to continue the requirement of mandatory counseling in order to participate in the City’s housing programs. Rehabilitation of the existing housing stock (single family as well as multifamily) was also considered a priority. A third priority was the need to redevelop vacant properties as they are a sore in our communities. The underlying comment amongst all groups is the need for more funding to continue addressing these needs.

### **Consultation: Fair Housing**

The City of Orlando and Orange County have prepared the “2011-2016 Analysis of Impediments and Actions to Affirmatively Further Fair Housing” to serve as the area’s Fair Housing Plan for the next five years. During the preparation of the document the City and County worked collaboratively to collect information from area providers and those affected by fair housing issues. The complete document is available to the public online at [www.cityorlando.net/housing](http://www.cityorlando.net/housing). A summary of the consultation efforts regarding fair housing is provided below.

To garner valuable input from the community regarding Fair Housing issues, the City of Orlando and Orange County collaborated with the Orlando Housing Authority to provide an open forum where discussion and insight could be shared on current issues, trends and anticipated needs. Agencies were sent the following invitation:

*A component of the Consolidated Plan includes the Fair Housing Analysis of Impediments. The City of Orlando and Orange County are working collaboratively to develop the Fair Housing Analysis for submission to HUD. Your participation in a focus group meeting to assess the needs of the fair housing will be crucial to our planning efforts.*

*At the meeting we will discuss the requirements of the Consolidated Plan and coordination of fair housing activities in the area. Your input will help us to accurately prioritize fair housing needs. Please plan to share any relevant data and/or any documentation that you feel may be useful to this planning process.*

*If you are unable to attend please send a representative from your agency.*

*Date: March 31, 2011  
 Location: Carver Park Neighborhood Network Center  
 1190 Conley Street, Orlando, FL (across from the Jackson Center)  
 Time: 10 am to 11:30am.*

The following agencies were invited to attend:

Agency
BETA Center, Inc.
Catholic Charities of Central FL, Inc.
Center for Drug Free Living, Inc.
Center for Independent Living, Inc.
Center for Multicultural Wellness & Prevention Inc.
Central Florida Commission On Homelessness
Christian Service Center, Inc.
City of Orlando Office of Human Relations
CLSMF Community Legal Services - Fair Housing
Coalition for the Homeless of Central Florida, Inc.
Community Legal Services of Mid-Florida
Covenant House of Florida
Fair Housing Continuum, Inc.
First United Methodist Church of Orlando
Florida Agency for Persons with Disabilities
Florida Department of Children and Families, Central Zone Licensing Office (child care)
Florida Department of Children and Families, Substance Abuse & Mental Health
Florida Department of Elder Affairs
Florida Department of Health—Bureau of HIV/AIDS
Florida Department of Health—Orange County, Environmental Epidemiology
Florida State Department of Children & Families
Grand Avenue Economic Development Corporation
Habitat of Orlando
HANDS of Central Florida
Harbor House, Inc.
Health Care Center for the Homeless, Inc.
Health Council of East Central FL, Inc.
Heart of Florida United Way, Inc.

Homeless Services Network of Central Florida
HOPWA Advisory Board
HUD Local Office
I-Dignity, Inc.
Jewish Family Services of Greater Orlando, Inc.
Lake County Ryan White Health Department
Lakeside Behavioral Health Care, Inc.
Legal Aid Society of the Orange County Bar Association
Lighthouse of Central Florida
LYNX-Central Florida Regional Transportation Authority
Miracle of Love, Inc.
Nehemiah Educational and Economic Development Corp., NEED, Inc.
Orlando Neighborhood Improvement Corporation
Orange Blossom Family Clinic/ Health Care Center for the Homeless
Orange County Commission on Aging
Orange County Government Florida Youth and Family Services Ryan White Program
Orange County Health Department
Orange County Housing and Community Development Division
Orange County Housing Finance
Orange County Public Schools
Orange County Special Projects
Org County Health Dept.
Org County Special Projects (MH)
Orlando Housing Authority
Orlando Housing Authority (public housing)
Orlando Regional Realtor Association
Osceola County Ryan White Health Department
Pathways to Care, Inc.
PLACE of Comfort, Inc.
Quest, Inc.
Salvation Army, Inc.
Seminole County Public Schools
Seniors First, Inc.
Spotlight Outreach Ministries, Inc.
St. Francis House of Hospitality, Inc.
The Transition House, Inc.
The Village of Orlando, Inc.
Union Rescue Mission, Inc.
University of Central Florida, Department of Sociology and Anthropology
Veteran's Administration Medical Center
Wayne Densch Center
Winter Park Housing Authority
Workforce Innovation Florida

Workforce of Central Florida
X-Tending Hands, Inc.
Zebra Youth Coalition

The City of Orlando Housing and Community Development Department and Orange County Housing and Community Development provided an overview and explained the timeline, methodology and identifications of barriers to fair housing included in the Analysis of Impediments to Fair Housing.

Three area groups, who are tasked with enforcing Fair Housing regulations, were asked to give the group an overview of their agency and of the actions their agency has implemented in the past, is currently implementing and will be implementing during the 2011-2016 planning period.

**Community Legal Services of Mid-Florida Inc. (CLSMF):** CLSMF’s HUD Fair Housing Project promotes equal opportunity in housing for all persons through education, investigation, and enforcement. Housing discrimination based on race, color, national origin, religion, sex, family status or disability is illegal. CLSMF assists persons who feel that their rights have been violated while renting, financing or purchasing homeowners insurance. Services are available free to any person who experiences discrimination in Citrus, Flagler, Hernando, Lake, Marion, Orange, Putnam or Sumter Counties, regardless of income. CLSMF also provides educational presentations to employees, churches, temples, synagogues or other community groups. CLSMF provides written material on Fair Housing such as pamphlets for distribution among clients, patients, employees, students, members of business or organizations. The brochures are available in English, Spanish and Vietnamese.

Orange County has contracted with CLSMF to provide outreach and education to Orange County. CLSMF reported that they were fifteen cases investigated. Of those, five alleged racial discrimination and ten were alleged discrimination based on disability status. All complaints were from tenants of rent subsidized apartment complexes. CLSMF provides a “testing” training program where persons are trained to pose as buyers or renters. CLSMF is also working on a new grant to look at lending practices, mortgage rescue scams and fair lending. CLSMF stated that banks are faking a presence in particular neighborhoods to take advantage of residents. The most recent issues presented were discrimination due to mental health issues, such as parents with autistic children, etc.

The Fair Housing Continuum, Inc. is a private non-profit fair housing agency dedicated entirely to the elimination of housing discrimination in Florida, serving Brevard, Indian River, Seminole, Osceola, Orange and Volusia Counties. The agency mission is: Ensure Equal Housing Opportunity and Eliminate Discrimination in Florida. The Fair Housing Continuum:

- Provides training to comply with the requirements of federal programs to “Affirmatively Further Fair Housing.”
- Assesses business practices to ensure compliance with federal, state, and local fair housing laws.
- Analyzes and develop strategies to overcome fair housing impediments.
- Processes and assist in fair housing complaint resolution.
- Enforces fair housing laws

The Fair Housing Continuum was contracted by the City of Orlando to conduct testing in 2009 and 2010. The results are included as “Exhibit A” in this document.

The Continuum reports that there is a large rise in discrimination reports against those with disabilities. Requests for reasonable accommodations such as wheelchair ramps, fire alarms for the hearing impaired and an accessible bus pick up are being denied.

The City of Orlando’s Office of Community Affairs - Human Relations mission is to promote equality of opportunity for the citizens of Orlando by advocating policies of nondiscrimination and administering City and Federal laws that prohibit discrimination in employment, housing and public accommodation.

The OHR is an agent of both the Equal Employment Opportunity Commission (EEOC) and the U.S. Department of Housing and Urban Development (HUD), and is responsible for investigating and resolving complaints of discrimination. As per agreements with EEOC and HUD, the OHR is also responsible for conducting education and outreach activities for the public, designed to increase citizen awareness of their rights and the remedies available to them under existing discrimination laws. Additionally, the OHR conducts training workshops/seminars for employers, housing providers, and individuals involved in the business of providing/allowing access to places of public accommodation.

The City of Orlando’s Office of Community Affairs - Human Relations department shared the activities the City had provided during April, Fair Housing Month. The City held a Fair Housing seminar on foreclosures and predatory lending and a Fair Housing seminar specifically on the challenges of persons with disabilities.

## **Discussion**

The group was asked to discuss barriers, policies, current and projected research and strategies agencies had planned regarding implementation of the fair housing act.

The Orange County Housing and Community Development Department reported that there are approximately 20,000 vacant units, estimated to be enough available housing units to provide housing in Orange County for the next 5 years. These vacant units are those that families have already lost to foreclosure or abandoned due to job loss and upside down cost versus current value. The number doesn’t include those in foreclosure. Paradoxically, apartments are at 92% occupancy so rental rates are higher than ever.

What is affordable housing?

Housing is commonly defined as affordable if a low- or moderate-income family can afford to buy or rent a standard dwelling unit without spending more than thirty percent (30%) percent of its income on rent or mortgage. Affordable housing can be divided into two categories: moderate income, or workforce housing, and housing for extremely low-income individuals who typically include the elderly and individuals with disabilities.

Agencies representing the disabled stated that most disabled persons receive monthly income of Supplemental Security Income (SSI) which is currently just under \$700 and has not been raised to reflect cost of living increases in 2 years. The agencies agreed that \$450 or \$500 for monthly



rent with utilities included would be affordable to their clients. Those persons would have a housing cost burden of more than 50% of their annual income.

SSI is a Federal income supplement program funded by general tax revenues (not Social Security taxes) and is designed to help aged, blind, and disabled people, who have little or no income and are otherwise ineligible for Social Security Disability Benefits; and provides cash to meet basic needs for food, clothing, and shelter.

The following is a list of identified impediments to fair housing:

1. Lack of affordable housing
2. Lack of affordable housing close to jobs
3. Lack of affordable housing to the disabled and seniors citizens on fixed income incomes
4. The available affordable housing is concentrated in certain neighborhoods
5. Demolition and vacant properties that had once been affordable housing are being turned into unaffordable housing
6. Bank restrictions vary depending on the neighborhood they are servicing
7. Apartment complex management companies do not inform the applicant what would prevent them from being accepted before the application and application fee. Applicants must be informed of the criminal and credit background limits and levels (how long, what types of crimes) the management company will accept before the application.  
Households who lost their homes to foreclosure should not have that credit issue held against them in trying to rent new housing.
8. Households who lost their homes to foreclosure have credit that prevents them from renting new housing.
9. State regulation regarding drug testing of all those who receive public assistance doesn't take into account those with mental health and pain management issues.
10. State regulation regarding drug testing of all those who receive public assistance must pay for the test and if the report is negative, they will be refunded. This will make it very difficult for those who are already on a low, fixed income.
11. Predatory lending is still a major problem in certain neighborhoods
12. It has been reported that certain landlords charge a higher rate for their housing voucher program (Section 8) apartments than for their regular apartments.
13. The number of persons in the household (not married or related by blood) exceeds the zoning limits.
14. High utility rates and legislation repeatedly allowing 30 to 40% increases, makes housing unaffordable to low income persons, especially those on low fixed incomes.
15. Households that utilize a septic system must have a limit on the number of persons in the home otherwise health hazards become an issue.
16. Conversion fees to hook up to sewer system are expensive and thus, out of reach for those in lower income neighborhoods.
17. Lack of education regarding who are the protected classes against housing discrimination.
18. Lack of education regarding how to go about filing a discrimination claim.
19. Most undocumented persons will not report housing discrimination out of fear of deportation.
20. There is no housing discrimination protection for seniors.

21. Pending federal legislation in lending practices will cause undue burden on new homebuyers. A required minimum of 20% for down payment and no 60 day late payments within the past two years, medical bills included.
22. Not enough is being done to address the lack of education about Fair Housing laws that adversely affect fair housing and encourage discrimination. No education is provided in other local languages such as Creole or Vietnamese.

The following is a list of proposed corrective actions and recommendations:

1. Preserve affordable housing by monitoring zoning and land use
2. Increase density of housing development to have working families close to jobs (Orange County and City of Orlando Task Forces have reports)
3. Ensure that properties that had affordable housing unit(s) on them and were abandoned and subsequently demolished are maintained as affordable residential properties
4. Affordable housing must be made available to low income disabled persons/households.
5. Ensure that affordable housing is available throughout the jurisdiction not concentrated in low income areas.
6. Foster mixed use projects throughout the jurisdictions to avoid concentration in low income areas.
7. Banking practices of enforcing stricter regulations in different areas should be monitored for inconsistencies.
8. To address the lack of affordable housing, ensure NSP and other HUD funds maintain property for low income households
9. In order to address the issue of application fees, management companies must tell the applicant what would prevent them from being accepted before the application and application fee is paid. Applicants must be informed of the criminal and credit background limits and levels (how long, what types of crimes) the management company will accept before the application. Households who lost their homes to foreclosure should not have that credit issue held against them in trying to rent new housing.
10. Workforce bonds companies that hire ex-offenders, initiate a regulation on affordable housing where the City or the County provides bonds to apartment property managers that provide affordable housing to those with minimum credit risk.
11. Address the issue of a new State regulation which requires all those receiving public assistance be drug tested. The applicant must pay for the drug test and are to be reimbursed if the results are negative. Concern was raised regarding seniors and the disabled on certain medications that could be registered as opiates, etc. Prescribed medication must be taken into consideration to ensure fair housing options are available.
12. Educate consumers and enforce regulations against predatory lending through neighborhood outreach and public media campaigns.
13. Investigate why some landlords charge a higher rate for section 8 tenants.
14. Clarify occupancy requirements. What is the maximum number of persons allowed to live in one unit, one bedroom, etc? Current limits may cause an issue for large extended families where everyone may not be related by blood or marriage. Current statute refers to “related” persons. Must clearly define what that means and how it affects larger households.
15. The Orange County Health department recommended investigation of the domicile’s septic system before allowing large families to live in the housing. Larger families on a

- septic system create a health hazard. The County Health department can investigate and make recommendations before allowing a family to put themselves at risk.
16. Establish local (City and County) regulations to addresses the high expense of conversion fees to hook up housing to the sewer system. CDBG and most HUD funds must benefit low, moderate income persons or neighborhoods, so using HUD funds to assist correcting this issue would not be permitted unless the census tract is classified as 50% or below LMI.
  17. Fair housing outreach has mostly been enforced regarding race, disability and familial status. Since 2006, both Orange County and the City of Orlando have Fair Housing laws which include discrimination based on a person’s sexual orientation. Outreach must be provided to those communities that are unaware of the laws that protect them.
  18. Pending Florida State legislation similar to the Arizona immigration law could affect undocumented immigrants and housing. Undocumented immigrants are more likely to not report discrimination for fear of deportation.
  19. Local Fair Housing ordinances do not address discrimination against seniors. Encourage local jurisdictions to include age as a protected class from discrimination.
  20. Pending federal legislation in lending practices may cause excessive burden to new homebuyers. Legislation will require all homebuyers to have at least 20% of the home price for down payment. The homebuyers must also attain a credit rating that may not include any 60 day late payments within the past two years, with medical bills included.
  21. Address the lack of education regarding laws that will adversely affect fair housing and encourage discrimination. City and County must utilize public access TV in addition to flyers, newspaper public announcements and online newspaper public announcements in English, Spanish, Haitian and Vietnamese to expand educational outreach.
  22. Address the issue of high utility rates and legislation repeatedly allowing 30 to 40% increases, making housing unaffordable to low income pr persons on low fixed incomes.
  23. Fair Housing agencies along with local governments should hold an Annual Fair Housing meeting to update progress on addressing impediments.

**Consultation: Homelessness and Chronically Homeless**

On March 24, 2011 the City of Orlando and Orange County Housing & Community Development brought together stakeholders, providers and community leaders in the field of homelessness to participate in a focus group which produced a list of needs prioritized by urgency.

A power point presentation was offered on the subject of the Consolidated Plan, city/county collaboration, traditional homeless related sources of funding, decreases in funding, eligible activities and other homeless issues. The purpose of the focus group was to solicit the views of homeless service providers present about perceived homeless priorities that should be included in the new Consolidated Plan 2011-2016 (CP) being prepared. Participants were given a Power Point handout and a list of homeless priorities which they were asked to rank.

The following area entities were invited to participate in the consultation focus group:

BETA Center, Inc.	Legal Aid Society of the Orange County Bar Association
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Catholic Charities of Central FL, Inc.	LYNX-Central Florida Regional Transportation Authority
Center for Drug Free Living, Inc.	Miracle of Love, Inc.
Center for Multicultural Wellness & Prevention Inc.	Health Care Center for the Homeless, Inc.
Central Florida Commission On Homelessness	Orange County Public Schools
Christian Service Center, Inc.	Orange County Health Department
Coalition for the Homeless of Central Florida	Orange County Special Projects
Covenant House of Florida	Orlando Housing Authority
Florida Department of Children & Families	Pathways to Care, Inc.
First United Methodist Church of Orlando	Salvation Army, Inc.
Grand Avenue Economic Development Corporation	Union Rescue Mission, Inc.
Harbor House, Inc.	Veteran's Administration Medical Center
Heart of Florida United Way	Wayne Densch Center
Homeless Services Network of Central Florida	Workforce Innovation Florida
I-Dignity, Inc.	Workforce of Central Florida
Jewish Family Services of Greater Orlando, Inc.	Zebra Youth Coalition
Lakeside Behavioral Health Care, Inc.	

A list was handed out and offered the following options as needs to address homelessness and agencies were asked to prioritize needs.

Assistance to those aging out of care
Benefits application completion
Bus passes for Reunification with family members
Bus passes for local travel
Case Management
Computer and phone access
Credit and Debt Counseling
Criminal background issue assistance
Drop-in Centers
Emergency Shelter
Employment services
Food Banks
Identification - costs for documents
Meals
Medical transportation
Permanent affordable housing
Permanent affordable housing for disabled persons

Rapid Re-Housing
Rent cost – Homelessness Prevention
Resource Identification for case workers
Resource Identification for clients
Transitional Housing
Utility costs
During the meeting and through priority lists received through April 1, 2011, the group suggested these additional needs:
Healthcare
Child care
Lack of adequate shelter space
Shelters for married couples without children
Mental Health services
Substance abuse treatment services
Transitional Housing for families
Transitional Housing for minors with children
Permanent supported housing for the elderly
Affordable and rapid public transit system
(Utilize) Best practice solutions Continuum of Care
Leverage all Federal, Local and Private Funds

#### A Holistic Approach

The group was asked to prioritize the identified needs based on their expertise and anticipated needs for the next five years. Participants had difficulty with prioritizing as they felt the approach to addressing homelessness should be holistic and include all elements.

Concern was raised that there is no additional space to handle all the households in need. Participants reported that due to limited space in the Parramore neighborhood, 10-20 families per day to be turned away. However, agencies may locate services in other City and County neighborhoods.

Data and research repeatedly demonstrate that housing first, rapid re-housing and the holistic approach models of care ensure that once the household is assisted and followed on a regular basis, future homelessness can be avoided and the funding need to re-assist saved. It is imperative that services be provided in the most economical way possible. However limited funding means a limited number of households will be assisted.

#### Goals and Strategies

1. Coordination in the planning of all funding resources for homelessness in the area
2. Coordination in the implementation of all funding resources for homelessness in the area
3. Establish a comprehensive, shared reporting system to monitor usage of services by homeless clients and address duplication of services
4. Utilize “Best Practices” such as Rapid Re-housing (Housing First) to address family homelessness.

5. Acquire and rehabilitate properties to be used for transitional and permanent affordable housing for chronically homeless or the households a risk of homelessness.
6. Develop a public education program on homelessness to reduce stigma and fear of the homeless in the City and County.

## **Consultation: HOPWA**

HOPWA focus group meetings in the past had garnered little community participation. To address this issue, the City coordinated with the County Health Departments within the Orlando Eligible Metropolitan Statistical Area (EMSA) which includes Orange, Osceola, Lake and Seminole counties, to attend and solicit comments via a survey to each of the HIV/AIDS department's Community Advisory Boards. Each group was presented with a short, one page survey. Comments were requested. Overwhelmingly the results assert that more affordable permanent housing in both metropolitan and rural areas, specifically housing which is affordable to persons receiving Social Supplemental Income (SSI) or Social Security Disability Insurance (SSDI), is needed. The rural areas were most affected by the lack of facility based and emergency housing options available. Respondents on fixed or limited income state they are in a constant state of housing instability.

The participants at the meeting with the Lake County HIV Services Health Department Community Advisory Board Meeting provided the following needs:

- Housing affordable to those living on Supplemental Security Income (SSI)
- Emergency Shelters
- Facility Based Housing

The participants at the meeting with the Osceola County Community HIV Services Health Department Advisory Board Meeting provided the following needs:

- Housing affordable to those living on Supplemental Security Income (SSI)
- Emergency Shelters
- Facility Based Housing

The participants at the Ryan White Health Services Regional Planning Council PLWH/A Caucus meeting at the Orange County Health Department provided the following needs:

- Provide housing affordable to those living on Supplemental Security Income (SSI).
- The need for permanent affordable housing could be addressed by establishing fast track program for low income persons with disabilities, such as HIV/AIDS, to Section 8 vouchers through the Orlando Housing Authority.

The one participant at the Seminole County Public Hearing did not have any comments.

In addition to the outreach efforts for community input through the above measures, separate Public Hearings were held in the City of Orlando Council Chambers, the Lake, Osceola and Seminole County Commissioners' Chambers. Public Hearings were advertised in local newspapers, specially the Orlando Sentinel county versions, in Spanish in the El Sentinel, the area's largest Spanish language newspaper and in the Advocate, a newspaper with the area's largest African- American readership.

All public hearings and focus groups were held in ADA accessible facilities.

One person attended the Seminole County Public Hearing but did not have any comments. No

one attended the Lake, Seminole or Osceola County Public Hearings.

## Consultation: Jurisdictional Neighborhoods

On Saturday, May 14, 2011, City of Orlando Mayor Buddy Dyer held the 6th Annual Neighborhood and Community Summit at the Doubletree Hotel at the Entrance to Universal Studios. The Summit, which offered 16 workshops divided into 2 sessions, was produced by the City’s Office of Communications and Neighborhood Relations (OCNR) and the Office of Community Affairs (CA) and featured workshops and displays provided by the following city departments and programs: Family, Parks & Recreation Department, Keep Orlando Beautiful, Harry P. Leu Gardens, Office of Communications & Neighborhood Relations, Office of Community Affairs, Orlando Fire Department, Office of Emergency Management, Orlando Police Department, Orlando Venues and the Housing and Community Development Department (HCD).

This half day event offered an array of opportunities for City neighborhood associations and concerned citizens to become “*informed, connected and involved*”. Participants were offered workshops on such topics as “*2011 Update for Mandatory Associations*”, “*Cultural Etiquette for a Diverse Community*”, “*Mayor’s Matching Grants Program*”, and “*Real Estate Fraud and Foreclosure Scam*”.

The annual Summit brings together neighborhood association boards to share information and network about issues, services and solutions. During this summit the City’s Community Development Program Manager distributed a survey with general questions about the state of the neighborhoods and suggested recommendations.

Participants were asked to complete the following survey on their neighborhood conditions:

### Neighborhood and Community Summit Survey May 14, 2011

**Goal:** Develop strategies for the City of Orlando 2011-2016 Housing & Community Development Consolidated Plan: **Identify Strategies to address:** Housing, Homelessness, Non-Housing Community Development, Economic Opportunities, Anti-poverty and Special Needs (Seniors/ Disabled/HIV/AIDS)

1. **What neighborhood do you live in?** \_\_\_\_\_
2. **What types of amenities and social services, if any, currently exist in your neighborhood?**  
*Please check all that apply.*

Type of Social Service	Yes or no	Type of Social Service	Yes or no
Childcare services		Education/schools, universities	
Senior Services		Libraries	
Mental health or counseling providers		Substance abuse treatment	
Emergency shelters for the homeless		Assisted living facilities	
Police and /or Fire Stations		Grocery Stores	

Other (please describe)

**3. Are there current conditions that cause your neighborhood to appear unstable?**

*Please check all that apply*

Neighborhood conditions	Yes or no	Neighborhood conditions	Yes or no
Affordable Housing		Homelessness	
Unemployment		Lack of Community and Senior Services	
Emergency shelters for the homeless		Disabled/Special Needs Persons issues	
Vacant Lots		Vacant or Abandoned Homes due to Foreclosures	
Other (please describe)			

**4. Are you aware of any resources that could help improve your neighborhood's conditions?**

*Please check all that apply*

Resources	Yes or no	Resources	Yes or no
Community Development Block Grant (CDBG)		Mayor's Matching Grant Program	
United Way		Neighborhood Revitalization Grant	
Neighborhood Stabilization Program 1 or 3		HOME Investment Partnerships	
Emergency Solutions Grant (ESG)		Housing Opportunities for Persons with AIDS (HOPWA)	
Other (please describe)			

**5. Are you aware of any obstacles in obtaining resources to help address your neighborhood's conditions? Check all that apply**

Obstacles	Yes or no	Obstacles	Yes or no
No Knowledge of Available Grants		Taxes and/or Permitting fees	
Lack of available funding		Zoning restrictions	
Complicated application process		No Organization to Implement	
Other (please describe)			

**6. What is the most urgent issue your neighborhood faces?**

*Please name one only*

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Thank you for participating!

Orlando Neighborhoods that participated in the survey:			
Carter St. 32805		Reeves Terrace	
Clarcona Cove		Rock Lake	
Conway		Rose Hill	



Downtown Orlando	Sunset Lake
Dr. Phillips	Villas of Costa Del Sol
Greenwood Cemetery area	Washington Shores
Isle of Catalina	Westwood Blvd. (SeaWorld)
Mai Kai Condominiums	Zip Code area 2836

<b>Neighborhood Summit Results</b>
Are the necessary amenities in your neighborhood?
52% answered yes, 44.5% answered no and .5% did not provide an answer
Are there current conditions that cause your neighborhood to appear unstable?
41% answered yes, 54% answered no and 5% did not provide an answer
Are you aware of resources that could help improve your neighborhood's conditions?
47 % answered yes, 52% answered no and 1% did not provide an answer
Are there obstacles in obtaining resources to help address your neighborhood's
34% answered yes, 18% answered no and 18% did not provide an answer
What are the most urgent issues your neighborhood faces?
Apartment prices are being raised
Apartment complexes that don't pay taxes
Improve my neighborhood
None to my knowledge, maybe stray cats.
No experience with grant programs
Foreclosures
Foreclosures
Need more outreach to church groups and neighborhood centers

## **Consultation: Adjacent Jurisdictions**

The City of Orlando participated in the Orange County Housing and Community Development Division's consultation with adjacent units of local governments and agencies with planning responsibilities beyond a single jurisdiction. A focus group was held on neighborhoods and municipalities on March 15, 2011 at the Orange County Administration Building at 201 S. Rosalind Avenue. An overview of the Consolidated Plan and information regarding the anticipated funding resources was provided. Participants were then were asked to describe their community development needs and how these conditions impact low income families. Discussion centered on the need for collaborative efforts to deal with identified neighborhood revitalization, public facilities and infrastructures needs.

Attendees representing Seminole and Osceola Counties, and the cities of Orlando, Sanford, Winter Garden, Winter Park and Maitland focused on four areas of need: employment,

transportation, affordable housing and economic development. The following recommendations were identified:

#### Employment:

- Develop apprenticeship program to address youth unemployment
- Provide training for business development to create new businesses with jobs
- Work with private business sector to assist in providing and/or coordinating transportation for employees
- Coordinate the development of micro enterprises and self sustainable businesses

#### Transportation

- Create manageable access to public transportation
- Address the lack of adequate sidewalks and safe waiting areas around public transportation
- Shorten the long distances from housing to public transportation
- Establish the link between employment and access to adequate public transportation

#### Affordable Housing

- Encourage investors and developers to create new or rehabilitate existing affordable rental housing
- Monitor investor activity capitalizing on the lack of rental housing in light of the number of foreclosures
- Monitor current and future increases in rental rates to ensure that affordable housing remains affordable
- Apartment rental units that had been converted to condominiums are now in foreclosure and should be encouraged to convert back to affordable rental housing

#### Economic Development

- Create a use for empty retail spaces
- Develop incentives for grocery stores and businesses to move into or back into low income neighborhoods
- Create business incentives such as purchasing the property, providing rehabilitation funds, landscaping and maintenance and/or low cost leasing agreements to small business to provide commerce and job opportunities

### **Consultation: Public Services**

The City of Orlando collaborated with the Orange County Housing and Community Development Division's for a consultation with agencies that provide public services. A focus group was held for service providers on February 2, 2011 at the Orange County Administration Building at 201 S. Rosalind Avenue. An overview of the Consolidated Plan and information regarding the anticipated funding resources was provided. Participants were asked to describe their public service needs and the current and projected conditions that impact the low income families they serve. Discussion centered on the need for collaborative efforts to deal with identified issues.

Special Needs and Public Services Focus Group – Priorities were:

- Basic needs across all populations were food, shelter, medical assistance and employment at a living wage
- After school programs for youth
- Disabled support services such as case management
- Youth Services such as tutoring, mentoring and other support services
- Senior services - home delivered meals and home energy/weatherization assistance
- Healthcare for low income families and individuals

The focus group included service providers, advocates for low income persons and the homeless and were critical to the development of community priority needs included in this document. Additional focus groups conducted in 2010 included Anti-Poverty and Public Facilities and Infrastructure.

Based on information gathered from the focus group sessions, survey data and needs assessments, community development priorities were identified and will be included in the Consolidated Plan. The following summarizes comments from the focus group sessions:

Anti-Poverty Focus Group – Priorities were:

- Job training & advanced skills
- Transportation and childcare
- Resume training/transitioning skills
- Job Search/placement
- Small business creation- CDC's, grassroots business development
- Credit/budget counseling
- Emergency financial assistance (“The New Poor”)

Public Facilities and Capital Improvement Focus Group

This group was comprised of community groups, participating municipalities, county planning/ development staff and capital improvement program (CIP) county representatives. Priorities were:

- Acquisition of Foreclosed Properties
- Disposition of Properties owned by local governments (In house activity)
- Continuation of multi-year Capital Projects
- Street Paving and Drainage
- Acquisition of Real Property (for job training for LI & limited clientele)
- Improvements to Public Facilities (serving LI & limited clientele)
- Building Sidewalks where none currently exist

## **Consultation: Lead based Paint Hazards**

The City's Housing Rehabilitation Section has established relationships with professional service providers for supplementary inspections and, if necessary, remediation. All homes and facilities where federal funds will be utilized are assessed and if relevant, inspected for lead based paint hazards. Projects must be cleared by the inspectors before any additional work is completed. The City has two Lead Based Paint inspectors who are certified Environmental Protection Agency (EPA) Inspectors. The EPA certifications are in effect for five years. In addition to staff are

*Certified Renovators - Initial* by American Management Resources Corporation. All contractors utilized for home rehabilitation are required to be certified renovators also.

The goal of these efforts is to minimize risk of lead-based paint hazards in the federal entitlement grant housing programs such as CDBG, HOME, and HOPWA, offered by the City of Orlando. This includes rental rehabilitation and owner-occupied rehabilitation.

There is no widespread lead-based paint abatement program currently in place for privately owned housing units in Orlando nor does the City know if lead-based paint constitutes a hazard within the City. Testing results will be utilized to determine the extent and type of follow-up education, mitigation, or other services, which might be necessary within the coming five-year planning period. Should lead-based hazard reduction activities be determined to be necessary, the City will undertake such activities to meet all Federal, state, and local regulations.

## **Consultation: Public Housing**

### Orlando Housing Authority

Established in 1938, the Orlando Housing Authority (OHA) is responsible for the successful operation and maintenance of approximately 1,475 public housing units and 483 units of affordable (non-public) housing throughout the City of Orlando and Orange County, Florida. The mission of the Orlando Housing Authority is to offer a choice of safe and affordable housing options and opportunities for economic independence for residents of Orlando and Orange County.

OHA is recognized as a leader in the affordable housing industry in Central Florida. From management of public housing, administration of the Housing Choice Voucher program, and development of market-rate and senior housing, OHA continues to demonstrate its capacity as a force in supplying and improving housing and housing options for residents of the City of Orlando and Orange County. OHA has an unblemished record for successful planning, implementation, and management of capital budgets on its numerous Capital Fund grants. OHA is a consistent recipient of Capital Fund Bonus funds.

In 2007, the OHA received an \$11 million loan from Fannie Mae to participate in the Capital Fund Financing Program (CFFP) to expedite improvements to public housing. Improvements are underway and will be complete by the summer of 2011.

OHA's development activities are implemented with a results-based, performance-oriented approach, which has resulted in an excellent track record of projects built on-time and on-budget. In all, OHA has awarded and managed contracts totaling more than \$44 million in the last 12 years. In recent years, OHA has sought to expand its mission as provider of affordable housing, to take on a broader role as a leader in neighborhood revitalization beyond the boundaries of existing public housing.

### Public Housing – Current Residents

The Orlando Housing Authority has 1,479 public housing units with an average occupancy rate of ninety-six percent (96%) per site. The average income of elderly families is \$11,550 while the average income of non-elderly residents is \$19,440. African Americans make up the majority of OHA clientele at sixty-five percent (65%) whereas families with children make up fifty-five percent (55%). Sixty-six percent (66%) of residents have disabilities.

OHA's public housing units are in good physical condition. OHA completed comprehensive Section 504 Needs Assessments in 1991 and 2006. As a result, OHA completed modifications at

each public housing site to accommodate disabled households. Currently, there are eighty- nine (89) handicap accessible units agency-wide.

#### Public Housing - Waiting List

There are a total of 6,495 families on the public housing waiting list. Seventy three percent (73%) are extremely low income and twenty-one percent (21%) are deemed very low income. African Americans make up fifty-one percent (51%) of the demographic while forty-four percent (44%) of households include children and forty percent (40%) are disabled. The average income of elderly families is \$10,638 and an average income of \$9, 526 for non elderly families. Restoration and revitalization needs stem from the need to preserve our older units while managing the standards of twenty-first century affordable housing.

#### Housing Choice Voucher (Section 8) Participants

The Orlando Housing Authority has a total of 2,344 vouchers intended for to the Housing Choice Voucher program. There are 2,520 families that partake in the program. The average income of elderly households is \$11,963; non-elderly families generate an average income of \$15,541. African Americans make up the majority at fifty-one percent (51%) while disabled families consist of forty-five percent (45%) of housing choice voucher households. Eligible voucher holders are encouraged to enroll in the Homeownership and Family Self-sufficiency (FSS) programs to implement goals that will lead to life changing stability.

#### Housing Choice Voucher (Section 8) Waiting List

There are a total of 1,852 families on the Housing Choice Voucher waiting list. The average income of elderly housing choice participants is \$9,740 while non elderly families average income is \$16,185. Forty percent (40%) are extremely low income and thirty-one percent (31%) are very low income. African Americans consist of sixty-one percent (61%) of the demographic, families with children make-up fifty-three percent (53%) and disabled households make up twenty-seven percent (27%). The Housing Choice Voucher (HCV) waiting list is currently closed. The approximate wait time for a HCV is two to six years.

#### Moving To Work (MTW) Designation

HUD awarded the Orlando Housing Authority (OHA) the prestigious Moving to Work (MTW) designation. OHA is one of only 33 housing authorities nationwide with the designation and is the only MTW agency in the Florida. Moving to Work (MTW) is a ten year initiative through HUD that allows housing authorities nationwide the flexibility to address needs of the community through means that may otherwise be prohibited. As an MTW agency, the Orlando Housing Authority now has the flexibility to design and test new ways to provide and administer public housing and Section 8, is able to modify some of its policies and use housing as an incentive to encourage residents to make economic progress, and is exempt from many existing public housing and voucher rules and more flexibility with how Federal funds are used.

OHA's MTW objectives are rooted in HUD's Strategic Goals to increase cost effectiveness, self sufficiency and housing choices for low-income families.

#### MTW Self-Sufficiency Resource Center

OHA has increased its minimum rent for all public housing and Housing Choice Voucher (HCV) participants from fifty dollars (\$50) per month to two hundred and fifty dollars (\$250) per month. Households unable to pay the minimum rent must participate in the Resource Center's self-sufficiency programs . The Resource Center is located at the Ivey Lane Homes development in west Orlando. Residents participating in the program develop individualized action plans that serve as a blueprint to self-sufficiency. Plans may include GED classes, career training and job assistance, child care support/referral, transportation assistance, educational support and vocational training.

## **CITIZEN PARTICIPATION**

The City of Orlando is committed to providing opportunities for its citizens to participate in an advisory role in the planning, implementation and assessment of its Community Development Block Grant (CDBG) Program, HOME Partnership (HOME) Program, Emergency Shelter Grant (ESG) Program and Housing Opportunities for Persons with AIDS (HOPWA) Program. The City recognizes that those persons or groups affected by, or involved with projects under these programs can provide meaningful assistance to those responsible for program implementation. In order to encourage and support participation of citizens, the City will provide adequate information, hold public hearings, and give citizens the opportunity to comment. While citizen participation is essential for a viable program, the final authority for decision-making rests with the elected officials: the Mayor and City Commissioners. The exchange of information among citizens, City staff and elected officials will allow for a stronger, more responsive housing and community development effort in the City of Orlando.

The City incorporates citizen participation on every level to establish solutions to address the needs of the growing metropolitan area. The City of Orlando Housing and Community Development Department's "*Citizen Participation Plan for Housing and Community Development Programs*" guides the administration of these programs and is available for review on line at [www.cityoforlando.net/housing](http://www.cityoforlando.net/housing) .

As stated in the City of Orlando's Citizen Participation Plan, the City of Orlando is committed to providing opportunities for its citizens to participate in an advisory role in the planning, implementation, and assessment of its Community Development Block Grant (CDBG) program, HOME Partnership (HOME) program, Emergency Shelter Grant Program (ESG) program, and Housing Opportunities for Persons with A.I.D.S. (HOPWA) program. Citizen participation is a desired and necessary part of developing the Consolidated Plan. The City of Orlando utilized several different approaches to securing input from citizens, nonprofit organizations, neighborhood groups, regional agencies and local governments.

### **Efforts to Broaden Citizen Participation**

- Public Notices of funding opportunities are submitted to the area newspapers, including newspapers of Spanish language and that have a predominantly African American readership, and listed on the City of Orlando's HCD Department website as they become available.
- Consultation was arranged with public service providers, fair housing providers and neighborhood communities, including agencies that serve the elderly, homeless, person and persons with disabilities.
- Review Committees were comprised of community representatives. The CDBG Review Committee, the ESG Review Committee, the Housing Review Committee and the HOPWA Review Committee assist the City in determining awards for proposed eligible grant activities. These meetings are publicly posted.
- Coordinated services to ensure public participation, HCD Department staff consults with and are active participants on related community boards & councils, such as the Affordable Housing Advisory Committee, the Homeless Services Network of Central Florida, The Ryan White HIV Health Services Planning Council, and the Central Florida Commission on Homelessness.

- HCD Department staff actively consults with and shares data, coordinate events and plan objectives in collaboration with Orange County Housing and Community Development Division, Project Homeless Connect, Homeless Services Network and the Priority Setting and Resource Allocation process for the HIV Health Services Planning Council.
- The HCD Director and the Orlando Housing Authority Director are in regular communication to ensure effective coordination of housing services and resident participation.
- CDBG, ESG, HOME and HOPWA grant monies have been allocated according to program requirements, including a competitive “Requests For Applications/Proposals” (RFA/RFP) selection process which ensures proposed projects are aligned with the City’s 2011-2016 Consolidated Plan priorities. Senior housing for minor rehabilitation and housing counseling are projects identified in the City’s 2011-2016 Consolidated Plan. Funding for these activities are automatically renewed and agencies currently providing the services may have their agreements renewed based on annual performance.

#### Community Development Block Grant (CDBG)

1. Proposals are reviewed by HCD staff before forwarding to the selection committees to ensure they meet basic CDBG requirements.
2. The CDBG Review Committee is comprised of local citizens appointed by their City of Orlando District Commissioners and a representative from the Orlando Housing Authority (OHA) who volunteer their time to ensure a non-biased review of eligible applications.
3. Agencies funded may be selected through a competitive review process. The City provides information concerning the amount of funding, application time period and other pertinent details in a public notice that is placed in the area newspaper and on the City’s website: [www.cityof Orlando.net/housing](http://www.cityof Orlando.net/housing)
4. Public Facilities improvement proposals are reviewed by the Housing and Community Development Technical Review Committee comprised of the City’s Economic Development, Public Works, Permitting and Housing and Community Development departments. This ensures compliance with City regulations and feasibility of projects to achieve completion in a timely manner.
5. Award recommendations are also publicized in the area newspaper and posted on the City’s website for comments before receiving City Council approval.

#### Emergency Shelter Grant (ESG)

1. Agencies to be funded are selected through a competitive review process. The City provides information concerning the amount of funding, application time period and other pertinent details in a public notice that is placed in the area newspaper and on the City’s website: [www.cityof Orlando.net/housing](http://www.cityof Orlando.net/housing)
2. Proposals were reviewed by HCD staff before forwarding to the ESG Review Committee to ensure they meet basic ESG requirements.
3. The ESG Review Committee is comprised of a representative of the local Continuum of Care lead agency, a representative from the Orlando Housing Authority and a volunteer representative from local university research departments. Members volunteer their time to ensure a non-biased review of eligible proposals.
4. Award recommendations are also publicized in the area newspaper and posted on the City’s website for comments before receiving City Council approval.

#### HOME Investment Partnerships Program (HOME)

1. The HOME program has an ongoing RFA/RFP process. It is recommended that applicants seeking construction subsidies under the new construction and rental rehabilitation must first meet with Housing and Community Development Department Staff. The purpose of this meeting is to review submission and program requirements.
2. Applications are reviewed throughout the year on a first-come, first-qualify basis. Completed proposals are then reviewed by the Housing Review Committee (HRC) committee each month. The Committee is composed of at least eleven (11) Review Committee Members who have been drawn from the community, other advisory review bodies and staff from City Departments. Recommendations to award HOME funds are then submitted to City Council for approval.
3. HOME funded units, to be assisted under the Owner-Occupied Housing Rehabilitation and First-time Homebuyers programs, are also selected on a first come first serve basis.

#### Housing Opportunities for Persons With AIDS (HOPWA)

1. Agencies to be funded are selected through a competitive review process. The City provides information concerning the amount of funding, application time period and other pertinent details in a public notice that is placed in the area newspaper and on the City's website.
2. Proposals are reviewed by HCD staff before forwarding to the HOPWA Review Committee to ensure they meet basic HOPWA requirements.
3. The HOPWA Review Committee may include a representative from the Ryan White Part A grantee office, the Ryan White Part B grantee office, the University of Central Florida Research Department and at least one peer representative from the local HIV/AIDS community. Members volunteer their time to ensure a non-biased review of eligible proposals.
4. Award recommendations are also publicized in the area newspaper and posted on the City's website for public comments before receiving City Council approval.
5. Additionally, the HOPWA Advisory Committee meets every other month to update consumers and agencies on policies and financial issues related to the program. This advisory committee is comprised of representatives from each county in the HOPWA Eligible Metropolitan Statistical Area (EMSA), the Ryan White Part A & B offices, HOPWA funded agencies, and consumers.

Citizen participation for the Consolidated Plan was conducted from June of 2009 through June of 2011. A variety of techniques were utilized for gathering information from citizens, including housing studies, focus groups and public meetings.

#### **Housing Studies**

In June of 2009 the City partnered with the University of Central Florida's Research Foundation, Inc. to design and implement a Survey of Housing Conditions. This survey was conducted via phone surveys to 544 citizens. The results of this and the follow up, "Windshield Study" are provided in "Section 3 – HOUSING" of this document.

#### **Consultation**

Given the shared housing market and general economic conditions, focus groups, coordinated with the Orange County Housing and Community Development Department, were utilized for specific areas of concern. A coordinated effort was perceived as an effective way to identify common priorities and lead to a better coordination of resources in the future. Focus group participants provided their frontline insight into identifying issues and solutions to address community priorities.



The results of the focus groups are provided in the individual sections of the “Consultation with Agencies, Groups, and Social Service Organizations” are detailed in the first part of Section 2 of this document under “Consultation”.

**Public Hearings**

Public hearings were held in the City of Orlando (Orange County), Osceola, Lake and Seminole counties. Notice of the public hearings was included in the published a NOTICE OF PUBLIC AVAILABILITY for the Draft of the 2011-2016 Consolidated Plan, the 2011 Annual Action Plan, the 2011-2016 Analysis of Impediments and the Citizen Participation Plan. Date, time and location for each hearing is provided below:

<p><b>Tuesday, June 21, 2011</b> 6:00 pm - 7:00 pm <b>City Of Orlando City Council Chamber</b> 400S. Orange Avenue, 2<sup>nd</sup> Floor Orlando, FL 32801</p>	<p><b>Thursday, June 23, 2011</b> 6:00 pm - 7:00 pm <b>Lake County Council Chamber</b> 315 W. Main Street Tavares, FL 32778</p>
<p><b>Wednesday, June 29, 2011</b> 6:00 pm - 7:00 pm <b>Osceola County Commission Chamber</b> 1 Courthouse Sq # 4700 Kissimmee, FL 34741-5440</p>	<p><b>Wednesday, June 22, 2011</b> 4:00 pm - 5:00 pm <b>Seminole County Commissioner Chamber</b> 1101 East First Street Sanford, FL 32771</p>

**Public Notice**

Projects reviewed by the various committees that are recommended for funding are incorporated into the 2011 Annual Action Plan section of the 2011-2016 Consolidated Plan. A draft was available for Public Comment from June 15, 2011 through July 15, 2011. A “Public Notice of Availability” was published in the Orlando Sentinel County versions for Lake, Orange, Osceola and Seminole with a request for citizen comments. The Notice was also published in the El Sentinel, a local Spanish language newspaper and the Advocate, a local newspaper with a predominantly African-American readership.

Program Year 2011 Annual Action Plan is also available to the public on the City’s website.

Below is a copy of the notice published in the area newspapers on June 12, 2011 with the amounts that were expected to be received at the time of publication.



**CITY OF ORLANDO**

NOTICE OF PUBLIC AVAILABILITY

**CITY OF ORLANDO**

**DRAFT OF THE FY 2011-2016 CONSOLIDATED PLAN,  
DRAFT OF THE FY 2011-2012 ANNUAL ACTION PLAN FOR HOUSING AND COMMUNITY DEVELOPMENT  
PROGRAMS  
DRAFT OF THE CITIZEN PARTICIPATION PLAN  
and the  
DRAFT OF THE ANALYSIS OF IMPEDIMENTS**

TO ALL INTERESTED RESIDENTS, AGENCIES, AND ORGANIZATIONS - The City of Orlando wishes to inform residents of the proposed DRAFT of the FY 2011-2016 Consolidated Plan and the DRAFT of the FY 2011-2012 Annual Action Plan for the following four Housing and Community Development Programs funded through the U.S. Federal Department of Housing and Urban Development (HUD): 1. Community Development Block Grant (CDBG); 2. HOME (Home Investment Partnership); 3. Emergency Shelter Grant (ESG); and 4. Housing Opportunities for Persons with AIDS (HOPWA). Additionally, the City wishes to inform residents of the proposed DRAFT of the Citizen Participation Plan and the 2011-2016 Analysis of Impediments to Fair Housing.

The Consolidated Plan identifies resources and strategies to assist in meeting housing and community development needs and includes a plan for monitoring performance. The FY 2011-2012 Annual Action Plan is a component of the FY 2011-2016 Consolidated Plan. The proposed Annual Action Plan describes specific activities to be carried out under the four HUD grant programs to meet the overall Consolidated Plan goals and strategies to develop viable urban communities by providing decent housing, a suitable living environment and expanding economic opportunities principally for extremely low-, low- and moderate-income persons/families households with incomes not exceeding 80% of the area median income for the Orlando Metropolitan Statistical Area (MSA).

The Citizen Participation Plan is developed by the City to describe and document efforts that will be undertaken to provide for and encourage citizens to participate in the development of the Consolidated Plan, any substantial amendments to the Consolidated Plan, and the performance report. The City of Orlando is committed to providing opportunities for its citizens to participate in an advisory role in the planning, implementation and assessment of its funding from HUD.

As a recipient of federal funds, the City of Orlando is required to affirmatively further fair housing. This requirement requires the City take the following measures: 1) conduct and analysis of impediments to fair housing choice; 2) take appropriate actions to overcome the effects of impediments identified through that analysis; and 3) maintain records reflecting the analysis and actions. An Analysis of Impediments (AI) is an examination of the impediments or barriers to fair housing that affect protected classes within a geographic region, in this instance, within the Orlando boundaries.

The total amount of funds anticipated to be available under the City's FY 2011-2012 Annual Action Plan for Housing and Community Development Programs is \$7,045,238. This includes the following program allocations: 1. CDBG - \$2,046,622; 2. HOME - \$1,259,227; 3. ESG - \$99,051; and 4. HOPWA - \$3,640,338. In addition, an estimated \$15,000 of CDBG and \$15,000 of HOME program income may be received from repayments on micro-loans and mortgages made from previous grants under the two programs respectively. A summary of the proposed DRAFT of the FY 2011-2012 Annual Action Plan is provided below.

<b>COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM YEAR 2011</b>	<b>AMOUNT</b>
<b><i>CDBG Rehabilitation Activities total- \$600,000</i></b>	
<u><b>City of Orlando Housing &amp; Community Development Department</b></u> <i>Housing Rehabilitation (citywide)</i> Program Administration location: The City of Orlando Housing and Community Development Department will utilize its Housing Rehabilitation section to provide technical support to all CDBG & HOPWA funded facility improvement projects, as well as HOME &	<b>\$450,000.00</b>

SHIP funded reconstruction and rehabilitation of single family homes, and construction and rehabilitation of multi-family rental units. The program will be administered at 400 S. Orange Ave., 6 <sup>th</sup> flr and available to eligible city residents	
<p><b><u>Seniors First, Inc.</u></b>  <i>H.E.A.R.T. Program (citywide)</i>  Minor rehabilitation, weatherization, and accessibility improvements to approximately 30 single-family units owned and occupied by low and moderate income heads of households 62 years of age &amp; above. The program will be administered at 5395 L.B. McLeod Road with services available to all eligible city residents.</p>	<b>\$150,000.00</b>
<b><i>CDBG Public Facilities Acquisition and Improvements total: \$730,275.70</i></b>	
<p><b><u>City of Orlando Families Parks and Recreation</u></b>  <i>Edgewood Gymnasium Floor Renovation” (District 2)</i>  CDBG funds will be used to renovate the floors of the Edgewood Gymnasium located at the Edgewood Neighborhood Center located at 6123 La Costa Dr. Services to benefit twenty-four hundred (2,400) adults and youth.</p>	<b>\$101,250.00</b>
<p><b><u>City of Orlando Families Parks and Recreation</u></b>  <i>Englewood Playground Replacement (District 2)</i>  CDBG funds will be used to install new, safe and ADA accessible playground equipment in the Englewood Park located at 6050 Lake Underhill Road. Services to benefit five thousand thirty (5,030) adult individuals and youth.</p>	<b>\$195,000.00</b>
<p><b><u>City of Orlando Families Parks and Recreation</u></b>  <i>Reeve Terrace Parking Lot Improvement (District 4)</i>  Parking lot improvements to address hazardous conditions and include ADA upgrades at the Reeve Terrace Recreation facility located at 150 McJordan Avenue. Services to benefit seven-hundred and thirty (730) adults and youth.</p>	<b>\$75,000.00</b>
<p><b><u>Health Care Center for the Homeless, Inc.</u></b>  <i>Renovation Project (District 5)</i>  Renovation and expansion of the health care facility to increase access to health services for homeless and underserved families. Services to benefit nine thousand, eight-hundred and thirty-six (9,836) adult individuals and youth.</p>	<b>\$177,185.90</b>
<p><b><u>Miracle of Love, Inc.</u></b>  <i>Facility Acquisition (District 6)</i>  CDBG funds will be used to acquire this facility to provide social community activities, educational and economic opportunities to at-risk and disenfranchised youth. Services to benefit two-hundred and forty (240) young adult individuals and youth.</p>	<b>\$33,750.00</b>
<p><b><u>Quest, Inc.</u></b>  <i>Facility Improvements (District 6)</i>  CDBG funds will be used to build a sun shade and inclement weather protection structure. This project will benefit one-hundred and ninety-four (194) persons with disabilities receiving employment services from Quest, Inc.</p>	<b>\$148,125.00</b>
<b><i>CDBG Public Services total (max. 15% of total award) - \$306,986.70</i></b>	
<p><b><u>BETA Center, Inc.</u></b>  <i>Childcare Development Program (District 2)</i></p>	<b>\$25,522.47</b>

<p>CDBG funds will be used to provide childcare services for children of residents of the BETA program at 4680 Lake Underhill Road. Services will be provided to fifteen (15) homeless pregnant teen and other eligible high-risk mothers.</p>	
<p><b><u>Center for Drug Free Living</u></b>  <i>Women and Children’s Residential Program</i>  <i>(unincorporated Orange County, near District 4)</i>  CDBG funds will be used to provide specialized, gender-specific substance abuse treatment services. Services to benefit three (3) homeless, very-low to low income women, pregnant or post-partum women with children less than 18 years of age. This program facility is located at 8301 East Colonial Dr. and CDBG funds will be used for city residents only.</p>	<p><b>\$60,763.46</b></p>
<p><b><u>Center for Independent Living, Inc.</u></b>  <i>Employment Training and Job Placement Program</i>  <i>(Unincorporated Orange County near District 3)</i>  CDBG funds will be used to provide employment training and job placement for low to moderate income persons with disabilities. This program facility is located at 720 N. Denning Dr. in Winter Park and will benefit sixty-nine (69) low to moderate income persons with disabilities who live in the City of Orlando.</p>	<p><b>\$30,010.96</b></p>
<p><b><u>Orlando Community Youth Trust, Inc.</u></b>  <i>PKZ College Testing Readiness Program (District 5)</i>  CDBG funds will be used to pretest, analyze results and develop a personal study plan for 30 low-moderate income high school students who reside in the Parramore neighborhood. Services will be provided at the Orlando Downtown recreation Center, the John H. Jackson Community Center and the New Image Youth Center. Services to be provided to 30 low-moderate income high school students.</p>	<p><b>\$27,138.46</b></p>
<p><b><u>Senior’s First, Inc.</u></b>  <i>Community Care for the Elderly and Disabled (District 6)</i>  CDBG funding will cover a portion of salaries of Social Worker position and management costs, and increase the number of low income seniors currently being served by eleven (11) . The program will be administered at 5395 L.B. McLeod Road with CDBG funding serving city residents.</p>	<p><b>\$38,263.46</b></p>
<p><b><u>CredAbility, Inc.</u></b> <i>(District 4 )</i>  Pre-purchase/Mortgage Default Counseling to fifty (50) low and moderate income households. The program will be administered at 3670 Maguire Blvd. Suite 103 with CDBG funds supporting city residents.</p>	<p><b>\$29,000.00</b></p>
<p><b><u>HELP, Inc.</u></b> <i>(Unincorporated Orange County near District 3 )</i>  Pre-purchase/Mortgage Default Counseling to seventy-five (75) low and moderate income households. The program will be administered at 63 East Kennedy Blvd. in Eatonville, with CDBG funds supporting city residents.</p>	<p><b>\$9,746.25</b></p>
<p><b><u>HELP, Inc.</u></b> <i>(Unincorporated Orange County near District 3 )</i>  Homebuyers Club services provided to fifty-seven (57) low and moderate income households. The program will be administered at 63 East Kennedy Blvd. in Eatonville, with services available to city residents in the Greater Washington Shores neighborhoods.</p>	<p><b>\$15,028.00</b></p>
<p><b><u>HANDS, Inc.</u></b>  <i>(Unincorporated Orange County between District 1 and District 4 )</i></p>	<p><b>\$35,902.59</b></p>

Pre-purchase/Mortgage Default Counseling to seventeen (17) low and moderate income households. The program will be administered at 1707 Orlando Central Parkway, Suite 350 with CDBG funds supporting city residents.	
<b>HANDS, Inc.</b> <i>(Unincorporated Orange County between District 1 and District 4 )</i> Homebuyers Club services provided to fifteen (15) low and moderate income households. The program will be administered at 1707 Orlando Central Parkway, Suite 350 with services available only to city residents.	<b>\$17,350.05</b>
<b>Center for Independent Living, Inc.</b> <i>(Unincorporated Orange County near District 3)</i> Pre-purchase/Mortgage Default Counseling to thirty (30) low and moderate income households. The program will be administered at 720 N. Denning Dr. in Winter Park with services available only to city residents.	<b>\$18,261.00</b>
<b>Planning and Administration</b> <i>(maximum of 20% of total award)</i>	<b>\$409,324.40</b>
<b>CDBG Total</b>	<b>\$2,046,622</b>
<b>CDBG Program Income</b>	<b>\$15,000</b>

<b>EMERGENCY SHELTER GRANT (ESG) PROGRAM YEAR 2011</b>	
<b>BETA Center, Inc.</b> Program Administration location & shelter location: 4680 Lake Underhill Road - (District 2) Services Available: Citywide Operating costs for this emergency shelter program serving forty-five (45) homeless pregnant teen and other high-risk mothers.	<b>\$34,051</b>
<b>Harbor House, Inc.</b> Program Administration location: Orange County Court House (District 5) Shelter location: <i>(Not listed due to confidentiality of residents)</i> Services Available: Citywide Operating costs of emergency shelter to provide housing to four-hundred and ten (410) homeless women and child survivors of domestic violence.	<b>\$65,000</b>
<b>TOTAL PROGRAM YEAR 2011 - ESG ALLOCATION</b>	<b>\$99,051</b>

<b>HOME INVESTMENT PARTNERSHIP GRANT PROGRAM YEAR 2011</b>	
<b>CHDO Set Aside for Rental Housing Rehabilitation -Citywide</b> Rehabilitation of approximately twenty (20) low-income multi-family rental units by City approved Community Housing Development Organizations (CHDO's).	<b>\$300,000</b>
<b>Owner Occupied Rehabilitation -Citywide</b> City of Orlando Housing and Community Development Department Reconstruction or substantial rehabilitation of approximately thirty-six (36) single-family owner occupied units-citywide.	<b>\$533,305</b>
<b>Home Ownership Assistance -Citywide</b> City of Orlando Housing and Community Development Department	

To assist approximately twenty (20) first time homebuyers purchasing a home within the City with down payment and closing costs assistance.	<b>\$300,000</b>
<b><i>Planning and Administration</i></b>	<b>\$125,922</b>
<b>TOTAL PROGRAM YEAR 2011 - HOME ALLOCATION</b>	<b>\$1,259,227</b>
<b><i>Program Income</i></b> — Projected income from the State Housing Initiative Partnership activities. The City of Orlando Housing and Community Development Dept. will receipt (enter into I.D.I.S.), any program income and use it immediately on one (1) low-income rental units.	<b>\$15,000</b>

<b>HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA) PROGRAM YEAR 2011</b>	
<i>City of Orlando Planning and Administration</i>	<b>\$109,210</b>
<i>Project Sponsor Planning and Administration</i>	<b>\$231,008</b>
<b><u>Catholic Charities, Inc. dba Pathways to Care, Inc.</u></b> - (Not listed due to confidentiality of residents) HOPWA Facility Based Housing for 30 clients (max. stay 45 days).	<b>\$141,000</b>
<b><u>Center for Drug Free Living, Inc.</u></b> – 100 Columbia St. The following services for low income HIV/AIDS infected individuals and their families in Orange, Osceola, Lake and Seminole Counties: <ul style="list-style-type: none"> <li>• Short Term Rent Mortgage and Utility assistance for 200;</li> <li>• Tenant Based Rental assistance for 50;</li> <li>• Facility Based Operating costs for 115</li> <li>• Permanent Housing Placement for 29</li> <li>• Supportive Services/Case Management for 517;</li> <li>• Supportive Services/Mental Health &amp; Substance Abuse Counseling for 358</li> </ul>	<b>\$1,209,828</b>
<b><u>Center for Multicultural Wellness &amp; Prevention</u></b> – 641 N. Rio Grande Ave. (outpost office in Lake County) The following services for low income HIV/AIDS infected individuals and their families in Orange, Osceola, Lake and Seminole Counties: <ul style="list-style-type: none"> <li>• Short Term Rent Mortgage and Utility assistance for 167;</li> <li>• Tenant Based Rental assistance for 41;</li> <li>• Supportive Services for 526;</li> <li>• Permanent Housing Placement for 19.</li> </ul>	<b>\$691,053</b>
<b><u>Habitat for Humanity of Greater Apopka, Inc.</u></b> (Not listed due to confidentiality of residents) Facility operating costs for 11 family housing units to house approximately 60 HIV/AIDS infected low income persons and their families in Orange, Osceola, Lake and Seminole Counties. This project has eleven 2 and 3 bedroom apartments.	<b>\$112,250</b>
<b><u>Miracle of Love, Inc.</u></b> – 741 W. Colonial Dr. The following services for low income HIV/AIDS infected individuals and their families in Orange, Osceola, Lake and Seminole Counties: <ul style="list-style-type: none"> <li>• Short Term Rent Mortgage and Utility assistance for 250;</li> <li>• Tenant Based Rental assistance for 50</li> </ul>	<b>\$820,828</b>

<ul style="list-style-type: none"> <li>• Permanent Housing Placement for 25</li> <li>• Supportive Services for 300</li> </ul>	
<b><u>Spotlight Outreach Ministries, Inc.</u></b> <i>(Not listed due to confidentiality of residents)</i> Supportive Services and Facility operating costs for housing approximately 35 HIV/AIDS infected low income women and/or women with young children in Orange, Osceola, Lake and Seminole Counties.	<b>\$73,000</b>
<b><u>The St. Francis House, Inc.</u></b> <i>(Not listed due to confidentiality of residents)</i> Facility operating costs for housing approximately 40 HIV/AIDS infected low income men in Orange, Osceola, Lake and Seminole Counties. This project has two facilities.	<b>\$132,161</b>
<b><u>X-Tending Hands, Inc.</u></b> <i>(Not listed due to confidentiality of residents)</i> Facility operating costs for housing approximately 50 HIV/AIDS low income individuals in Orange, Osceola, Lake and Seminole Counties. This project has two facilities, one for men and one for women.	<b>\$120,000</b>
<b>TOTAL PROGRAM YEAR 2011 - HOPWA ALLOCATION</b>	<b>\$3,640,338</b>
<b>TOTAL FUNDS AVAILABLE FROM 2011 ALLOCATION (without program income)</b>	<b>\$7,083,824</b>

Residents will have an opportunity to review and comment on the DRAFTS of the proposed Plans (2011-2016 Consolidated Plan, the 2011 Annual Action Plan, the Citizen Participation Plan and the Analysis of Impediments) during the public comment period of **June 15 - July 15, 2011** at the locations listed below or at [www.cityoforlando.net/housing](http://www.cityoforlando.net/housing).

**City of Orlando**

Housing Department  
City Hall, 6<sup>th</sup> Floor  
400 South Orange Ave.  
Orlando, FL 32801

**The Orlando Housing Authority**

300 Reeves Court  
Orlando, FL 32801

**Orange County Library System**

Orlando Public Library  
101 East Central Boulevard  
Orlando, FL 32801

Washington Park Library  
5151 Raleigh Street  
Orlando, FL 32811

Southeast Library  
5575 South Semoran Boulevard  
Orlando, FL 32822

Herndon Library  
4324 East Colonial Drive  
Orlando, FL 32803

**Seminole County Library System**

Jean Rhein Central Branch Library  
215 North Oxford Road  
Casselberry, FL 32707

**Lake County Library System**

312 West Main Street  
Tavares, FL 32778

**Osceola County Library System**

Hart Memorial Central Library & Ray Shanks Law Library  
 211 East Dakin Avenue  
 Kissimmee, FL 34741

This shall also serve notice that the following public hearings will be held to give residents the opportunity to comment and to make recommendations on housing and community development programs identified in the 2011-2016 Consolidated Plan, the 2012 Annual Action Plan, the Citizen Participation Plan and the Analysis of Impediments.

<p style="text-align: center;"><b>Tuesday, June 21, 2011</b>          6:00 pm - 7:00 pm  <b>City Of Orlando City Council Chamber</b>          400S. Orange Avenue, 2<sup>nd</sup> Floor          Orlando, FL 32801</p>	<p style="text-align: center;"><b>Thursday, June 23, 2011</b>          6:00 pm - 7:00 pm  <b>Lake County Council Chamber</b>          315 W. Main Street          Tavares, FL 32778</p>
<p style="text-align: center;"><b>Wednesday, June 29, 2011</b>          6:00 pm - 7:00 pm  <b>Osceola County Commission Chamber</b>          1 Courthouse Sq # 4700          Kissimmee, FL 34741-5440</p>	<p style="text-align: center;"><b>Wednesday, June 22, 2011</b>          4:00 pm - 5:00 pm  <b>Seminole County Commissioner Chamber</b>          1101 East First Street          Sanford, FL 32771</p>

Residents are encouraged to attend one of the public hearings listed above. Persons requiring special accommodations are requested to contact the Housing & Community Development Department prior to the public hearing by calling 407-246-2708. Please submit written comments to the City of Orlando Housing & Community Development Department, P.O. Box 4990, Orlando, FL, 32802-4990

A summary of citizens' comments will be included in the Consolidated Plan to be submitted to the Department of Housing and Urban Development by August 15, 2011. Comments may be submitted to: City of Orlando, Housing & Community Development Department, 400 S. Orange Avenue, P.O. Box 4990, Orlando, FL 32802-4990. For further information concerning the proposed Plan, please contact the Housing & Community Development Department, Monday-Friday from 8:00 a.m. to 5:00 p.m. at 407-246-2708.

**Citizen Comments**

During the 30 day comment period, one participant attended one of the public hearings but provided no comments. No comments were received.

Orange County and the City of Orlando: A Public Hearing was held on Tuesday, June 21, 2011 from 6:00 pm - 7:00 pm in the City Of Orlando City Council Chamber located at 400 South Orange Avenue, 2<sup>nd</sup> Floor in Orlando, FL 32801. The hearing was facilitated by City Housing and Community Development Department staff, Keith Theriot, Program Manager and Scharlene Ahmed, Community Development Coordinator. There were no additional attendees. Hearing ended at 6:25 pm.

Seminole County: A Public Hearing was held on Wednesday, June 22, 2011 from 4:00 pm - 5:00 pm in the Seminole County Commissioner Chamber located at 1101 East First Street in Sanford,



FL. The hearing was facilitated by City Housing and Community Development Department staff, Keith Theriot, Program Manager. There was one attendee and she had no comments. Hearing ended at 4:36 pm.

Lake County: A Public Hearing was held on Thursday, June 23, 2011 from 6:00 pm - 7:00 pm in the Lake County Council Chamber located at 315 W. Main Street in Tavares, FL. The hearing was facilitated by City Housing and Community Development Department staff, Keith Theriot, Program Manager. There were no attendees. Hearing ended at 6:35 pm.

Osceola County: A Public Hearing was held on Wednesday, June 29, 2011 from 6:00 pm - 7:00 pm in the Osceola County Commission Chamber located at 1 Courthouse Sq # 4700 in Kissimmee, FL. The hearing was facilitated by City Housing and Community Development Department staff, Keith Theriot, Program Manager. There were no attendees. Hearing ended at 6:30 pm.

The 2011-2016 Consolidated Plan was submitted to Orlando City Council for approval on Monday, July 25, 2011. It will be submitted to the U. S. Department of Housing and Urban Development (HUD) Jacksonville office to arrive on or before August 15, 2011.



City of Orlando Schedule of Meetings and Events Week of 06/20/2011 **OFFICIAL COPY**

<b>Description</b>	<b>Time Location</b>
<b>Monday, June 20</b>	
<b>Pre-Bid Conference - Citywide Sidewalk Improvements</b>	9:00 AM Group Room
<b>City Operations Committee Meeting</b>	9:45 AM North & South Collaborations Conf
<b>Tuesday, June 21</b>	
<b>Municipal Planning Board</b>	8:30 AM Council Chambers
<b>FPR Advisory Board</b>	11:00 AM 1723 Bruton Blvd. (Smith Center)
<b>Development Review Committee</b>	3:00 PM Agenda Conference Room
<b>Mennello Museum Advisory Board Orientation</b>	4:00 PM 900 E Princeton St. (Mennello Mus
<b>Public Hearing for the 2011-2016 Consolidated Plan and the 2011 Annual Action Plan for Housing and Community Development Programs</b>	<b>6:00 PM Council Chambers</b>
<b>Wednesday, June 22</b>	
<b>Leu Gardens Board of Trustees</b>	7:45 AM 1920 N Forest Ave. (Leu Gardens)
<b>Mayor's Committee on Aging</b>	8:30 AM 800 S Delaney Ave. (Beardall Seni
<b>Orlando-Orange County Expressway Authority Board</b>	9:00 AM 4974 ORL Tower Rd., Orlando
<b>Firefighters' Pension Board</b>	9:00 AM Conference Room R
<b>Special Board Meeting of the Firefighters' Pension Board - Ronald A. Glass, Chairman; Shannon Raybon, Vice-Chair; F. Michael Droege, Secretary; Kevin Edmonds, Trustee; Mario Garcia, Esq., Trustee; James M. Loper, Board Attorney</b>	10:15 AM Conference Room R
<b>Risk Management Committee Meeting</b>	2:00 PM Forum Conference Room
<b>DDB/CRA Advisory Board</b>	3:00 PM Council Chambers
<b>Consultants' Qualification Board Meeting - Orlando LAP CEI Project and Professional Engineering Services for Lift Station 1 &amp; 7</b>	4:00 PM Eola Room
<b>Thursday, June 23</b>	
<b>Baldwin Park TDRC</b>	2:00 PM Agenda Conference Room
<b>Friday, June 24</b>	
<b>Long Term Disability (LTD) Hearing</b>	1:00 PM Caucus Conference Room

If any person desires to appeal any decision with respect to any matter considered at these meetings, such person may need a record of the proceeding; for this purpose, such person may need to ensure that a verbatim record of the proceedings is made which includes the testimony and evidence upon which the appeal is to be based. Person with disabilities needing assistance to these proceeding should contact the City Clerk's Office 24 hours in advance of the meeting at 407-246-2251.

## City of Orlando Website screen shot:



## Housing & Community Development

### Mission Statement

*The mission of the Housing and Community Development Department is to maintain a sustainable, livable, safe community for very low, low and moderate income persons.*

- 
- [Information on the Homeless Prevention and Rapid Re-Housing Program](#)
  - [City of Orlando & OUC Partner to create the POWER Program](#)
  - [Citizen Participation Plan - Draft](#)
  - [2011 Analysis of Impediments - Draft](#)
  - [2011 Annual Action Plan - Draft](#)
  - [2011-2016 Consolidated Plan](#)
  - [2011 Public Notice - English](#)
  - [2011 Public Notice \(Spanish\)](#)
- 



[AVAILABLE LOTS FOR SALE](#)

[HOMES FOR SALE](#)

## Neighborhood Stabilization Program

The Neighborhood Stabilization Program (NSP) is part of Orlando Mayor Buddy Dyer's Strengthen Orlando plan. This program, funded by the Department of Housing and Urban Development (HUD), provides funding to acquire and redevelop foreclosed properties. Through public/private partnerships, the City has developed a strategy to restore the fabric of our neighborhoods and stabilize home values.



For more information regarding the NSP Program and to see a list of available homes please [click here](#).

## SECTION 3 – HOUSING

### Housing Needs (91.205)

\*Please also refer to the Housing Needs Table in the Needs.xls workbook

1. Describe the estimated housing needs projected for the next five year period for the following categories of persons: extremely low-income, low-income, moderate-income, and middle-income families, renters and owners, elderly persons, persons with disabilities, including persons with HIV/AIDS and their families, single persons, large families, public housing residents, victims of domestic violence, families on the public housing and section 8 tenant-based waiting list, and discuss specific housing problems, including: cost-burden, severe cost-burden, substandard housing, and overcrowding (especially large families).

The Department of Housing and Urban Development (HUD) defines low- to moderate-income (LMI) households as households with an income below 80% of the City median income. Within that category, there are three income levels as follows:

- a) Extremely low-income households, which are households with an annual income below 30% of the MSA median income
- b) Low-income households, which are households with an annual income between 30-50% of the MSA median income
- c) Moderate-income households, which are households with an annual income between 50-80% of the MSA median income

#### The HUD Income Limits for Orlando-Kissimmee-Sanford Metropolitan Statistical Area (MSA)

Median Income	FY 2011 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
\$57,400	Extremely Low (30%) Income Limits	\$12,250	\$14,000	\$15,750	\$17,500	\$18,900	\$20,300	\$23,100	\$24,500
	Very Low (50%) Income Limits	\$20,450	\$23,350	\$26,250	\$29,150	\$31,500	\$33,850	\$38,500	\$40,810
	Low (80%) Income Limits	\$32,700	\$37,350	\$42,000	\$46,650	\$50,400	\$54,150	\$61,600	\$65,310

## **Renters and Owners**

### ***Households earning <30% of the Area Median Income***

The Florida Housing Data Clearinghouse reports that there were 12,257 extremely low-income households in Orlando. Among these households, there are more renters (9,702) than homeowners (2,555).

The primary housing problem for this group is cost burden. Approximately 1,530 of these households are paying more than 30% of their household income for housing, and 7,166 are paying more than 50% of their household income for housing.

It is projected that by 2015, there will be 13,070 households earning <30% of the area median income. Of those 10,511 will be renters and 2,859 will be homeowners. It is also estimated that 1,698 of these households will be paying more than 30% of their household income for housing, and 7,769 will be paying more than 50% of their household income for housing.

### ***Households earning 30.1-50% of the Area Median Income***

The Florida Housing Data Clearinghouse identifies 11,793 low-income households in Orlando. Among these households, there are more renters (8,555) than homeowners (3,238).

The primary housing problem for this group is cost burden. Of the total, 4,212 of low-income households are paying more than 30% of their household income for housing, and 4,647 are paying more than 50% of their household income for housing. There is no much improvement in the cost burden data for extremely low-income households when compared with data for low-income households.

It is projected that by 2015, there will be 12,873 households earning <50% of the area median income. Of those 9,224 will be renters and 3,649 will be homeowners. It is also estimated that 4,886 of these households will be paying more than 30% of their household income for housing, and 5,017 will be paying more than 50% of their household income for housing.

### ***Households earning 50.1-80% of the Area Median Income***

The Florida Housing Data Clearinghouse identifies 19,618 households earning between 50 – 80% of the area median income in Orlando. Among these households, the number of renters (13,018) is more than twice the number of homeowners (6,600).

Once again, cost burden is a housing problem for this group. Approximately 9,604 of these households are paying more than 30% of their household income for housing, and 1,322 are paying more than 50% of their household income for housing.

It is projected that by 2015, there will be 21,206 households earning <80% of the area median income. Of those 13,018 will be renters and 6,600 will be homeowners. It is also estimated that

10,304 of these households will be paying more than 30% of their household income for housing, and 1,435 will be paying more than 50% of their household income for housing.

***Households earning 80.1-120% of the Area Median Income***

The Florida Housing Data Clearinghouse identifies 22,926 households earning between 80 – 120% of the area median income in Orlando. These households consist of 9,024 renters and 13,902 homeowners.

Approximately 4,100 of these households are paying more than 30% of their household income for housing, and 379 are paying more than 50% of their household income for housing. As exemplified by these percentages, the incidence of cost burden declines as incomes rise.

It is projected that by 2015, there will be 24,670 households earning <120% of the area median income. Of those 14,801 will be renters and 9,869 will be homeowners. It is also estimated that 4,413 of these households will be paying more than 30% of their household income for housing, and 425 will be paying more than 50% of their household income for housing.

**Projected Households by Income, City of Orlando 2000-2015**

Place	Household Income as a Percentage of Area Median Income	2000	2009	2010	2015
Orlando	0-30% AM	9,799	12,226	12,257	13,370
Orlando	30.1-50% AMI	9,455	11,766	11,793	12,873
Orlando	50.1-80% AMI	15,584	19,581	19,618	21,206
Orlando	80.01-120% AMI	18,181	22,883	22,926	24,670
Orlando	120+% AMI	27,962	35,871	35,997	38,837
Orlando	All Income Categories	80,981	102,327	102,591	110,956

**Households by Tenure, City of Orlando 2000-2015**

Place	Owner Households	Percent Owners	Renter Households	Percent Renters	Total Households
Orange County	253030	0.61	163725	0.39	416755
Orlando	42596	0.42	59731	0.58	102327

### **Elderly Households**

In 2000, there were 21,084 persons aged 65 or older; that is, 11.3% of the total population. Of those, 15,098 were householders either living in family households or in non-family households. The remainder live primarily in nursing homes, but may also be homeless or without permanent housing.

## **ELDERLY HOUSEHOLD CHARACTERISTICS, 2000**

### **ORLANDO, FL**

<b>CHARACTERISTICS</b>	<b>PERSONS 65 AND OVER</b>
<b>In Households:</b>	
In Family households	2,995
In Nonfamily households	4,914
Living Alone	21,853
<b>In Group Quarters:</b>	
Living in Group Quarters	5,317
<b>Disability:</b>	
Sensory	11,697
Physical	25,803
Mental	9,681
Self-Care	8,231
Going outside the home	17,531
<b>Employed:</b>	
In Labor Force	26,460
<b>Poverty:</b>	
Below Poverty Level	15,435
<b>Tenure of Householder:</b>	
Owners	7,440
Renters	4,303

It is projected that by 2030 there will be 34,666 households headed by persons aged 65 or more. Therefore, the need for smaller and barrier free and accessible housing and a wide variety of housing with health care and/or personal services will continue in the future.

**TOTAL ESTIMATED AND PROJECTED HOUSEHOLDS AGED 65+, 2000-2030**  
**ORLANDO, FL**

<b>YEAR</b>	<b>OWNER</b>	<b>RENTER</b>	<b>TOTAL</b>
<b>2000</b>	7,440	4,303	11,743
<b>2005</b>	7,996	4,608	12,604
<b>2010</b>	9,223	5,336	14,559
<b>2015</b>	11,465	6,630	18,095
<b>2020</b>	14,582	8,434	23,016
<b>2025</b>	18,222	10,538	28,760
<b>2030</b>	21,963	12,703	34,666

Source: Florida Housing Data Clearinghouse, 2008.

**Single-Headed Households**

With few exceptions, the housing needs of the single individual with children are those of female-headed households. In 2000, there were a total of 17,288 female householders with no husband in the City with children under the age of 6 and 35,157 female householders with children 6-17 years of age. The majority of the children who lived with their mother had their mother in the labor force. Thus, the need for adequate childcare situations to allow the mothers to continue to work is increased.

**Disabled Population**

Little comprehensive data exists with respect to the local disabled population. However, it is unlikely that all of these persons have disabilities that affect their housing needs. The Center for Independent Living estimates the regional disabled population to be approximately 1 in every 5 persons of the general population is disabled. This figure includes the deaf and others with "hidden" disabilities that do not affect their housing requirements. This figure is expected to be higher in Florida than in the overall U.S. population because of the number of retirees and other handicapped persons who locate here because of the more agreeable climatic conditions.

The housing problems of this population relate largely to accessibility. Physical barriers, such as narrow doorways, lack of ramps, high counter heights, and appliance design limit the supply of housing suitable for and available to this group.

**Public Housing Residents**

The Orlando Housing Authority has 1,479 public housing units with an average occupancy rate of ninety-six percent (96%) per site. The average income of elderly families is \$11,550 while the average income of non-elderly residents is \$19,440. African Americans make up



the majority of OHA clientele at sixty-five percent (65%) whereas families with children make up fifty-five percent (55%). Sixty-six percent (66%) of residents have disabilities.

**Public Housing and Section 8 waiting list**

The Orlando Housing Authority has a total of 2,344 vouchers intended for to the Housing Choice Voucher program. There are 2,520 families that partake in the program. The average income of elderly households is \$11,963; non-elderly families generate an average income of \$15,541. African Americans make up the majority at fifty-one percent (51%) while disabled families consist of forty-five percent (45%) of housing choice voucher households. Eligible voucher holders are encouraged to enroll in the Homeownership and Family Self-sufficiency (FSS) programs to implement goals that will lead to life changing stability.

There are a total of 1,852 families on the Housing Choice Voucher waiting list. The average income of elderly housing choice participants is \$9,740 while non elderly families average income is \$16,185. Forty percent (40%) are extremely low income and thirty-one percent (31%) are very low income. African Americans consist of sixty-one percent (61%) of the demographic, families with children make-up fifty-three percent (53%) and disabled households make up twenty-seven percent (27%). The Housing Choice Voucher (HCV) waiting list is currently closed. The approximate wait time for a HCV is two to six years.

**Cost Burden and Severe Cost Burden Housing Problems**

The ratio of housing costs to total household income is an important indicator of housing affordability problems. With respect to rental housing, guidelines of the U.S. Department of Housing and Urban Development set 30 percent as the maximum proportion of gross income that can reasonably be devoted to all housing expenses, given other family requirements for food, clothing, transportation etc. Most of the government's housing assistance programs require that a tenant pay up to 30 percent of their income in rent and utility expenses with subsidies making up the difference. Traditionally, mortgage underwriting standards require that mortgage principal, interest, taxes and insurance payments be no more than 28 to 30 percent of household income. These lending requirements have the effect of restraining many homeowners from over-extending their housing budgets. Cost burdened households pay more than 30% of income for rent or mortgage costs.

In 2009, 38,844 Orlando households (34%) paid more than 30% of income for housing. Of those 13,623 households (13%) paid more than 50% of income for housing.

**Households by Income and Cost Burden, 2009**

Income	Amount of Income Paid for Housing		
	0-30%	30-50%	50% or more
Less than 30% AMI	3,524	1,551	7,151
30%-50% AMI	2,620	4,505	4,641
50%-80% AMI	8,669	9,593	1,319
more than 80%			

<b>AMI</b>	52,670	5,572	512
<b>TOTAL</b>	67,483	21,221	13,623

According to the National Low Income Housing Coalition, the maximum affordable monthly housing cost by % of Area Median Income is as follows:

<b>Area Median Income</b>	<b>Maximum affordable monthly housing cost</b>
Earning less than 30% AMI	\$ 431
Earning between 30%-50% AMI	\$ 718
Earning between 50%-80% AMI	\$ 1,148
Earning between 80% - 100% AMI	\$ 1,435

In Orlando, the minimum wage in 2011 is \$7.25. Based on the affordability standard of paying no more than 30% of income for housing costs, the housing wage is the hourly wage a worker must earn to afford the fair market rent for a two bedroom home. The housing wage in Orlando is as follows:

	<b>Housing Wage</b>
Zero bedroom	\$ 15.29
One bedroom	\$ 16.63
Two bedroom	\$ 19.00
Three bedroom	\$ 23.79
Four bedroom	\$ 28.00

According to the Florida Housing Data Clearinghouse, a two bedroom FMR is unaffordable at the wage level of the following occupations: bartenders, carpenters, cashiers, entry level social workers, construction laborers, cooks, dishwashers, entry level electricians, entry level executive secretaries and administrative assistants, entry level fire fighters, fitness trainers and aerobics instructors, hairdressers, janitors, landscaping and grounds keeping workers, dry cleaning workers, entry level licensed practical and licensed vocational nurses, maids, nursing aides, painters and maintenance workers, pharmacy technicians, entry and mid level plumbers, entry and mid level police and sheriff's patrol officers, entry and mid level police, fire, and ambulance dispatchers, preschool teachers, receptionists and information clerks, retail salespersons, secretaries, security guards, taxi drivers, tellers, truck drivers, waiters and waitresses.

### **Substandard Housing Problems**

In 2009, the City of Orlando hired the UCF Institute for Social and Behavioral Sciences (UCF ISBS) to conduct a multi-method housing conditions survey for the City of Orlando. A similar

survey was conducted in 2005. The 2009 Housing Conditions Survey was conducted as a phone survey of Orlando residents. The survey included a general city wide survey of 544 residents and surveys of residents in three targeted zip codes (32822: 466 surveys; 32808: 409 surveys, 32805: 413 surveys). For the general sample the margin of error is  $\pm 4.19$  percentage points.

The most common housing unit in the City is a one-story single family detached home constructed from concrete block and containing two or three bedrooms and one or two bathrooms. Overall the city housing stock is in good to very good shape. A total of 87.9% of city wide respondents characterized the overall condition of their housing unit as either “good” or “excellent”.

In the study, the Index of Housing Quality (IHQ) was used to approximate housing conditions across multiple types of housing problems and issues (e.g. termite infestation, leaky plumbing, lead paint etc.). The IHQ was comprised of 46 items representing nine different categories. Observed values on the IHQ ranged from the maximum possible score of 192 to a low value of 129.

The single most common housing problem reported in the city wide sample for was “roaches, mice, rats or other vermin” mentioned by 22.4%. Other problems mentioned by ten percent or more of wide sample included unsafe interior stairs, leaky windows, windows that are hard to open, uneven floors, blown fuses, interior and exterior chipping paint, and moisture or mold on the interior walls. Housing problems cited by 5-10% of the city wide sample included exterior wall cracks, windows without locks, mode, poor exterior stairs, slow drains, toilets that do not flush, outlets that do not work, and AC units that do not cool comfortably.

Based on a criterion of 85% of the maximum possible IHQ (= 163.2 points) as the boundary between standard and substandard units, the survey estimated that 6.1% of the city housing stock is substandard. This is a slight improvement over the survey conducted on 2005 where 7.5% of the general housing stock was categorized as substandard. Likewise, a standard of four or more standard deviation units beneath the mean was used to define dilapidated housing. In the 2009 city wide sample 0.8% of the sample qualify compared to 0.3% of the units in 2005.

Among the three targeted zip codes 32805 had the greatest proportion of substandard housing units (greater than the overall city wide proportion as well) and the lowest mean IHQ score of all the samples.

New to the 2009 survey were questions on for sale signs, housing foreclosures and vacant homes. In the city wide sample 44% of respondents reported foreclosed properties in their neighborhoods. In the 32808 zip code this figure increased to 56%. The majority of respondents reported more than five such properties in their neighborhoods. For-sale signs were equally as prevalent with only less than one quarter of city wide respondents reporting no for-sale signs in their neighborhood. Six in ten city wide respondents reported vacant homes in their neighborhoods and 43% reported these homes were in “fair” to “poor” condition.

### **Large Families and Overcrowding Housing Problems**

HUD defines large families as households that consist of five or more persons. The census defines and counts overcrowded housing as any residence with more than one person per room

excluding bathrooms. In Orlando, 69,777 households are made up of 1-2 persons, 25,207 households are made up of 3-4 persons, and 7,344 households are made up of 5 persons or more.

<b>Households by Size and Cost Burden, 2009</b>			
Number of Persons in the Household	Number of households	Percentage	Percentage paying more than 30% of income
1 or 2	69,777	68%	35%
3 or 4	25,207	25%	32%
4 or more	7,344	7%	33%

**Priority Housing Needs (91.215 (b))**

*(Please see Table 2A on page 168, in the Tables Section.)*

**Housing Market Analysis (91.210)**

<b>Jurisdiction</b>						
<b>Housing Market Analysis</b>			<i>Complete cells in blue.</i>			
	Vacancy Rate	0 & 1 Bedroom	2 Bedrooms	3+ Bedrooms	Total	Substandard Units
<b>Housing Stock Inventory</b>						
<b><u>Affordability Mismatch</u></b>						
Occupied Units: Renter		21,650	19,355	6,970	0	
Occupied Units: Owner		1,974	9,415	21,665	0	
Vacant Units: For Rent	#DIV/0!	1,255	2,650	555	0	
Vacant Units: For Sale	#DIV/0!	70	360	330	0	
Total Units Occupied & Vacant		0	0	0	0	0
<b><u>Rents: Applicable FMRs (in \$s)</u></b>		795/865	988	1,237		
<b>Rent Affordable at 30% of 50% of MFI (in \$s)</b>		511/547	656	758		
<b>Public Housing Units</b>						
Occupied Units	0	512	459	524	0	
Vacant Units	0	0	0	0	0	
Total Units Occupied & Vacant		512	459	524	0	0
<b>Rehabilitation Needs (in \$s)</b>					0	

1. Based on information available to the jurisdiction, describe the significant characteristics of the housing market in terms of supply, demand, condition, and the cost of housing; the housing stock available to serve persons with disabilities; and to serve persons with HIV/AIDS and their families. Data on the housing market should include, to the extent information is available, an estimate of the number of vacant or abandoned buildings and whether units in these buildings are suitable for rehabilitation.
  - According to the 2000 Census Bureau, Orange County was listed in the top 100 largest counties in the United States. In 2009, the homeownership rate in Orlando was 41.6%; whereas the homeownership rate statewide was 70.5%.
  - The average just value of single family homes in 2008 was \$191,093. Statewide, the average just value of a single family home in Florida in 2008 was \$203,634. The average just value of condominiums in 2008 was \$101,792.
  - Between 2000 and 2005, the median sales price for single family units increased about 115 percent. During the same period the median sales price for condominiums increased about 171 percent. Due to the downturn in the economy, sales prices have been decreasing in most recent years. According to the Orlando Realtor's Association, the median sales price in 2007 was \$248,000. In 2008, ORA reports that the median sales price was \$219,000. The sales of condos in the Orlando area decreased by 33 percent in May 2011 from May 2010. Low priced units dominated condo sales since 2009.
  - There are three types of properties in the market today: bank owned properties, short sales properties, and normal existing homes. The median price for bank owned sales in May 2011 was \$80,000, for short sales was \$102,900, and for normal existing homes was \$155,000. According to a recent ORRA Housing Report (May 2011), the percentage of "normal" sales have risen for the fourth month in a row. "Normal" sales were at their highest point in July 2009 (58%) and their lowest point in January 2011 (25%). In May 2011 there was a drop in the inventory of homes available for purchase due the increase in the numbers of sales transactions and the decrease in the number of new listings. The year to date, overall inventory is down 31 percent from May 2010, single family home inventory is down 25 percent; and condo inventory is down 55 percent.
  - The real estate market is also hurting due to the current difficulties potential buyers are encountering when securing a mortgage.
  - The Orlando affordability index decreased to 246.47 percent in May 2011. An affordability index of 99 percent means that buyers earning the state reported median income are 1 percent short of the income necessary to purchase a median priced home. Conversely, an affordability index that is over 100 means that median income earners make more than necessary to qualify for a median priced home.

- Due to soft market conditions, home builders have reduced single-family home production in recent years. Single-family home construction, as measured by the number of single-family building permits issued, was down 15 percent, or 710 homes, to a total of 4,025 homes permitted during the 12 months ending February 2010 compared with the number permitted during the previous 12-month period, based on preliminary data. Construction of single-family homes peaked in 2004 when approximately 27,500 homes were permitted. From 2004 through 2008, the number of homes permitted decreased by an average of 4,450 homes, or 16 percent, annually.
- The overall rental market in the Orlando-Kissimmee metropolitan area is soft due to job losses and recent condominium reversions. Condominium conversions peaked in 2005 when approximately 19,000 apartment units were converted to condominiums, according to CB Richard Ellis. Many of these condominiums have been “reverted” back into the rental market in recent years, contributing to high rental vacancy rates. The overall rental vacancy rate is estimated at 13 percent compared with the 2008 American Community Survey estimate of 14.6 percent. The apartment market is also soft with an 11.1-percent vacancy rate as of March 2010, according to ALN Systems, Inc. apartment data.
- The vacancy rate has decreased from 12.9 percent in March 2009, when construction of new apartments slowed and an increased number of people moved into the more conventional rental options, as opposed to single-family homes and condominiums.
- The average rent decreased by 4 percent in March 2010 to approximately \$840 compared with the average rent in March 2009. Average rents were \$710 for a one-bedroom unit, \$850 for a two-bedroom unit, and \$980 for a three-bedroom unit. According to ALN Systems, Inc. apartment data, an estimated 48 percent of properties are offering rental concessions, with an average discount of 11 percent of asking rent.
- Multifamily construction activity, as measured by the number of units permitted, was down considerably in the past year when builders slowed new condominium completions. The number of multifamily units permitted was down by almost 75 percent, totaling 940 units during the 12 months ending February 2010 compared with 3,750 units during the previous 12-month period, based on preliminary data. Virtually none of the multifamily permits issued during the past 12 months were for condominiums; during the previous 12 months, condominiums accounted for approximately 20 percent of the multifamily units permitted. According to Charles Wayne Consulting, Inc., approximately 1,250 multifamily for sale units, which include townhomes, condominiums, duplex units, and condominium conversions, were started in 2009 compared with 2,775 units started in 2008, representing a decline of 55 percent.
- Lot and housing inventories continue to decline slowly in the Orlando MSA. The relative inventory of housing units (available units compared to closings) has remained flat, but the decline in new home starts has caused the relative

inventory of lots to rise. Lot inventories are high in all counties although there are key submarkets in each county where lots could be utilized.

2. Describe the number and targeting (income level and type of household served) of units currently assisted by local, state, or federally funded programs, and an assessment of whether any such units are expected to be lost from the assisted housing inventory for any reason, (i.e. expiration of Section 8 contracts).

To better account for the current housing supply of affordable units, the next section provides a summary of various subsidized housing developments in the City of Orlando. The Orlando Housing Authority and the private sector often develop affordable housing in the City by using public dollars to subsidize the construction of the units.

### **Orlando Housing Authority**

The Orlando Housing Authority is assisting 4,388 families with Section 8 vouchers and conventional public housing units. OHA owns and operates public housing units (1,495) and OHA administers approximately 2,893 Section 8 housing choice vouchers.

Applicants who apply for housing assistance are placed on a waiting list for the program in which they apply. Tenant selection is based on housing needs and local preferences. Applicants with no local preference are placed on the waiting list with a “no preference” status. There are 6,495 families in the waiting list for public housing and 1,852 families in the waiting list for Section 8 vouchers.

Below is a list of the projects that are operated by OHA in the City with the number of units indicated in the various bedroom sizes.

### **INVENTORY OF ORLANDO HOUSING AUTHORITY UNITS, 2008 ORLANDO, FL**

<b>Name</b>	<b>Total Units</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Griffin Park	171	9	53	58	48	3	0
Reeves Terrace	171	0	23	78	60	10	0
Lake Mann Homes	207	0	19	89	80	18	1
Murchinson Terrace	188	0	40	83	49	14	2
Ivey Lane Homes	181	0	17	41	61	36	26
Lorna Doone	103	59	44	0	0	0	0
Meadow Lake	87	0	87	0	0	0	0
Johnson Manor	40	0	40	0	0	0	0
Citrus Square	87	0	9	56	18	4	0
Omega Apartments	73	0	0	34	33	6	0
Marden Meadows	45	0	0	0	40	5	0
The Villas at Hampton Park	48	0	48	0	0	0	0

The Landings at Carver Park	30	0	0	20	10	0	0
The Villas at Carver Park	64	0	64	0	0	0	0
TOTAL UNITS	1,495	68	444	459	399	96	29

**Source: Orlando Housing Authority, 2011**

OHA has applied for a HOPE VI grant for its Lake Mann Homes community. If OHA is successful, OHA intends to demolish the 207 units at Lake Mann and replace the units with 112 of public housing and 113 units of tax credit housing.

### **U.S. Department of Housing and Urban Development**

There are a number of subsidized housing programs at the federal level funded through the Department of Housing and Urban Development (HUD). Major programs include conventional public housing programs, Section 8, Section 202, Section 312, Section 221d3, and Section 236. Some of these programs are not currently being funded for new construction. However, housing constructed or rehabilitated through these programs in the past continues to serve existing occupants and new low-income households when vacancies occur.

Many of the units financed through these programs are in danger of being lost due to expiring affordability periods. At the end of the affordability period, owners of subsidized housing may choose to convert the apartments to market rate housing. For example, according to a HUD report, owners of project based Section 8 housing are more likely to remove units from the program when market rents for a particular project exceed those provided by participation in the program. The City of Orlando could potentially lose approximately 6,400 affordable units in the next 20 years, thus, creating an even greater gap in the stock of affordable housing units for those who need it.

Federal government housing assistance has been aimed in large part toward the elderly with moderate incomes, so that they can afford good housing through direct rental assistance.

### **State of Florida**

The State of Florida through the Florida Housing Finance Corporation offers financing for developers who reserve a certain percentage of their housing developments for households with low and moderate incomes. The most used state programs in the development of multi-family affordable housing are the State Apartment Incentive Loan (SAIL), the Housing Credits Program, and the Multi-family Bond Program.

### **City of Orlando**

The City of Orlando offers assistance to affordable housing developments at the local level. Throughout the years, a number of programs had been used to encourage the development of multi-family as well as single family projects.



SUBSIDIZED HOUSING DEVELOPMENTS, 2008  
ORLANDO, FL

Development Name	Street Address	Total Units	Assisted Units	0	1	2	3	4 or +	Approx. Yr. Built or Yr. of Funding	Housing Program(s)	Affordability Expiration Date
Anderson Oaks	708 E. Anderson St. 32801	12	12	-	12	-	-	-	1993	State HOME	2008
										Local Bonds	2025
Antioch Manor	3850 W. D. Judge Drive 32808	102	102	-	101	-	-	-	1981	Rental Assistance/ HUD	2022
										Section 202	2022
Baptist Terrace Apartments	414 E Pine St 32801	197	197	n/a	n/a	n/a	n/a	n/a	1968	Section 202	2021
Belle Isle Apartments	East side of Conway Road North of Cove Drive 32812	336	252	n/a	n/a	n/a	n/a	n/a	2003	Housing Credits 9%	2054
Brentwood Club On Millenia Boulevard	5000 Millenia Boulevard 32809	312	312	-	52	172	56	32	2002	Housing Credits 4%	2031
										State Bonds	2032
Brittany Of Rosemont I	5200 N. Orange Blossom Trail 32810	252	252	n/a	n/a	n/a	n/a	n/a	1996	Guarantee	
										Housing Credits 4%	2006
										Section 542	2035
										State Bonds	2025
Brittany Of Rosemont II	5200 N. Orange Blossom Trail 32810	240	240	n/a	n/a	n/a	n/a	n/a	1997	Guarantee	
										Housing Credits 4%	2027
										Section 542	2035
										State Bonds	2025
Callahan Oaks	659 West Jefferson Street 32801	40	24	-	-	8	32	-	1988	SAIL	N/A
Caribbean Key	4700 Cason Cove Drive 32811	352	352	-	60	173	95	24	1996	Housing Credits 4%	2026
										State Bonds	2026
Catherine Booth Towers	633 Lake Dot Cir 32801	125	125	-	125	-	-	-	1998	Rental Assistance/ HUD	2008
										Section 202	N/A
City View Apartments At	595 West Church Street	266	266	-	-	-	-	-	2002	HOME	2035
										Housing	2036

Hughes Square	32805										Credits 4%	
											Local Bonds	2035
Commander Place	5286 Commander Drive 32819	216	216	-	-	13 2	83	-	1994		Housing Credits 9%	2045
Crossroads Apartments	4381 Crossroads Ct 32811	94	94	-	-	52	42	-	1984		Rental Assistance/ HUD	2009
											Section 221(d)(4)	2036
Delaney Apt.	507 Delaney Ave. 32803	8	8	-	-	-	-	-	n/a		Local Bonds	2025
Dixie Grove	1901 Watauga Avenue 32806	44	44	-	16	24	4	-	1983		Rental Assistance/ HUD	2024
											Section 221(d)(4)	2034
Dovetail Villas II	5916 Mausser Drive 32822	160	160	-	24	84	44	8	1993		Housing Credits 9%	2023
Fox Hollow	3536-1 Prairie Fox Lane 32812	156	156	-	1	75	80	-	1990		Housing Credits 4%	N/A
											Housing Credits 9%	2020
											SAIL	2021
Glenn On Millenia Boulevard	5202 Millenia Blvd. 32839	192	192	-	-	-	-	-	2001		Housing Credits 4%	2034
											Local Bonds	2034
											SAIL	2034
Governor's Manor	2861 Lb Mcleod Road 32805	120	120	-	-	-	-	-	n/a		Local Bonds	2031
Grand Reserve At Lee Vista	6201 Bent Pine Drive 32822	338	338	n/a	n/a	n/a	n/a	n/a	1994		Guarantee	
											Housing Credits 4%	2026
											State Bonds	2034
Highland Oaks	4793 N. Pine Hills Drive 32808	216	216	-	-	10 8	10 8	-	1990		Housing Credits 9%	2021
Hillcrest Hampton House	2000 Hillcrest St 32803	156	156	n/a	n/a	n/a	n/a	n/a	1971		Section 202	2012
Hollowbrook Apartments	5465 Curry Ford Road 32812	144	144	-	-	-	-	-	n/a		Local Bonds	2032
Homes For New Beginnings	4049 S Orange Blossom Trail 32839	178	178	n/a	n/a	n/a	n/a	n/a	2001		Demonstration Project	

Jackson Court II	523 W. Jackson Street 32805	16	10	n/a	n/a	n/a	n/a	n/a	1990	SAIL	N/A
Kinneret Apartments	515 South Delaney Avenue 32801	168	168	n/a	n/a	n/a	n/a	n/a	1967	Section 202	2020
Kinneret II	517 S Delaney Ave 32801	112	112	-	112	-	-	-	1979	Rental Assistance/ HUD	2011
										Section 202	2021
Lake Davis Apartments	1301 Catherine St 32801	36	36	-	-	-	-	-	n/a	Local Bonds	2031
Lakeside Apartments	1790 Mercy Dr 32808	18	18	-	17	-	-	-	2003	Rental Assistance/ HUD	2008
										Section 811	N/A
Landings At Timberleaf	5435 Timberleaf Blvd. 32811	240	240	-	-	120	120	-	1991	Housing Credits 9%	2022
Landings On Millenia Blvd. Apartments	5150 Millenia Boulevard 32839	336	336	-	-	-	-	-	2002	Housing Credits 4%	2055
										Local Bonds	2035
										SAIL	2035
Lee Vista Club Apartments	5903 Lee Vista Boulevard 32822	312	312	-	-	-	-	-	2004	Housing Credits 4%	2053
										Local Bonds	2037
										SAIL	2037
Life Concepts Living II	705 Greenwood St 32801	4	4	-	2	2	-	-	1992	Rental Assistance/ HUD	2012
										Section 202	2032
Magnolia Pointe Orlando	1701 Mercy Drive 32808	168	168	-	84	83	-	-	1998	Housing Credits 9%	2048
Magnolia Towers	100 E Anderson St 32801	156	156	n/a	n/a	n/a	n/a	n/a	1965	Section 202	
Maxwell Terrace Apartments Phase I	3000 West Colonial Drive 32805	75	0	n/a	n/a	n/a	n/a	n/a	1996	Guarantee	
Maxwell Terrace Apartments Phase II	3000 West Colonial Drive 32805	127	0	n/a	n/a	n/a	n/a	n/a	1997	Guarantee	
Metro Place	907 South Kirkman Road 32811	288	288	n/a	n/a	n/a	n/a	n/a	1997	Housing Credits 9%	2047
Metro Place II	907 South Kirkman Road	248	248	-	-	-	-	-	1998	Housing Credits 4%	2048

	32811										Local Bonds	2030
											SAIL	2049
Mill Creek Apartment Homes	Commander Drive South Of Gatlin Avenue 32822	312	266	n/a	n/a	n/a	n/a	n/a	2003		Housing Credits 4%	N/A
											State Bonds	2037
Millenia Ridge	4853 West Oak Ridge Road 32839	162	145	-	-	-	-	-	2006		Housing Credits 9%	N/A
Mission Pointe Orlando	4800 Cason Cove Drive 32811	248	248	n/a	n/a	n/a	n/a	n/a	1993		Housing Credits 9%	2025
Northbridge At Millenia	4902 Millenia Boulevard 32839	396	80	n/a	n/a	n/a	n/a	n/a	2002		Housing Credits 4%	2035
											SAIL	2037
											State Bonds	2045
Northbridge At Millenia Phase II	4717 Northbridge Drive 32839	211	211	n/a	n/a	n/a	n/a	n/a	2004		Housing Credits 4%	2036
Northbridge Phase II	4209 Millennia Blvd 32809	209	126	-	80	96	32	-	2003		Local Bonds	2036
Oak Glen	2018 Mercy Drive 32808	88	88	-	-	52	36	-	2001		Guarantee	
											Housing Credits 4%	2052
											Local Bonds	2041
Orlando Cloisters	757 S Orange Ave 32801	101	101	30	71	-	-	-	1984		Rental Assistance/ HUD	2009
											Section 202	2025
Palm Grove Garden Apartments	3944 Country Club Dr 32808	142	141	-	12	10	29	-	1970		Local Bonds	2028
											Rental Assistance/ HUD	2012
											Section 8 Non-Insured	Terminated
Pines At Monterey	4401 South Kirkman 32811	214	214	-	15	17	22	-	1985		State Bonds	2007
Ridge Club	5839 Ridge Club Loop 32839	216	216	-	48	96	72	-	1992		Housing Credits 9%	2043
Ridge Club II	4602 Oak Haven Dr. 32839	156	156	-	60	72	24	-	1994		Housing Credits 9%	2044
											SAIL	2025
Royal Summit	3024 S Rio Grande Ave	188	24	n/a	n/a	n/a	n/a	n/a	1979		Rental Assistance/	2009

	32805										HUD	
											Section 8 Non-Insured	Terminated
Silver Lakes Village Apartments	5102 Cinderlane Parkway 32808	104	104	-	103	-	-	-	2004		Rental Assistance/ HUD	2009
											Section 202	N/A
Studio Concord	920 West Concord Avenue 32805	26	26	26	-	-	-	-	1993		Housing Credits 9%	2047
The Fountains At Lee Vista	5743 Bent Pine Drive 32822	508	375	-	-	-	-	-	n/a		Local Bonds	2025
The Palms Apartments	1488 Mercy Drive 32808	256	256	-	-	96	160	-	1983		Rental Assistance/ HUD	2022
											Section 236	Terminated
Timber Sound Apartments	4927 Raleigh Street 32811	80	80	n/a	n/a	n/a	n/a	n/a	1996		Housing Credits 9%	2048
											SAIL	2047
Timber Sound II Apartments	4927 Raleigh Street 32811	160	160	-	-	76	84	-	1997		Housing Credits 9%	2049
Tuscany Bay Apartments	5870 Sundown Circle 32822	156	156	-	-	-	-	-	n/a		Local Bonds	2009
Watauga Woods	1637 Watauga Avenue 32812	216	216	n/a	n/a	n/a	n/a	n/a	1992		Housing Credits 9%	2042
Water View Club	4901 Cason Cove Drive 32811	172	172	-	49	70	45	8	1997		Housing Credits 4% Local Bonds SAIL	2027 2030 2030
Westbrook	4932 Eaglesmere Drive 32819	234	234	-	32	130	72	-	1998		Housing Credits 4%	2028
											State Bonds	2028
William Booth Towers	633 Lake Dot Cir 32801	168	168	-	168	-	-	-	1980		Rental Assistance/ HUD	2020
											Section 202	2020
Willow Key	5590 Arnold Palmer Drive 32835	384	384	-	-	196	150	38	1998		Housing Credits 4%	2047
											State Bonds	2033

## **Group Homes**

The 2000 Census reports that 2.17% of the Orlando's population is living in group quarters. Of those the majority are institutionalized (1.34%). Therefore, they are under authorized, supervised care or custody in institutions. The type of institutions may include; correctional institutions, nursing homes, mental hospitals, and hospitals for chronically ill, for the mentally retarded, for the physically handicapped, or for drug abuse. In other instances, persons may live in non-institutional group quarters, for example rooming houses, college quarters off campus, and emergency shelters for homeless persons.

Group homes are a type of non-institutional group quarters. These facilities, which serve adults and/or children, are usually operated by private or non-profit agencies and are licensed or registered with the Florida Department of Children and Families. As defined by Rule 9J-5, "Group Home" facilities are those which provide a living environment for unrelated residents who operate as the functional equivalent of family, which includes such supervision and care as may be necessary to meet the physical, emotional and social needs of the residents. Within this definition are included:

- Residential Social Service Facilities (RSSF's) provide an alternative to institutional placement, in which a caretaker provides 24 hour care to dependent clients away from their own parents, relatives, or guardians, and assists them to the extent necessary to participate in normal activities and to meet the demands of daily living.
- Adult Congregate Living Facilities (ACLF's)
- Community Residential Homes
- Foster Care Facilities
- Group Home Facilities (Developmental Services)
- Group Treatment Centers for Status Offenders, when provided in a non-secure facility
- Intermediate Care Facilities for the Mentally Retarded (ICF/MR's), when carried out in a residential setting
- Minimal Residential Treatment Programs (Mental Health, Alcoholism)
- Residential Child Caring Facilities and Runaway Shelters (non-delinquent; diverted)
- Residential Treatment Programs for Children (Mental Health), when providing residential and community services to 10 or fewer clients

This term excludes Emergency Shelters, Treatment/Recovery Facilities, Group Housing (boarding/rooming houses) or any use not included in the definition of a Group Home.

**ADULT CONGREGATE LIVING FACILITIES, 2008**  
**ORLANDO, FL**

Name	Address	Capacity
Ashton Palms	36 West Esther Street	15
Elaine's Guest Home	1620 Haven Drive	12
Grace Manor Inc.	321 E. Harvard St	11
Harmony Retirement Living Inc.	1411 El Paso Avenue	12
Orlando Lutheran Towers	300 E. Church St	109
St. Mary's Home	718 W. Winter Park St	12
Thornton Gardens	618 E. Central Blvd.	12
Village Oaks at Conway	5501 E. Michigan St.	103
Westminster Towers	70 West Lucerne Circle	60

*Source: Department of Elder Affairs, 2008*

**Mobile Home Parks**

Mobile homes constitute only a very small portion of the existing housing stock for the City of Orlando. According to the 2000 U.S. Census, there were 433 mobile homes or trailers in Orlando.

Adequate amounts of land area are designated, but residential densities are projected to increase in order to accommodate the growth in population. In order to accommodate the persons earning wages too low to afford homeownership, the City of Orlando provides adequate sites for high rise apartments, garden apartments, townhouses, and qua-duplexes, triplexes, or duplexes in the City's future land use maps and zoning codes by designating sites for multi-family housing. These sites are often located close to major employment centers, transportation, schools, and other community and social services. In addition, multi-family sites are permitted in all residential areas and mixed use areas, subject to design standards.

Downtown housing, in particular, has been constrained by the value placed on building sites in reference to their potential for office and retail development. Housing development, particularly rental housing, cannot support the high prices that can be justified for office sites. Apartment rent potentials are much more limited than office rents; therefore, the amount a developer can pay for the building site is also much more limited for apartments. In cases where the zoning code and the site's location allow for office development, the private market is unlikely to be able to afford to buy the land for housing development. This is true even in locations where the current zoning allows only housing, but where the investor believes that office zoning may ultimately be approved. While the City is conservative about approving rezoning from residential to office/commercial, many investors believe it is better to hold a site for two to three years while waiting for the market to develop.

There are two basic factors that are laying the foundation for a dramatic Orlando recovery in residential real estate. The first is the historic drop in new construction over the past four years. Many new home construction firms dramatically have scaled back production and many have left the business altogether. The second is the steep decline in prices. REMAX Orlando estimates that it could be a much as 55% plus decline in most areas of the Orlando market and in some condominium markets up to 80% decline.

### **Incentives**

With constraints on potential property income, combined with high land costs, the potential profits from housing development are often limited relative to the potential profits from other kinds of development. Developers who specialize in residential development tend to favor large suburban tracts of land where land development costs are lower than in the city and where the consumer demand is perceived to be higher. Thus, only a limited number of developers are willing to invest the time and capital to develop housing within the city as long as more profitable opportunities exist elsewhere. Low-cost housing can require a greater involvement by the developer in helping potential buyers to arrange financing, an involvement that costs time and money and further reduces the potential profitability of the development.

Given the diversity of housing problems faced by residents of Orlando and the inability of the private sector acting alone to solve them, it is clear that some form of public intervention in the housing market is required. To this end, the City of Orlando has adopted a number of goals and standards, taking into account the resources that are available and the depth of the problem to be addressed. The city's high rate of household growth demands a focus on the addition of housing units through new construction and substantial rehabilitation. The existing housing stock remains incapable of meeting the extent of demand and need.

### **Services**

In general, adequate services are available and will be available to support the population and housing growth of the City. Water, sewer, garbage, energy, communications, parks and recreation are either sufficiently funded from general funds, self-supporting enterprise funds or have proposals contained within the appropriate Element of the Comprehensive Plan to ensure adequate services will be available as needed.

While availability is not an issue, the costs of these services can have a direct impact on the ability to provide affordable housing. Provision of services has become very expensive. Thus, impact fees are constantly on the rise.

### **Financing**

The private sector provides financing for housing at reasonable interest rates with many mortgage types available to consumers. In the 2000's they averaged between 4-6% and fluctuate based on market conditions. Construction and permanent financing for market rate rental housing is also available as evidenced by the tremendous growth in the region's rental housing



stock. Problems arise when trying to finance the development of affordable and low-income housing. Incomes are too low for many to purchase or rent new housing. Secondary funding from Federal, State, or local sources that reduce the total cost of financing, has never been available in sufficient quantity. Constant efforts must be made to find more creative alternatives to fund and develop housing at the lower end.

### **Regulatory and Administrative Process**

Many ingredients of housing development such as interest rates, labor and material costs, and State Laws, are beyond the control of local governments. Nonetheless, a community can adopt an attitude that will affect the cost of housing. By stating, as a matter of public policy, that affordable housing is a high priority in the conduct of its services, several actions can be taken to address affordable housing. Recognizing that administrative delay adds to development costs, the City has reviewed and streamlined its land use and development procedures.

### **Barriers to Affordable Housing (91.210 (e) and 91.215 (f))**

The purpose of the Affordable Housing Advisory Committee (AHAC) is to provide citizens advice to the City government regarding the adoption, modification, or repeal of policies, procedures, regulations, or plan provisions applicable to affordable housing. The AHAC was created in 1993 in accordance with the requirements of the State Housing Initiatives Partnership (SHIP) Act. Initially, the AHAC was responsible for developing the Affordable Housing Incentive Plan (LHIP). The Plan outlined suggestions on incentives for the development of affordable housing. Even though that particular task of the AHAC was completed and the LHIP was submitted to the State of Florida in 1994, the Committee has continued meeting on a monthly basis to further discuss regulatory issues and provide recommendations for implementation to the City.

The Committee's responsibility consists in recommending changes to the City Code and policies that could encourage production of affordable housing.

The AHAC consists of eleven (11) members. Its composition must include the following:

- (a) One citizen who is actively engaged in the residential home building industry in connection with affordable housing.
- (b) One citizen who is actively engaged in the banking or mortgage banking industry in connection with affordable housing.
- (c) One citizen who is a representative of those areas of labor actively engaged in home building in connection with affordable housing.
- (d) One citizen who is actively engaged as an advocate for low-income persons in connection with affordable housing.
- (e) One citizen who is actively engaged as a for-profit provider of affordable housing.
- (f) One citizen who is actively engaged as a not-for-profit provider of affordable housing.

- (g) One citizen who is actively engaged as a real estate professional in connection with affordable housing.
- (h) One citizen who actively serves on the local planning agency pursuant to s. 163.3174.
- (i) One citizen who resides within the jurisdiction of the local governing body making the appointments.
- (j) One citizen who represents employers within the jurisdiction.
- (k) One citizen who represents essential services personnel, as defined in the local housing assistance plan.

Triennially, the advisory committee shall conduct another review of the established policies and procedures, ordinances, land development regulations, and adopted local government comprehensive plan of the appointing local government and shall recommend specific actions or initiatives to encourage or facilitate affordable housing while protecting the ability of the property to appreciate in value. The recommendations may include the modification or repeal of existing policies, procedures, ordinances, regulations, or plan provisions; the creation of exceptions applicable to affordable housing; or the adoption of new policies, procedures, regulations, ordinances, or plan provisions, including recommendations to amend the local government comprehensive plan and corresponding regulations, ordinances, and other policies. At a minimum, each advisory committee shall submit a report to the local governing body that includes recommendations on, and triennially thereafter evaluates the implementation of, affordable housing incentives in the following areas:

- (a) The processing of approvals of development orders or permits, as defined in s. 163.3164(7) and (8), for affordable housing projects is expedited to a greater degree than other projects.
- (b) The modification of impact-fee requirements, including reduction or waiver of fees and alternative methods of fee payment for affordable housing.
- (c) The allowance of flexibility in densities for affordable housing.
- (d) The reservation of infrastructure capacity for housing for very-low-income persons, low-income persons, and moderate-income persons.
- (e) The allowance of affordable accessory residential units in residential zoning districts.
- (f) The reduction of parking and setback requirements for affordable housing.
- (g) The allowance of flexible lot configurations, including zero-lot-line configurations for affordable housing.
- (h) The modification of street requirements for affordable housing.

(i) The establishment of a process by which a local government considers, before adoption, policies, procedures, ordinances, regulations, or plan provisions that increase the cost of housing.

(j) The preparation of a printed inventory of locally owned public lands suitable for affordable housing.

(k) The support of development near transportation hubs and major employment centers and mixed-use developments. The advisory committee recommendations may also include other affordable housing incentives identified by the advisory committee. Local governments that receive the minimum allocation under the State Housing Initiatives Partnership Program shall perform the initial review but may elect to not perform the triennial review.

The advisory committee may perform other duties at the request of the local government, including:

(a) The provision of mentoring services to affordable housing partners including developers, banking institutions, employers, and others to identify available incentives, assist with applications for funding requests, and develop partnerships between various parties.

(b) The creation of best practices for the development of affordable housing in the community.

The advisory committee is cooperatively staffed by the local government department or division having authority to administer local planning or housing programs to ensure an integrated approach to the work of the advisory committee.

## SECTION 4 – HOMELESSNESS

### Homeless Needs

According to a report prepared by the Homeless Services Network of Central Florida for the Central Florida Commission on Homelessness, nearly 10,000 persons were anticipated to be homeless in 2009: 6,252 in Orange County; 1,750 in Seminole County; and 1,885 in Osceola County.

In May 2009, 4,206 homeless children were attending schools: 2,504 in Orange County; 802 in Osceola County; and 900 in Seminole County.

Of the 10,000 homeless persons in Central Florida, 1,680 are Veterans, 30% have been homeless more than one year, 42% of the homeless are disabled and 83% have lived in their home county for 1 year or longer.

A 2007 Survey of Tri-County Voters by the Central Florida Commission on Homelessness provided the following statistics: 62% stated that homelessness was a problem in their respective county; 73% said not enough is being done to fight the root causes of homelessness; and 59% said that establishing programs and solutions to end homelessness should be a high priority for our community and elected officials

### Homeless Priority Needs

Combining stakeholder input from the homeless provider community and the local Continuum of Care lead agency, the Homeless Services Network of Central Florida, Inc., along with existing research and recommendations from the Central Florida Commission on Homelessness and national advocacy groups “best practices”, the following needs are prioritized:

#### Homeless Priorities

1. Homelessness Prevention:

Keep households housed through the continuation of rental assistance programs such as HPRP or similar TBRA programs to stop the influx of homeless households.

2. Rapid Re-Housing:

Quickly re-house households who have become homeless by creating partnerships with local housing authorities and real estate management companies to create a pool of affordable housing options available to rapidly re-house those households who have become homeless in the past three months.

3. Supportive Housing: Support households to transition out of homelessness by:

- Increasing **Permanent Affordable Housing** options through set asides through the Housing Choice Voucher program /Section 8 for homeless and utilizing the availability of low cost home prices to produce affordable supportive units
- Increasing affordable **Supportive Transitional Housing** options.

- Increasing **Permanent Supportive Housing** options by increasing the number of project based or community based housing units for the chronically homeless.

6. Emergency Shelter:

Ensure required capacity by increasing the Shelter Bed Capacity for families, especially those families with older male children, for married couples and for Homeless Veterans.

7. Address Stigma Issues

Address the issue of **Homelessness Stigma** through education.

8. Work Together

**Coordinate Resources** through strategic planning with the City of Orlando HCD, Orange County HCD and the Continuum of Care. Planning should include all stakeholders and contain consolidated reporting and policies. The planning should also include coordination and/or alignment of Discharge Policies, to insure consistent eligibility policies between all programs.

**Point In Time Count**

Summary for FL-507 - Orange County

Date of PIT Count: 1/28/2011

Population: Sheltered and Unsheltered Count

**Persons in Households with at least one Adult and one Child**

	Sheltered		Unsheltered	Total
	Emergency	Transitional		
Number of Households	72	170	70	<b>312</b>
Number of persons (Adults & Children)	210	513	210	<b>932</b>

**Persons in Households without Children**

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Number of Households	514	418	22	984	<b>1938</b>
Number of Persons (Adults)	514	418	22	984	<b>1938</b>

**Persons in Households with only Children**

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Number of Households	0	0	0	0	<b>0</b>

Number of Persons (Age 17 or under)	0	0	0	0	0
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### Total Households and Persons

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Households	586	588	22	1054	2250
Total Persons	725	931	22	1194	2872

### Chronically Homeless Subpopulations

	Sheltered		Unsheltered	Total
	Chronically homeless persons in emergency shelters	Chronically homeless persons in safe havens		
Chronically Homeless	648	22	984	1654

### Homeless Subpopulations

	Sheltered	Unsheltered	Total
	Persons in emergency shelters, transitional housing and safe havens		
Severely Mentally Ill	587		587
Chronic Substance Abuse	418		418
Veterans	302		302
Persons with HIV/AIDS	168		168
Victims of Domestic Violence	234		234
Unaccompanied Youth (Under 18)	0		0

## **Homeless Inventory**

### **Emergency, Transitional and Supportive Homeless Inventory Count (EHIC)** (Chart for the Orlando Metropolitan Statistical Area)

#### **LEGEND**

##### **Geocodes**

121572 Kissimmee  
122292 Orlando  
129095 Orange County  
129097 Osceola County  
129117 Seminole County

##### **Inventory Type**

Current Inventory (C) - Beds or vouchers that were available for occupancy on or before January 31, 2010.

New Inventory (N) - Beds or vouchers that became available for occupancy between February 1, 2010 and January 31, 2011.

Under Development (U) - Beds that are fully funded but were not available for occupancy as of January 31, 2011.

##### **Target Population A:**

(The target population served by each program represents approximately 75 percent of the clients served by the program.)

SM - Single Males

SF - Single Females

SMF - Single Males and Females

CO - Couples only, no Children

HC - Households with Children

SMHC - Single Males and Households with Children

SFHC - Single Females and Households with Children

SMF+HC - Single Males and Females plus Households with Children

YM - Unaccompanied Males under 18 years old

YF - Unaccompanied Females under 18 years old

YMF - Unaccompanied Males and Females under 18 years old

##### **Target Population B:**

These are the subpopulation served by each program.

(Programs that do not target specific subpopulations are marked N/A)

DV - Domestic violence victims only

VET - Veterans only

HIV - HIV/AIDS populations only

## EHIC Table for the Orlando Metropolitan Statistical Area

Program Name	Geo Code	Inventory Type	Target Pop. A	Target Pop. B	McKinney-Vento	Beds HH w/ Children	Units HH w/ Children	Beds HH w/o Children	CH Beds	Year-Round Beds	Overflow Beds
Anchor Program	122292	C	SMF	NA	Yes			44		44	
Anthony House	129095	U	HC	NA	No	35	9			35	
Center for Women & Families	122292	C	SFHC	NA	Yes	180	45	60		240	30
Clargin House	129095	C	SMF	NA	No			8		8	
Community Housing A	129095	C	SF	DV	Yes			9		9	
Community Housing B	129095	C	HC	DV	Yes	34	17			34	
Community Housing Program	122292	C	SMF+HC	NA	Yes	26	6	2		28	
Covenant Place	129095	C	HC	HIV	No	26	10			26	
Crisis Shelter	122292	C	SMF+HC	NA	Yes	12	6	8		20	0
Discipleship Program	122292	C	SM	NA	No			42		42	
Emergency Housing	129095	C	SMF+HC	HIV	No	3	1	2		5	0
Emergency Shelter	129095	C	HC	NA	No	14	4			14	
Emergency Shelter	129095	C	SFHC	DV	Yes	44	11	44		88	0
Emergency Shelter	129095	N	SMF+HC	DV	Yes	4	2	4		8	
Emergency Shelter	129095	U	SFHC	DV	Yes	5	2	5		10	
First Step Emergency Housing	122292	C	SMF	HIV	No			8		8	0
First Steps	122292	C	SM	NA	No			36		36	0
First Steps Transitional Housing	122292	C	SM	NA	Yes			32		32	
Freeze Warning Shelter	129095	C	SMF	NA	No			0		0	50
Fresh Start	122292	C	SM	NA	No			25		25	
Homes for New Beginnings	129095	C	SMF	NA	Yes			50	0	50	
Housing Now	122292	C	HC	NA	Yes	258	64			258	
Maxwell Garden	129095	C	SMF	NA	No			148	0	148	
Maxwell Terrace	122292	C	SMF	NA	No			254	0	254	



Maxwell Terrace (HHAG)	122292	U	SMF	NA	Yes			40	0	40	
Men's Lodge	122292	C	SM	NA	No			76		76	0
Men's Lodge	122292	C	SM	NA	Yes			48		48	
Men's Residential Program	122292	C	SM	NA	No			30		30	
Operation Center Focus	129095	C	SMF	VET	No			10		10	
Operation Center Focus	129095	N	SMF	VET	No			32		32	
OUR Mission Home	122292	C	SMF+HC	NA	No	161	32	10		171	
Pathways to Independence	129095	U	SF	NA	Yes			10		10	
Permanent Supportive Housing	129095	U	SMF	NA	Yes			18		18	
Preferred Living Center	129095	C	SMF	NA	Yes			100		100	
Rapid Re-Housing Homeless Assistance	122292	C	SMF+HC	NA	No	36	8	0		36	
Rapid Re-Housing Homeless Assistance	129095	C	SMF+HC	NA	No	48	12	3		51	
Residential Program	122292	C	SFHC	NA	No	20	10	4		24	
Rites of Passage (SSTH)	129095	C	SMF+HC	NA	Yes	6	3	6		12	
Safe Haven at Maxwell Garden	129095	C	SMF	NA	Yes			25		25	
Scattered Site Apartments	129095	C	HC	NA	Yes	10	6			10	
Shelter + Care 1	129095	C	SMF	NA	Yes			13	13	13	
Shelter + Care 2	129095	C	SMF	NA	Yes			25	25	25	
Shelter + Care 3	129095	C	SMF	NA	Yes			20	20	20	
Shepherd's House 1	129095	C	HC	NA	Yes	42	14			42	
Shepherd's House 2	129095	U	HC	NA	Yes	30	14			30	
St. Damien House	129095	C	SMF	HIV	No			5		5	
St. Francis House	129095	C	SMF	HIV	No			5		5	
TB Shelter	122292	C	SMF	NA	No			10		10	
The Pavilion	122292	C	SM	NA	Yes			300		300	100
Transient Program	122292	C	SM	NA	No			78		78	100
Transitional Housing	129095	C	SF	NA	Yes			18		18	
Transitional Housing	129095	C	SMF	NA	Yes			10		10	
Transitional Living Program	129095	C	SMF+HC	NA	Yes	20	10	40		60	
Veterans' Per Diem	129095	C	SMF	VET	No			8		8	
William Just	129095	C	SMF	HIV	No			37		37	

Women & Children	122292	C	SFHC	NA	No	0	0	23		23	0
Women & Children	122292	N	SFHC	NA	Yes	24	24	15		39	
Women's Residential Program	122292	C	SFHC	NA	Yes	0	0	16		16	
WRCC	122292	C	SFHC	NA	Yes	8	2	4		12	20
WRCC	122292	C	SFHC	NA	Yes	92	29	34		126	
X-Tending Hands	129095	C	SMF	HIV	No			10		10	

## Consultation with Homeless Providers

The City consulted with area stakeholders to determine the anticipated needs to address the issue of homelessness. Details of the consultation meetings are located in **Section 2** of this document titled “Consultation and Citizen Participation”.

Stakeholders had difficulty prioritizing needs and the final recommendation was to address homelessness through a holistic approach that includes the elements listed below. This list is in alphabetical order and services are not listed by any specific priority.

Type of Service	Lack of adequate shelter space
Child care	Leverage all Federal, Local and Private Funds
(Utilize) Best practice solutions COC	Meals/food
Affordable and rapid public transit	Medical transportation
Assistance to those aging out of care	Mental Health services
Benefits application completion	Permanent affordable housing
Bus passes - for reunification	Permanent affordable housing for disabled persons
Bus passes - local	Permanent supported housing for the elderly
Case Management	Rapid re-housing
Computer and phone access	Rent cost- Homelessness prevention
Credit and Debt counseling	Resource identification for case workers
Criminal background issues	Resource Identification ofr clients
Drop-in centers	Shelters for married couples without children
Emergency Shelter	Substance abuse treatment services
Employment services	Transitional Housing for families

Food banks	Transitional Housing for minors with children
Healthcare	Transitional Housing
Identification costs	Utility costs

## Homeless Objectives/Goals and Strategies

7. Coordination of planning and implementation of all funding resources in the area
8. Comprehensive shared reporting system to monitor usage and address duplication of services and insure proper discharge policies.
9. Utilize “Best Practices” such as Rapid Re-housing (Housing First)
10. Through programs such as NSP and the public housing authority, acquire and rehabilitate properties to be used for transitional and permanent affordable housing for chronically homeless or the households a risk of homelessness.
11. Public Education on Homelessness to reduce stigma and fear

A complete listing of goals and specific strategies can be found on in **Section 1** of this document.

## Institutional Structure

### Institutional Structure: Local

Administered by HUD through competitively awarded funds, the McKinney-Vento Homeless Assistance Act programs require the development of a Continuum of Care system in the community where assistance is being sought. A continuum of care system is designed to address the critical problem of homelessness through a coordinated community-based process of identifying needs and building a system to address those needs. The approach is based on the understanding that homelessness is not caused merely by a lack of shelter, but involves a variety of underlying, unmet needs - physical, economic, and social.

The Continuum of Care (CoC) is a set of three competitively-awarded United States Department of Housing and Urban Development (HUD) programs created to address the problems of homelessness in a comprehensive manner with other federal agencies. These programs are the Supportive Housing Program (SHP), the Shelter-Plus-Care (S+C) program and the Single Room Occupancy (SRO) program.

Each CoC funded recipient must provide certification that the project is consistent with the Consolidated Plan of the jurisdiction where each proposed project is implemented.

The local CoC serves as the blueprint for aiding homeless men, women, children, and families in the tri-county area of Orange, Osceola and Seminole Counties. The local CoC also identifies activities and funding, and coordinates project implementation.

The Homeless Services Network of Central Florida, Inc. (HSN) is the administrative agency for HUD’s Continuum of Care program and serves as HUD’s grantee for the Supportive Housing Program (SHP) and the Shelter-Plus-Care (S+C) program for Orange, Osceola and Seminole

Counties, including the City of Orlando. The Network is a 501(C)(3) Florida corporation and currently has approximately 70 member agencies. To ensure planning coordination, a member of the HSN sits on the City's HOPWA and ESG review boards and a staff member from the City's HCD attends HSN Board meetings.

HSN has received \$6,236,816 during fiscal year 2010 and administers more than 40 grants through its sub-recipient agencies, who provide services to the homeless in Orange, Seminole and Osceola Counties and funds programs that provide transitional and permanent housing, supportive services and ongoing case management for the region's homeless. In addition to the current *McKinney-Vento Homeless Assistance-The Shelter-Plus Care Program and Supportive Housing Program grants for the homeless* the Continuum of Care has received two additional grants:

FL-507 - Orlando/Orange, Osceola, Seminole Counties CoC	
Catholic Charities-Pathways to Independence - Supportive Housing Program (SHP)	\$219,009.00
Osceola County - Shelter Plus Care (S+C)	\$554,760.00
FL-507 Total:	\$773,769.00

The Community's CoC planning process is coordinated by the HSN's staff and volunteer Board members, including City HCD staff. The principal planning body is the Network's Continuum of Care Working Group. It is led by the Network's Executive Director and consists of persons from the community with broad-based experience, both within the community and in the delivery of services to people who are homeless. This group developed the initial continuum of care plan and now initiates an annual evaluation and update of the continuum plan at the beginning of each year.

HSN sets a schedule of meetings for provider input on the plan during the year and implements the suggested revisions to the plan. HSN leads the meetings held on the plan and takes the steps necessary to obtain information needed, including an updated bed inventory, through an on-going process.

HSN either sponsors or has membership in a number of task forces and working committees. Groups involved in these activities include the Orange County's Mental Health and Substance Abuse Task Force, the Chronic Homeless Workgroups, the HMIS Users Group and the Affordable Housing Roundtable. These groups and committees meet at least quarterly and representatives provide reports to the entire membership at monthly meetings. In addition to Continuum of Care meetings, the Network's Executive Director also participates in other community-wide planning efforts such as the City of Orlando's HOPWA Advisory Committee because of the significant overlap among the populations served by these groups.

The City supports actions, projects, or other avenues that further the mission, goals, and objectives of the Continuum of Care (CoC) for Orange, Seminole, and Osceola Counties.

### **Institutional Structure: Regional**

Since January 17, 2007, the City collaborated with Orange County in the establishment of the *Central Florida Regional Commission on Homeless*, and the subsequent planning document "10-

2 END”, a detailed 10 year plan to end Homeless in Central Florida. The commission is currently working on developing resources to sustain its mission and initiating an area wide coordination of services through the Homeless Service Network of Central Florida, Inc., the area’s lead agency for the Continuum of Care. The commission is tasked with securing the funding to meet its’ five major goals of Housing, Prevention, Supportive Systems, Healthcare and Implementation, with the ultimate goal of ending homelessness in Central Florida before 2017.

The Commission recommends the following twenty-five (25) action steps to systemically address the issue of homelessness in Central Florida.

### **Housing**

- Action Step H-1: Establish a local Homeless Housing Trust to facilitate the generation of housing and housing options for the homeless and the precariously housed.

This Housing Trust would have a board appointed by and be accountable to the permanent commission and would include responsibility for developing a financing and fund raising plan to implement the recommended housing solutions.

- Action Step H-2: Implement rapid re-housing of homeless persons within their communities by offering sufficient housing capacity to serve those in need and move them as quickly as possible to independence.

This includes bringing on-line 800 new emergency shelter beds, 1,425 new transitional housing beds and 700 new permanent supportive housing beds to meet current shortfalls.

- Action Step H-3: Spearhead the development and availability of affordable housing for the homeless and low income residents of Central Florida.
- Action Step H-4: Reduce barriers that prevent the homeless from obtaining housing.

### **Healthcare**

- Action Step HC-1: Establish a formal regional homeless health services network to oversee the planning and delivery of health care to the homeless.
- Action Step HC-2: Establish and manage a coordinated, cost effective traceable system of health care delivery to the homeless community.

This includes creating full service homeless health care centers in Osceola and Seminole counties (in addition to the existing center in Orange County), including mobile vans and outreach, and the establishment of afterhours urgent care services.

- Action Step HC-3: Establish and manage a centralized pharmaceutical supply and distribution system for providers of health care services to the homeless.

This includes the establishment of a central repository and building an inventory of low cost and donated pharmaceuticals overseen by volunteer pharmacists.

- Action Step HC-4: Broaden mental health and substance abuse services to the homeless to improve availability and reduce recidivism.
- Action Step HC-5: Create a system to ensure that each homeless individual has access to a “medical home” for primary care, disease prevention, education and patient accountability.
- Action Step HC-6: Increase specialty housing for recent homeless discharges from hospitals and mental health and substance abuse facilities.

This includes doubling the number of detoxification beds and the number beds available for those discharged from treatment facilities and hospitals.

## **Supportive Systems**

- Action Step SS-1: Institute a No Wrong Door Homeless Referral Process.

This includes the establishment of a team of highly trained assessment specialists to whom 211 operators can transfer calls related to homelessness or homeless prevention.

- Action Step SS-2: Implement Service Point (Homeless Management Information System) as the system-wide tool to facilitate coordination of services to homeless individual and families.
- Action Step SS-3: Create a network of a minimum of four 24/7 drop-in centers located in each of the four participating jurisdictions to provide assessment, referral and direct delivery of urgent need services for the homeless.

Services anticipated to be provided include but are not limited to assessment, counseling and case management for substance abuse and mental health, legal services, employment services and personal needs.

- Action Step SS-4: Develop transportation resources to assist homeless persons and those at risk of homelessness to return to self-sufficiency.
- Action Step SS-5: Develop a comprehensive regional outreach program to unsheltered homeless individuals.

This includes the formation of four multi-disciplinary teams to deliver services to homeless camps and other unsheltered homeless individuals.

- Action Step SS-6: Enhance and expand support service programs that produce monitored results.
- Action Step SS-7: Develop sufficient supportive services to support implementation of the Housing First model in order to maintain client housing stability and leverage federal funding.

This includes additional case managers to effectively develop solutions, achieve accountability and return homeless individuals at emergency shelters and transitional sites to independence or permanent solutions as quickly as appropriate.

- Action Step SS-8: Remove barriers to community reintegration of homeless individuals and families.

This includes the implementation of a Regional Homeless Court to facilitate the disposition of minor criminal charges in a manner consistent with the goal of returning homeless individuals to independence as a part of a case management solution.

## **Prevention/Self-Sufficiency**

- Action Step P-1: Enhance educational, job training and employment-related options for at-risk and homeless individuals and families and develop employment opportunities for self-sufficiency.

This includes the establishment of a Homeless Employment Collaborative to develop one-stop employment and career centers for the homeless to be located at the proposed 24/7 homeless assessment and drop-in centers.

- Action Step P-2: Ensure that all at-risk individuals for homelessness have a housing plan upon release from jails or correctional facilities.

This includes development of a Veterans Reintegration Program that will ensure that all veterans are receiving appropriate benefits and programs and assisting veterans in attaining such.

Action Step P-3: Ensure that all children in foster care programs have a housing and employment plan upon reaching the age of majority.

- Action Step P-4: Ensure that all individuals at-risk for homelessness have a housing plan upon release from substance abuse and mental health acute care settings.
- Action Step P-5: Ensure that all individuals at-risk for homelessness have a housing plan upon release from hospitals.
- Action Step P-6: Create a Family Homeless Prevention Assistance Program to reduce the move into homelessness of at-risk individuals who are subject to eviction or foreclosure proceedings.

This includes establishing a significant homeless prevention fund for limited and temporary rental and utility assistance for individuals who are facing eviction due to unexpected and temporary conditions, preventing these individuals from entering the homeless system.

- Action Step P-7: Provide homeless individuals with opportunities for reunification with existing family members.

### **Institutional Structure: National**

According to the United States Interagency on Homelessness, there are many federal programs that help to prevent and end homelessness. Some are specifically targeted toward this goal, while others, referred to as "mainstream programs" are available to all low-income persons who meet eligibility criteria. The program profiles below are arranged according to the federal administering agency.

#### Department of Labor :

- Homeless Veterans Reintegration Program (HVRP)
- Incarcerated Veterans' Transition Program
- Job Corps
- Stand Downs
- Veterans' Workforce Investment Program
- YouthBuild

#### Department of Health and Human Services :

- Access to Recovery
- Basic Center Program
- Chafee Foster Care Independence Programs
- Children's Health Insurance Program: CHIP
- Child Support Enforcement Program
- Community Services Block Grant
- Community Mental Health Services Block Grant
- Consolidated Health Centers
- Family Violence Prevention and Services Act
- Federal Surplus Real Property
- Grants for the Benefit of Homeless Individuals
- Head Start
- Health Care for the Homeless
- Healthy Start Block Grant
- National Runaway Switchboard
- Maternity Group Home Program
- Medicaid

- Projects for the Assistance in Transition from Homelessness (PATH)
- Ryan White HIV/AIDS Program
- Services in Supportive Housing
- Social Services Block Grant
- Street Outreach Program
- Substance Abuse Prevention and Treatment Block Grant
- Temporary Assistance for Needy Families (TANF) Block Grant
- Title V Maternal and Child Health Block Grant
- Transitional Living Program (TLP)

Department of Housing and Urban Development :

- Base Realignment and Closure Program
- Community Development Block Grants
- Emergency Shelter Grant
- Home Investment Partnerships (HOME)
- Homelessness Prevention and Rapid Re-Housing Program
- Housing and Urban Development Veterans Affairs Supportive Housing Program (HUD-VASH)
- Housing Choice Voucher Program
- Housing Counseling Program
- Housing Opportunities for People with AIDS
- Public Housing Program
- Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings
- Section 811 Housing for Persons with Disabilities
- Shelter Plus Care
- Supportive Housing Program

Department of Veterans Affairs :

- Community Homelessness Assessment, Local Education and Networking Groups (CHALENG)
- Domiciliary Care for Homeless Veterans
- Excess Property for Homeless Veterans Initiative
- Healthcare for Homeless Veterans
- Homeless Providers Grant and Per Diem
- Homeless Veterans Dental Program
- Housing and Urban Development Veterans Affairs Supportive Housing Program (HUD-VASH)
- Incarcerated Veterans' Transition Program
- Stand Downs
- Supportive Services for Veterans Families (SSVF) Program
- VBA's (Veterans Benefit Assistance) Acquired Property Sales for Homeless Providers
- Veterans Benefits Assistance Outreach Program
- Veterans Justice Outreach Initiative

Department of Agriculture :

- Child and Adult Care Food Program
- National School Lunch and School Breakfast Programs
- Rural Development
- Summer Food Service Program



- Supplemental Nutrition Assistance Program
- Supplemental Nutrition Assistance Program for Women, Infants and Children (WIC)

Department of Education :

- Education for Homeless Children and Youth Program
- Promise Neighborhoods

Department of Justice :

- Drug Court Discretionary Grant Program
- Incarcerated Veterans' Transition Program
- Justice and Mental Health Collaboration
- Second Chance Act
- Transitional Housing Assistance Grants for Victims of Domestic Violence

Social Security Administration :

- Social Security Retirement
- Social Security Disability Insurance
- Supplemental Security Income

Department of Defense :

- Base Realignment and Closure Program
- Office of Wounded Warrior Care and Transition Policy

Department of Energy :

- Weatherization Assistance Program

Department of Homeland Security :

- Emergency Food and Shelter Program

Department of Homeland Security :

- Emergency Food and Shelter Program

General Services Administration :

- Federal Surplus Personal Property Donation
- Federal Surplus Real Property -

### **Institutional Structure: National Advocacy Groups**

The Melville Charitable Trust-Organized in 1990, The Melville Charitable Trust concentrates its efforts on finding and fighting the causes of homelessness. It supports direct service and housing programs on the state level, particularly in Connecticut, that can serve as models throughout the country. The Trust also funds national research, education and advocacy initiatives focused on housing and policy.

**From:** [http://www.melvilletrust.org/about\\_us/what\\_we\\_learned.aspx](http://www.melvilletrust.org/about_us/what_we_learned.aspx)

*After working with more than a hundred grantee partners for over a dozen years we are now convinced of the following:*

1. *Homelessness is a solvable problem.*
2. *Decent, safe, accessible and affordable housing is indispensable to solving the problem of homelessness.*
3. *Providing housing with support services to those who have enduring disabilities is the smart, humane, cost-effective solution to long-term homelessness.*
4. *Our society has more than adequate economic capacity to invest in the housing and provide the services that can eliminate homelessness anywhere in America.*

5. *Government agencies and officials, as well as our elected representatives on the local, state, national levels must be in the forefront of efforts to end homelessness, investing significant resources in housing and service programs that lead to individual and family independence.*
6. *All that is needed to eliminate homelessness in America is the political will to do so.*

The National Alliance to End Homelessness is a nationwide federation of public, private, and nonprofit organizations devoted to ending **homelessness**. NAEH has developed the following “*Ten Essentials*” to ending homelessness. The “*Ten Essentials*” covers the most important strategies for success: prevention, re-housing options, access to housing and services, and efficient use of data, among others.

### ***Plan***

*Devise a comprehensive, systematic plan of action to address the different facets of homelessness. While planning, it is important to have representatives and input from all the groups affected by this social issue: government officials, business leaders, community activists, and the like. Every solution starts with a plan.*

### ***Data***

*Understand the problem. With homelessness, that can be a tall order, as the social problem is influenced by the economy, geography, transportation, and a host of other elements. Luckily, most communities conduct a biannual point in time census and have a Homelessness Management Information System (HMIS), required by the Department of Housing and Urban Development (HUD). HMIS collects data about those who interact with the homeless assistance system and this information can be helpful in understanding the homeless population better and addressing their specific needs.*

### ***Emergency Prevention***

*As with most things, the most economical and efficient way to end homelessness is to prevent it from happening in the first place. Consider enacting programs and policies that will do just that. Many existing social programs connect vulnerable populations with emergency services, temporary cash assistance, and case management. Consider ways to integrate with these existing systems or adopt your own.*

### ***Systems Prevention***

*Many people who fall into homelessness do so after release from state-run institutions, including jail and the foster care system. Still others come to homelessness from mental health programs and other medical care facilities. By creating a clear path to housing from those institutions -- in the form of case management, access to services, or housing assistance programs -- we can reduce the role that state-run institutions play in creating homelessness.*

### ***Outreach***

*An important role in ending homelessness is outreach to people experiencing homelessness. A key ingredient to this outreach is the ability to connect the homeless population to housing and services. When considering outreach efforts, it's important to understand that many people living on the streets exhibit mental illness, substance addiction, and other negative behavior patterns. As such, it's important to consider low-demand housing that does not mandate sobriety or treatment.*

### ***Shorten Homelessness***

*A successful homeless assistance program not only works to end homelessness, but minimizes the length of stay in shelter and reduces repeat homeless episodes. In order to do this, assistance programs must align resources to ensure that families and individuals have access to the services necessary to achieve independence as quickly as possible. This often requires immediate*

*access to housing, home-based case management, and incentives embedded into the homeless assistance system to promote these outcomes.*

### ***Rapid Re-Housing***

*navigating the housing market, especially on behalf of clients with lower incomes and higher needs, is a difficult task. A successful homeless assistance program has housing staff that help with just that. Housing locators search local housing markets and build relationships with landlords. Successful program components include incentives to landlords to rent to homeless households, creative uses of housing vouchers and subsidies to help homeless individuals and families afford their rental unit, and links to resources to help clients maintain their housing.*

### ***Services***

*Services are actually more accessible than they sound – many of them already exist in the community. By and large, homeless individuals can access mainstream programs, including Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI), Medicaid, and other existing federal assistance programs. Connecting families and individuals exiting homelessness to these programs is imperative to ensuring their continued independence.*

### ***Permanent Housing***

*At its root, homelessness is the result of the inability to afford and maintain housing. Remember that any plan to end homelessness must incorporate an investment in creating affordable housing. This includes supportive housing, which is permanent housing coupled with supportive services. This is often used for the chronically homeless population - that is, people experiencing long-term or repeated homelessness who also have mental or physical disabilities.*

### ***Income***

*In order to maintain housing, people exiting homelessness must have income. Cash assistance programs are available through federal and state government, and career-based employment services can help formerly homeless people build the skills necessary to increase their income. Mainstream services, including the Workforce Investment Act, should be used for this purpose.*

***From:*** [http://www.endhomelessness.org/section/solutions/ten\\_essentials](http://www.endhomelessness.org/section/solutions/ten_essentials)

## **Resources**

- Continuum of Care
- Emergency Shelter Grant (ESG)
- Homelessness Prevention and Rapid Re-Housing Program (HPRP)
- Community Development Block Grant (CDBG)
- HOME Investment Partnership Grant
- Neighborhood Stabilization Program (NSP)
- Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act
- Orlando Housing Authority (OHA)

### **Continuum of Care**

The largest influx of resources to address the issue of homelessness comes from the area Continuum of Care. The Homeless Services Network of Central Florida, Inc. (HSN), is lead agency for the HUD Continuum of Care Supportive Housing Program and Shelter + Care funding for Osceola, Seminole and Orange Counties, including the City of Orlando. HSN has received \$6,236,816 and administers more than 40 grants through its sub-recipient agencies who

provide services to the homeless in Orange, Seminole and Osceola Counties and funds programs that provide transitional and permanent housing, supportive services and ongoing case management for the region's homeless. In addition to the current McKinney-Vento Homeless Assistance-The Shelter-Plus Care Program and Supportive Housing Program grants for the homeless the Continuum of Care has received two additional grants:

FL-507 - Orlando/Orange, Osceola, Seminole Counties CoC	
Catholic Charities-Pathways to Independence - Supportive Housing Program (SHP)	\$219,009.00
Osceola County - Shelter Plus Care (S+C)	\$554,760.00
FL-507 Total:	\$773,769.00

The City supports actions, projects, or other avenues that further the mission, goals, and objectives of the Continuum of Care (CoC) for Orange, Seminole, and Osceola Counties. The CoC serves as the blueprint for aiding homeless men, women, children, and families in the tri-county area.

#### Emergency Shelter Grant (ESG)

Agencies to be funded with ESG funds are selected through a competitive review process. The City provides information concerning the amount of funding, application time period and other pertinent details in a public notice that is placed in the area newspaper and on the City's website: [www.cityoforlando.net/housing](http://www.cityoforlando.net/housing).

The ESG Review Committee is comprised of a representative of the local Continuum of Care lead agency, a representative from the Orlando Housing Authority and a volunteer representative from the Orlando Housing Authority. Alternatively, representatives may be from local university research departments. Members volunteer their time to ensure a non-biased review of eligible proposals.

Proposals were reviewed by HCD staff before forwarding to the ESG Review Committee to ensure they met with priorities of target populations and geographic areas as established in the Consolidated Plan.

Award recommendations are also publicized in the area newspaper and posted on the City's website for comments before receiving City Council approval.

All **ESG** applicants are required to provide 100% match to the ESG award from the City. Expenditures for projects are monitored via monthly analysis and monthly desk monitoring. Client data is monitored via the Homeless Management Information System (HMIS). All agencies have or will receive an onsite monitoring before the end of the program year to ensure compliance with HUD and City regulations.

#### Homelessness Prevention and Rapid Re-Housing Program (HPRP)

On February 17, 2009, President Obama signed the American Recovery and Reinvestment Act of 2009, which included \$1.5 billion for a Homelessness Prevention Fund. Funding for this program, called the Homelessness Prevention and Rapid Re-Housing Program (HPRP), was distributed based on the formula used for the Emergency Shelter Grant (ESG) program.

HPRP is a Federal program that can assist homeless or at risk of homelessness households with back rent or utility costs, with verification of job loss or other issue which has caused the tenant to become behind in rent payments or lose their housing. HPRP is an income eligible program and requires the tenant provide proof of income. Eligibility for this program is income of 50% or below the AMI (\$30,450 for a family of four / \$21,450 for individuals). Additional requirements are a valid lease with the names of those living in the apartment, birth certificates of those children living in the apartment; and verification of job loss or other issue which has caused the tenant to become behind in rent payments or lose their housing. Additional documents are required from the landlord and utility companies.

The City completed a Substantial Amendment to the 2005-2010 Consolidated Plan and received the federal funding in the amount of \$921,665 for the Homelessness Prevention and Rapid Re-Housing Program which is currently being utilized for projects that will be undertaken during fiscal year of 2011-2012. This funding source is included because it will be a resource utilized to address the issues of homelessness during the planning years of 2011 through 2015.

The RFA process was utilized and nonprofit agencies with frontline experience in addressing the needs of individuals and families who are either homeless or at risk of becoming homeless were selected to carry out the activities under this grant. Services began October 1, 2009.

As of the writing of this document, the City of Orlando's HPRP has assisted over one thousand persons with resources to prevent homelessness or to rapidly re-housing those households who recently became homeless. The HPRP continues to provide assistance to those households who reside within the City's jurisdictional limits with rent, utility assistance, relocation and stabilization services and permanent housing placement costs. The City's HPRP program will continue through FY 2011-2012 until funds are fully expended.

#### Community Development Block Grant (CDBG)

Collaboratively develop strategy to invest in permanent and transitional housing with homeless providers to leverage available operating dollars through CDBG Public Services.

#### HOME Investment Partnership Grant

Establish HOME tenant based rental assistance program priority for homeless households. Expand the use of HOME funds for the development of permanent supportive housing for chronically homeless individuals

#### Neighborhood Stabilization Program (NSP)

Affordable housing continues to be identified as a priority need and affordable permanent housing has been identified as a need under the "Homeless" section. Since it began in March 2008, the City Neighborhood Stabilization Program 1 (NSP1) has acquired and rehabilitated approximately forty-six (46) homes. Of those forty-six (46) homes, twenty-seven (27) were for sale and seven (7) have sold to income qualified buyers (low, moderate and middle-moderate

income). Three (3) of the properties were beyond repair and have been demolished. These vacant properties will be used for redevelopment. Sixteen (16) of the homes are being used as affordable rentals; specifically for households whose income is less than 50% of the Area Median Income (AMI).

The City's programs partnered with area non-profits, one which utilized the houses for mentally disabled adults, one used the funding to create community residences for homeless men and another used it to create low income rental units.

Income generated from sales is being used to purchase and rehabilitate additional foreclosed or abandoned properties.

The NSP1 has and continues to create affordable housing, providing very low, low and mod income households with housing that is financially accessible. By utilizing NSP1 in this manner, the City has utilized NSP to essentially prevent further homelessness.

During the consultation with the Continuum of Care, it was requested that a specific number of units be set aside to be used to re-house homeless households.

In May of 2010, the City received an additional award for the Neighborhood Stabilization Program 3(NSP3). These funds will be used in a similar manner to those of NSP 1.

#### Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act

On May 20, 2009, President Obama signed the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. The **HEARTH Act** amends and reauthorizes the McKinney-Vento Homeless Assistance Act with substantial changes, including:

- A consolidation of HUD's competitive grant programs;
- The creation of a Rural Housing Stability Program;
- A change in HUD's definition of homelessness and chronic homelessness;
- A simplified match requirement;
- An increase in prevention resources; and,
- An increase in the emphasis on performance.

Regulations and implementation of this program are still in the planning stages. However, the City intends to participate in the process and all reasonable efforts will be made to access available funding attached to this Act for the purpose of addressing homelessness.

#### Orlando Housing Authority (OHA)

Establish Section 8 priority for homeless. Insure continued case management by HUD SHP case managers with the goal of moving the household to unsubsidized housing within one year.

## SECTION 5 – COMMUNITY DEVELOPMENT

### Community Development Analysis

The framework for community development begins with the overarching vision identified in the Consolidated Plan. During the planning period, non-housing community development priority activities will be geographically concentrated in areas within the City of Orlando, where:

- 1) 51% of the residents constitute extremely low-, low-, and moderate-income families/individuals; and, where,
- 2) The service or activity is necessary to meet the needs of extremely low-, low-, and moderate-income families/individuals.

Non-housing community development funds will be used to assist families, individuals and neighborhoods meeting the criteria mentioned above. The Housing section of this Consolidated Plan contains a description of concentrated areas of the City where 51% of the residents constitute low and moderate-income families/individuals.

During the planning period, the City's Housing and Community Development Department may solicit Requests For Applications (RFAs) in order to develop strategies to address community development needs within City neighborhoods. The RFAs will follow a clearly defined submission process with proposals being reviewed and evaluated according to the following criteria:

- Statement of need
- Ability to meet CDBG National Objectives
- Organizational capacity
- Approach or implementation plan
- Outcomes of proposed performance measurement plan
- Budget justification
- Leverage of other non-HUD funds
- Feasibility
- Location, type, and size of proposed project
- Demonstrated experience
- Environmental feasibility

Eligible activities utilized to meet non-housing community development needs may include:

- funding of public services
- construction of public facilities
- infrastructure improvements
- neighborhood facilities
- traffic calming measures
- public safety needs
- economic development

Funding to address the needs identified will come from the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant funds and other City funding sources. This funding will be used to carry out activities determined by level of need and evaluation criteria for each fiscal year.

### **Priority Community Development Needs**

All CDBG community development activities during the 5-year plan are expected to benefit low and moderate income persons. “Urgent need” activities have not been identified or planned.

The following is a list of the priority community development needs:

Priority 1: Public Service Needs

Objective: To create a suitable living environment

Priority 2: Public Facility Needs

Objective: To create a suitable living environment

Priority 3: Infrastructure Needs

Objective: To create a suitable living environment

Priority 4: Economic Development

Objective: To expand economic opportunities

Non-housing community development priorities were assigned based on a combination of factors including community input and comments received, department experience associated with the magnitude and type of need, and the assessment of resources available to address needs in light of prevailing market conditions. Additionally, results from previous Community Needs Questionnaires (2005) showed that all non-housing needs were listed as HIGH priorities. The measurement of needs is consistent with HUD regulations.

### **Specific Community Development Objectives/Strategy**

The specific non-housing community development objectives for the City of Orlando over the ensuing planning period are listed below.

1. Public services are a priority need within the City. The City's funding support strongly influences the viability of many of these programs. To improve the overall quality of life for City of Orlando residents, the City may continue to use 15% of its CDBG grant toward priority public service activities.
2. Public Facilities Improvements are another area of priority, including improvements to parks and recreation areas, and renovations to community and neighborhood centers in low and moderate income neighborhoods.
3. Infrastructure Needs including street improvements, alleviation of conditions of flooding, sidewalks, parks, and transportation are necessary to create strong, sustainable, inclusive communities.
4. Economic Development activities that assist businesses in creating jobs, development of new businesses, commercial façade improvements and support to community development organizations are intended to bolster the local economy.



## Non-Housing Goals and Strategies

**Goal:** Support non-housing community development objectives related to public services.

Strategy: Expend CDBG funds through support of public services benefiting low and moderate income persons, especially those addressing youth, disabled and homeless individuals, and public services related to job creation, training and placement.

**Goal:** Support public facility acquisition and improvements projects that will benefit low and moderate income persons or neighborhoods.

Strategy: Expend CDBG funds through support of public facility acquisition and improvements that will benefit low and moderate income persons or neighborhoods.

**Goal:** Support various infrastructure projects within the City of Orlando that improve the safety and livability of low to moderate income neighborhoods and increase access to important public facilities, such as street improvements parks, storm-water, and transportation.

Strategy: Expend CDBG funds for infrastructure improvements that will improve the safety and livability of low to moderate income neighborhoods and increase access to important public facilities.

**Goal:** Support HUD's goal of expanding economic opportunities for low- and moderate-income persons.

Strategy: Fund HUD eligible economic activities and/or services that either will assist businesses in creating or expanding jobs for low- and moderate-income residents of the City of Orlando. Priority will be given to businesses located in areas where 51% of the residents constitute extremely low-, low-, and moderate-income families/individuals. Funding options could be in the form of grants or loans.

Fund eligible economic activities and/or services that will assist in the development of new business and/or services that would assist extremely low-, low-, and moderate-income families/individuals. Funding options could be in the form of grants or loans.

Fund a commercial façade improvement and code enforcement correction project for businesses in LMI neighborhoods.

Promote development and creation of community-based development organizations (CBDOs) in carrying out neighborhood or community economic development projects. Promotion of CBDOs may include possible funding for development in the form of loans or grants.

**Goal:** Support the community's involvement and participation efforts in relation to defining non-housing priority needs.

Strategy: Expend CDBG funds for non-housing needs that may become apparent in future surveys, focus groups, or public meetings during the five year planning period.

### **Neighborhood Revitalization Strategy Areas**

Identified needs for the prioritized activities will be available throughout the geographic area, so no specific area has been targeted. Excluding program administration, 100% of CDBG funding will be allocated within the Orlando jurisdiction.

### **Lead Based Paint**

All homes and facilities where federal funds will be utilized are assessed and if relevant, inspected for lead based paint hazards. Projects must be cleared by City inspectors before any additional work is completed. The City has two Lead Based Paint inspectors who are certified by the Environmental Protection Agency (EPA). The EPA certifications are in effect for five years. In addition to the EPA certifications, the Housing Rehabilitation staff are *Certified Renovators - Initial* by American Management Resources Corporation. All contractors utilized for home rehabilitation are required to be *Certified Renovators* also.

### **Antipoverty Strategy**

To address the issue of poverty, the City has developed a comprehensive plan for ensuring that, to the greatest extent possible, low- and very low-income persons, particularly those who are recipients of government assistance for housing, have the opportunity to benefit from contracting and employment generated through HUD funded projects.

All City HCD agreements for HUD funded projects include the requirement that the awarded agencies or contractors follow Section 3 regulations. The purpose of Section 3 of the Housing and Urban Development Act of 1968, as amended, is to ensure that training, employment and other economic opportunities generated by certain HUD financial assistance shall, to the greatest extent feasible, and consistent with existing Federal, State and Local laws and regulations, be directed to the greatest extent possible to low- and very low-income persons, particularly those who are recipients of government assistance for housing, and to business concerns, which provide economic opportunities to low- and very low-income persons.

To achieve this goal, before any work is performed the City's HCD Coordinator will meet with the agency/contractor to review all relevant regulations and the process for proper implementation. This review insures that the Agency understands its' obligation to fulfill Section 3 requirements. Agencies and contractors are provided information and technical assistance in the areas of resident training and employment opportunities, and contracting activities with Section 3 business concerns.

The City supports the Orlando Housing Authority (OHA)'s Moving to Work (MTW) Demonstration Program. The goals and objectives are to:

- Increase Cost-Effectiveness
- Increase Self-Sufficiency

- Increase Housing Choices for Low-Income families

Proposed activities include the following self-sufficiency strategies to combat poverty and improve economic opportunities for its residents

- Remove or reduce rent disincentives to continued employment, income reporting and family reunification during occupancy of assisted housing
- Improve recipient access to jobs and supportive services, through a comprehensive 1-stop self-sufficiency resource center and specific initiatives to dramatically bolster job readiness, access, education/training and employment opportunities
- Improve transportation to centers of employment and during off-hours
- Increase child care opportunities, particularly during non-traditional hours

OHA expects the specific activities and initiatives to evolve as needed over the planning period. The initiatives of the proposed self-sufficiency resource center will grow and be shaped by experience over the first several years.

The City's strives to create a stable and diversified economy by combining the economic continuity brought about by the region's tourism industry, attracting new industries such as the medical center, supporting the development of a user-friendly transportation system and the expansion of entertainment venues. This will allow the Orlando community to achieve economic diversification while preserving a high quality of life. Expanding the business base of the City, supporting transportation improvement and developing public venues create jobs and gives people the opportunity for better pay, especially households in poverty.

### **Institutional Structure**

The City of Orlando will manage the following federal housing and community development functions internally:

- owner-occupied housing rehabilitation,
- land and building acquisition activity, and
- home ownership assistance project.

If capital improvement projects are undertaken over the next five years, the City will perform those functions as well. The City has qualified, experienced staff to undertake all of these efforts. Private nonprofit agencies, not-for-profit organizations, community groups, and/or faith-based associations w

### **Coordination**

To enhance coordination between public and private assisted housing providers and private and governmental health, mental health, and social services agencies, the City will undertake the following actions during the next five-year planning period:

- A. Participate as staff or ex-officio member in the following organizations:

- The Affordable Housing Advisory Committee, The Nonprofit Housing Roundtable, The Homeless Services Network of Central Florida, Inc., the HOPWA Advisory Committee
- B. Participate in the following activities:
- Attend meetings and coordinate with the Orange County Cooperative Extension Service (OCCES), CredAbility, Inc., Metropolitan Orlando Urban League, the Mortgage and Credit Center, Housing and Neighborhood Development Services (HANDS), Florida Community Partners, Inc., Orange County Housing Finance Agency, the Orlando Housing Authority, the local office of the Federal National Mortgage Association (Fannie Mae), residential real estate professionals, mortgage lenders, mortgage brokers, title companies, Community Housing Development Organizations (CHDO's), agencies and individuals serving the disabled to address the housing needs of disabled persons and families, Orange County 's Housing and Community Development Division, the Orange County Health Department, the Department of Children and Family Services, the University of Central Florida and other institutions of higher learning.

### **Low Income Housing Tax Credit Coordination**

The City facilitates the process for local developers applying for Low Income Housing Tax Credits. Florida Finance Corporation administers the tax credits while the City provides technical assistance and incentives to the developer, such as impact fee costs to meet leveraging requirements.

## SECTION 6 – NON-HOMELESS SPECIAL NEEDS

### Seniors

The United States Census data sets for 2009 population estimates show that Florida has the highest concentration of persons over 65 within the United States with 17.2 percent of the population meeting that measure. The national average is 12.9 percent. For persons over the age of 85, Florida once again, ranks first in the nation for concentrations of persons in that age group with 2.8 percent. The national average is 1.8 percent.

- 13,866 households in Orlando (13.6%) were headed by a person age 65 or older in 2009. In comparison, 27.8% of households statewide are headed by elderly persons.
- 8786 of elderly households in Orlando (63.4%) own their homes.
- 4969 elderly households (36%) pay more than 30% of income for rent or mortgage costs.

Elderly Households by Age and Cost Burden, Orlando, 2009

Age of Householder	Amount of Income Paid for Housing		
	0-30%	30-49.9%	50+ %
65+	8897	2743	2226

<http://flhousingdata.shimberg.ufl.edu/a/profiles?action=results&nid=4833&image2.x=15&image2.y=11>

### Elderly/Frail Elderly

Pension funds and retirement accounts have suffered dramatic losses in the last few years and Social Security Benefits have not kept up with the pace of inflation or increased healthcare. Dismantling, reducing and/or eliminating Medicare and Medicaid have become ongoing topics in the U.S. Congress, making seniors more vulnerable than ever. Low income seniors are most at risk for homelessness and increased health issues. Most work later into life and are likely to go without life saving medication(s) just to have enough food to eat. With no extra income, maintaining a family home that had been owned for decades becomes dangerously impossible and housing conditions become unsafe. The cost of nursing homes is out of reach and most seniors want to stay in their own home as long as possible. The senior community is in need of supported housing programs to assist and coordinate care in an efficient and cost saving manner.

The Census uses the term “frail elderly” to refer to the group of persons 65 years old or older with significant physical and cognitive health problems and is used to emphasize that a majority of the elderly, especially the young old (65 to 74 years of age), do not have serious health problems.

The Florida Department of Elder Affairs report on 2010 County Profiles estimates that Orange County has 107,439 residents who were age 65 or older, representing 9.6% of the County’s

population. Of that number, 55.7% were females and 44.3% were males. Around 9 %, of the elderly population was below the poverty level.

Information from the Orange County Commission on Aging provides expected trends in the elderly population over the next several years.

- 1 in 5 Americans will be sixty-five (65) or older by 2030.
- The percentage of older adults with a chronic disability declined from 24% in 1982 to 21% in 1994. However, due to the increasing number of older adults, the prevalence of chronic disease in the older population has increased.
- Florida ranks 1<sup>st</sup> in the *percentage* of older adults.
- Florida ranks 2<sup>nd</sup> in the *number* of senior residents.
- The number of Floridians in the 45-64 age category, the famed “baby boomers,” increased by forty-two percent (42%), signaling the advent of a much larger senior population to come.

The Department of Elderly Affairs for the state of Florida conducted a needs assessment for the elderly population living in Florida during 2003. The results of that study reported that there are four (4) other critical housing issues facing elderly residents who live independently:

- a need for additional in-home care programs,
- rehabilitation and repair of owner housing to preserve affordable housing,
- elimination of physical barriers and hazardous conditions in housing units for those with functional limitations, and
- scarcity of community residential facilities that may serve as housing alternatives or help to delay premature and expensive placement of persons in nursing homes.

Based upon these factors, the City of Orlando believes the percentage of elderly population will gradually increase over the next five years and considerably increase by 2030. With this gradual growth, more affordable housing, assisted living housing, and congregate facilities offering support services are needed to accommodate this population. The City estimates that any elderly person with a disability has supportive services needs.

The following list is known types of facilities available for each category according to the Agency for Health Care Administration for the state of Florida. It should be noted that not all beds available at these facilities are dedicated to helping the frail elderly.

- Assisted Living Facilities
- Residential Treatment Facilities
- Skilled Nursing Facilities
- Skilled Nursing Units at hospitals

## Persons with Disabilities (sensory, physical and mental)

Disability and Poverty Data is only available for *Orange County* and these are Year 2005 estimates according to *Shimberg Center for Housing Studies*.

Tenure	Number of Households with Low Income (<60% AMI), Severe Cost Burden (50+ %), and Including At Least One Person Age 15+ with a Disability
Owner	6694
Renter	10583
Total	17277

Income Detail			
Household Income (percent of median income)	Tenure		Total
	Owner	Renter	
0-20%	1727	3658	5385
20.1-30%	1375	2901	4276
30.1-50%	2755	3551	6306
50.1-60%	837	473	1310
Total	6694	10583	17277

Within these 17,277 households, the following household characteristics can be found:

- \* In Substandard Housing: 2,381
- \* Below Poverty Line: 10,208
- \* Receiving Social Security or SSI Income: 8,130
- \* Including at least one person age 22-64 who is unemployed: 582
- \* Including at least one person age 15 or older with a physical, self-care, and/or ability to go out disability: 12,391

*Sources: U.S. Census Bureau, 2000 Census of Population and Housing, 5-Percent Public Use Microdata Sample (PUMS); U.S. Census Bureau, 2000 Census of Population and Housing, Special Cross-Tabulation Prepared for the Shimberg Center for Housing Studies, 2003*

Persons With Disabilities (Sensory, Physical, Mental, Self-care, Going Outside the Home, and Employment) housing needs of the disabled vary depending upon the nature and extent of the disability, individual needs, and preferences. The main classifications of disabilities by the Census Bureau are:

- *Sensory Disability*—blindness, deafness, or a severe vision or hearing impairment.
- *Physical Disability*—Long-term condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, reaching, lifting, or carrying.
- *Mental Disability*—A condition lasting six months or more that makes learning, remembering, or concentrating difficult.
- *Self-care Disability*—A condition lasting six months or more that makes dressing, bathing, or getting around inside the home difficult.

- *Going Outside the Home Disability*—A condition lasting six months or more that makes going outside the home alone to shop or visit a doctor’s office difficult.
- *Employment Disability*—A condition lasting six months or more that makes working at a job or business difficult.

The City of Orlando’s Housing and Community Department offers opportunities to support the efforts of non-profit agencies that serve persons with disabilities. Although most housing rehabilitative needs deal more with the physically disabled, there are several providers licensed through the state of Florida that provide supported living measures in private homes or other living arrangements to the self-care disabled community.

In addition to funds expended on barrier removal for physically disabled residents, the City also supports the use of non-housing community development funds to rehabilitate the operating facilities of service providers to various types of disabilities, such as Quest, Inc. and Lighthouse of Central Florida, Inc..

#### Physical Disability

In the 2000 Census, approximately 14,070 City residents who were at least 5 years of age reported having a physical disability. This represents 21.71% of the 64,805 total disabilities reported (physical, mental, self-care, go-outside, employment, etc). Housing assistance needs of the physically disabled may involve rehabilitation assistance to provide structural modifications for accessibility.

#### Mental Disability

In the 2000 Census, approximately 8,140 City residents who were at least 5 years of age reported having a mental disability. This represents 12.56% of the 64,805 total disabilities reported.

#### Sensory Disability

In the 2000 Census, approximately 5,681 City residents who were at least 5 years of age reported having a sensory disability. This represents 8.77% of the 64,805 total disabilities reported.

#### Self-Care Disability

In the 2000 Census, approximately 4,396 City residents who were at least 5 years of age reported having a self-care disability. This represents 6.78% of the 64,805 total disabilities reported.

#### Go-Outside-home Disability

In the 2000 Census, approximately 13,348 City residents over the age of 16 reported having a go-outside-of-home disability. This represents 20.6% of the 64,805 total disabilities reported.

#### Employment Disability

In the 2000 Census, approximately 19,170 City residents between the ages of 16 and 64 reported having an employment disability. This represents 29.58% of the 64,805 total disabilities reported.



## **Mental Illness**

The 2002-2003 National Survey on Drug Use and Health (NSDUH) reported that 8.76% of the U.S. population above 18 years of age had serious mental illness in the past year. Florida ranked below the national average with about 7.94% of Florida residents having serious mental illness within the past year.

Several variables are important in determining housing and supportive service needs for persons with mental illness. Not all individuals who have mental illness need housing or supportive services. Client length of stay at treatment facilities is a determining factor for the availability of service in relation to capacity issues. Many persons with mental illness needs have a dual diagnosis of some other type of health issue, most commonly some variation of substance abuse.

Although there are many categories of mental health treatment, Orange County has only one (1) crisis stabilization unit/facility for acute mental health issues to serve a population over one million. (City Population is 235,000)

Because of a lack of beds at the residential treatment facilities, a bottleneck occurs, creating a back log since persons cannot be released to residential treatment programs in a timely manner. Therefore, the need is not just for more beds but also for funding of services for those additional beds. Some agencies serving this population have suggested more services, such as client follow-up, medication and case management, housing, transportation, psycho-education, and psychotherapy would not only resolve a majority of client needs but would be more cost effective than adding more expensive program enhancements such as crisis stabilization beds.

## **Persons With Alcohol or Other Drug Addiction**

### **State Data**

According to the 2007-2008 National Surveys on Drug Use and Health (NSDUHs) sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), 7.18% of the population of the State of Florida aged 12 or older were classified with dependence on or abuse of alcohol in the past year. Persons aged 18 to 25 had the highest rate of alcohol dependence or abuse in the nation at 15.33%.

During the same time frame, 2.68% of persons aged 12 or older were dependent on or had abused illicit drugs in the past year. The highest rates for past year illicit drug dependence or abuse occurred for persons aged 18 to 25 at 7.58%. Approximately 1.83% of the population above 12 years of age was determined to be dependent upon illicit drugs. Similar to alcohol rates, the highest rates of illicit drug dependence were among persons aged 18 to 25 at 5.32%.

The NSDUH surveys also indicated that 6.9% of the population above age 12 responded to the question of needing but not receiving treatment for alcohol use during the past year. Approximately 2.53% responded to the question of needing but not receiving treatment for illicit drug use during the past year.

The following NSDUH survey table for “Selected Drug Use, Perceptions of Great Risk, Average Annual Rates of First Use of Marijuana, Past Year Substance Dependence or Abuse, Needing But Not Receiving Treatment, and Having at Least One Major Depressive Episode in *Florida*, by Age Group: Percentages, Annual Averages Based on 2007-2008 NSDUHs”

Measure	12+	12 to 17	18 to 25	26+	18+
<b>ILLCIT DRUGS</b>					
Past Month Illicit Drug Use <sup>1</sup>	7.8	9.05	18.86	6.03	7.68
Past Year Marijuana Use	9.67	12.3	26.06	6.98	9.42
Past Month Marijuana Use	5.58	6.53	15.61	4	5.49
Past Month Use of Illicit Drugs Other Than Marijuana <sup>1</sup>	3.5	4.45	7.58	2.79	3.4
Past Year Cocaine Use	2	1.46	5.56	1.54	2.05
Past Year Nonmedical Pain Reliever Use	4.1	6.45	10.93	2.84	3.87
Perception of Great Risk of Smoking Marijuana Once a Month	42.57	35.19	26.1	45.81	43.3
Average Annual Rate of First Use of Marijuana <sup>2</sup>	1.33	5.16	5.84	0.11	0.78
<b>ALCOHOL</b>					
Past Month Alcohol Use	52.64	16.13	58.33	55.93	56.24
Past Month Binge Alcohol Use <sup>3</sup>	22.87	9.59	38.32	22.1	24.18
Perception of Great Risk of Drinking Five or More Drinks Once or Twice a Week	44.03	40.97	37.12	45.39	44.34
Past Month Alcohol Use (Persons Aged 12 to 20)	27.554	--	--	--	--
Past Month Binge Alcohol Use (Persons Aged 12 to 20) <sup>3</sup>	17.524	--	--	--	--
<b>TOBACCO PRODUCTS</b>					
Past Month Tobacco Product Use <sup>5</sup>	28.56	11.4	40.34	28.76	30.25
Past Month Cigarette Use	24.03	9.13	34.63	24.15	25.5
Perception of Great Risk of Smoking One or More Packs of Cigarettes Per Day	75.36	70.36	70.44	76.65	75.86
<b>PAST YEAR DEPENDENCE, ABUSE, AND TREATMENT<sup>6</sup></b>					
Illicit Drug Dependence <sup>1</sup>	1.83	2.27	5.32	1.26	1.78
Illicit Drug Dependence or Abuse <sup>1</sup>	2.68	4.29	7.58	1.78	2.52
Alcohol Dependence	3.48	2.02	6.74	3.16	3.62
Alcohol Dependence or Abuse	7.18	4.8	15.33	6.24	7.41
Alcohol or Illicit Drug Dependence or Abuse <sup>1</sup>	8.64	7.32	18.75	7.31	8.77
Needing But Not Receiving Treatment for Illicit Drug Use <sup>1,7</sup>	2.53	4.08	7.04	1.69	2.37
Needing But Not Receiving Treatment for Alcohol Use <sup>8</sup>	6.9	4.68	14.72	6	7.12
<b>HAVING AT LEAST ONE MAJOR DEPRESSIVE EPISODE<sup>9</sup></b>	--	7.67	--	--	--

-- Not available.

NOTE: Estimates are based on a survey-weighted hierarchical Bayes estimation approach.

<sup>1</sup> Illicit Drugs include marijuana/hashish, cocaine (including crack), heroin, hallucinogens, inhalants, or prescription-type psychotherapeutics used nonmedically. Illicit Drugs Other Than Marijuana include cocaine (including crack), heroin, hallucinogens, inhalants, or prescription-type psychotherapeutics used nonmedically. These estimates are based on data from original questions, excluding those on the use of over-the-counter drugs or new methamphetamine items that were added in 2005 and 2006. See Section B.4.8 in Appendix B of the **Results from the 2008 National Survey on Drug Use and Health: National Findings**.

<sup>2</sup> **Average annual rate** =  $100 * \{[X_1 \div (0.5 * X_1 + X_2)] \div 2\}$ , where  $X_1$  is the number of marijuana initiates in past 24 months and  $X_2$  is the number of persons who never used marijuana. Both of the computation components,  $X_1$  and  $X_2$ , are based on a survey-weighted hierarchical Bayes estimation approach. Note that the age group is based on a respondent's age at the time of the interview, not his or her age at first use.

<sup>3</sup> Binge Alcohol Use is defined as drinking five or more drinks on the same occasion (i.e., at the same time or within a couple of hours of each other) on at least 1 day in the past 30 days.

<sup>4</sup> Underage drinking is defined for persons aged 12 to 20; therefore, the "Total" estimate reflects that age group and not persons 12 or older.

<sup>5</sup> Tobacco Products include cigarettes, smokeless tobacco (i.e., chewing tobacco or snuff), cigars, or pipe tobacco.

<sup>6</sup> Dependence or abuse is based on definitions found in the 4th edition of the **Diagnostic and Statistical Manual of Mental Disorders (DSM-IV)**.

<sup>7</sup> Needing But Not Receiving Treatment refers to respondents classified as needing treatment for illicit drugs, but not receiving treatment for an illicit drug problem at a specialty facility (i.e., drug and alcohol rehabilitation facilities [inpatient or outpatient], hospitals [inpatient only], and mental health centers).

<sup>8</sup> Needing But Not Receiving Treatment refers to respondents classified as needing treatment for alcohol, but not receiving treatment for an alcohol problem at a specialty facility (i.e., drug and alcohol rehabilitation facilities [inpatient or outpatient], hospitals [inpatient only], and mental health centers).

<sup>9</sup> Major depressive episode (MDE) is defined as in the 4th edition of the **Diagnostic and Statistical Manual of Mental Disorders (DSM-IV)**, which specifies a period of at least 2 weeks when a person experienced a depressed mood or loss of interest or pleasure in daily activities and had a majority of specified depression symptoms. Because of question changes preceding the 2008 adult MDE module, MDE data from 2008 and 2007 for adults 18 or older are not comparable. Therefore, only estimates for youths aged 12 to 17 are shown for MDE.

Source: SAMHSA, Office of Applied Studies, National Survey on Drug Use and Health, 2007 and 2008.

## Local Data

In 2006 the University of Central Florida, College of Health and Public Affairs, Community Assistance Program conducted a phone survey titled the "Orange County (FL) Household Drug Survey", to determine the prevalence of alcohol and other drug use and abuse. Data for the study was gathered from Orange County residents and represented a random and mostly representative sample of the community. The average age of the respondents was forty-nine (49).

Note: One limitation of the phone surveys is that it does not represent Orange County residents who do not have a residential phone. The survey was also restricted to individuals 18 and over. Consequently responses to early adolescent drug use is dated by at least 5 years and longer based on the age of the respondent.

## Orange County (FL) Household Drug Survey: HIGHLIGHTS

### *Gateway Drugs*

One of the more predictable findings was age of onset in the use of alcohol and marijuana, commonly referred to as the *gateway drugs*. The notion of gateway drugs suggests that one of these substances is the first "drug of choice" most often used by adolescents in the introduction or experimentation stage of substance use. No information was gathered on tobacco use, but tobacco use is also seen as a "gateway drug" by most researchers. Age of onset is most commonly 12-13 years as reported by this sample. The concept of "gateway" also suggests that once introduced to substance use in early adolescence or before, it becomes more likely that the user will move from one of these three substances (alcohol, marijuana and tobacco) try the other two and are at risk of progressing to more substantial drug involvement such as rave drugs (ecstasy, GHB, etc.), methamphetamines, prescription drug abuse, cocaine, heroin, etc.

### *Aging Out and Social Using*

While many respondents report early use of alcohol and other drugs, it is clear that some move from the experimentation stage into the social using stage with no further progression. This study (as well as others elsewhere in the literature) supports the notion that most early users tend to “age out” of high substance usage patterns. This aging out process is most pronounced at the college level where binge drinking is more the norm than the exception particularly in the first two to three years of college. Many individuals reach a point where graduation is on the horizon, classes give way to work and career, “the party ends” and they adopt more socially responsible usage behaviors. However, there is a subgroup of these students who do not “age out” and who do not adhere to social use patterns but rather progress into the latter stages of problem use and addiction. Many of these individuals arrived on campus with substantial, and as of yet, undetected and/or untreated substance abuse problems that began in middle or high school. Others develop the problem while at college.

### *General Adult Population and Parental Attitudes toward Adolescent Substance Use*

A remarkable finding in Part 2 of the survey: *Attitudes toward Adolescent Substance Use* was that, as in the previous 2003 survey, men were found to be more permissive in their attitudes toward adolescent substance use than women. This was found to be the case in eight out of nine questions asked related to adolescent use of alcohol and marijuana. This finding is troubling and warrants the attention by the Orange County Office for a Drug Free Community and other community educators. It appears that men are continuing to make erroneous assumptions about the lack of harm resulting from adolescent alcohol and marijuana use.

Another interesting finding was parental indication that it was more their responsibility than it was the school systems responsibility to educate their children about the dangers of substance use and abuse (Drug education is best handled by the schools, not the parents – Strongly disagree: 28.4%; Disagree: 41%; Neutral 20.1%). Furthermore, some 43% of the respondents indicated a neutral or negative response to the query: *My community has people who can help me learn more about preventing my child from using drugs or alcohol*. Both of these responses suggest a lack of information or a lack of confidence on the part of parents in the school system or community agencies to provide adequate information to their children regarding the dangers of drug use.

### *Substance Use Among Survey Respondents*

The survey sample (n=565) ranged in age from 18-85. The mean age was 47. When controlling for age in data analysis, prevalence and usage was universally higher among the 18-39 age subgroup when compared to the age group 18-69. The survey examined use and abuse of a wide range of prescription and illegal drugs as well as alcohol use and abuse. There was varying degrees of confirmation in all drug categories from marijuana, methamphetamines, to cocaine and heroin (see Part 5 – Alcohol Use and Part 6 – Prevalence of Other Substances). Marijuana was by far the most commonly reported first used drug and age 16 was the most common age for first use of marijuana although there were numerous reports of first use at a younger age and a noted upswing in use beginning at age 13. First time alcohol use most commonly occurred between ages 16-18 but there was also a notable upswing beginning at age

12. The later onset of alcohol use also suggests that adolescents have easier access to marijuana at an earlier age than they do to alcohol. In any event, access to both gateway drugs was found to be readily accessible during the adolescent years as reported by the sample surveyed for this study.

### *Drug Free Workplace*

A new series of questions was included in this survey that were related to prevalence of employment in a drug free workplace and types of drug testing programs administered by the respondents employer. The survey revealed that 65.9% (n=240) of the respondents indicated that they worked in a drug free workplace as indicated by their employer. Of these 42.9% (n=151) reported that their employer did drug testing, 58.5% (n=127) did pre-employment testing, 27.5% (n=47) conducted random drug testing and 20.5% (n=36) engaged in for-cause and post-accident testing.

<http://www.oas.samhsa.gov/2k8state/stateTabs.htm>

### Current Issues

#### *Prescription Drug Abuse*

Orange County Coalition for a Drug Free Community reports that prescription drug abuse is on the rise. According to the 2008 Florida Youth Substance Abuse Survey, prescription drug abuse among our youth is on the rise. 4.5% of high school seniors reported abusing prescription pain relievers such as Oxycodone, Vicodin and other pain relievers within the past month and 3.8% reported abusing prescription depressants. An article in the July 2, 2009 Orlando Sentinel indicated, in Orange and Osceola counties alone, deaths caused by an anti-anxiety drugs often sold as Xanax (Alprozalam) killed 50 people, a jump of 61 percent. Seventy percent of children who abuse prescription drugs admit to getting them from friends and family, often taken from the home medicine cabinet without that person's knowledge. A recent study from the National Center on Addiction and Substance Abuse (CASA) said that teens find it easier to access prescription drugs than it is to get beer.

<http://www.orangecountyfl.net/YourLocalGovernment/CountyDepartments/CountyAdministration/OfficeofPublicEngagementandCitizenAdvocacy/CoalitionForADrugFreeCommunity/PublicAwarenessandEducation.aspx>

#### *Tobacco Use*

The Center for Disease Control and Prevention reports the following:

In Florida, 17.5% of the adult population (aged 18+ years)—over 2,509,000 individuals—are current cigarette smokers. Across all states, the prevalence of cigarette smoking among adults ranges from 9.3% to 26.5%. Florida ranks 18th among the states in the prevalence of cigarette smoking among.

Among youth aged 12–17 years, 9.5% smoke in Florida. The range across all states is 6.5% to 15.9%. Florida ranks 13th among the states, in the prevalence of cigarette smoking among youth aged 12–17 years.

Among adults aged 35+ years, over 28,600 died as a result of tobacco use per year, on average, during 2000–2004. This represents a smoking-attributable mortality rate of 258.8/100,000. Florida's smoking-attributable mortality rate ranks 20th among the states.

Florida has a smoke-free law that provides partial protection against exposure to secondhand smoke in public places. The law preempts local communities from enacting local smoke-free restrictions. Among adults who work indoors, the percentage who reported anyone smoking in their work area within the preceding 2 weeks has remained lower in Florida than in the nation overall. Currently, Florida ranks 10th among the states for workplace exposure, at 5.3%. <http://www.cdc.gov/tobacco/>

### *Methamphetamine*

The September 2006 profile report of the City of Orlando by the Office of National Drug Control Policy, Drug Policy Information Clearinghouse states that Methamphetamine abuse continues to rise in the Orlando area, and has been commensurate with an increase in the number of clandestine laboratories seized in the area. Methamphetamine traffickers have become entrenched in Central Florida. During FY 2005, 13 clandestine drug laboratory seizures in Orange County. This was an increase from FY 2004 when 7 drug laboratories were seized. <http://www.whitehousedrugpolicy.gov/statelocal/fl/florlando.pdf>

### *Treatment*

In the past Consolidated Plans, the Center for Drug Free Living, Inc., a comprehensive, behavioral health services organization that has been providing services in Central Florida since 1971, indicated supportive housing was a great need for clients. In a supportive housing environment, clients can receive substance abuse treatment on-site while learning to reintegrate back into the community and become independent and responsible for their living arrangements. The City believes this is still the case.

In a collaborative effort, local Law Enforcement, the Center for Drug Free Living, Inc., Lakeside Behavioral Healthcare, Inc., Orlando Regional Behavioral Healthcare, Florida Hospital Behavioral Healthcare Orange County and the State of Florida Department of Children and Families created the Central Receiving Center to provide an alternative to jail for homeless persons arrested for minor drug violations and address the over utilization of hospital emergency rooms for detoxification and mental health consumers..

The Central Receiving Facility is the receiving facility for all adult Baker Acts and Marchman Acts in Orange County. Law enforcement transports the individual to the Central Receiving Facility where an assessment is completed to determine the best placement. After the assessment, the person is either released or transported to the most appropriate facility for further assessment and care.

The need for this type of service and the success of this program spawned the ANCHOR - Accessing New Choices for Housing Opportunities and Recovery Program. The ANCHOR Program is an integral component of the Orange County Central Receiving Center (CRC) service system. ANCHOR provides transitional housing with case management and overlay services for

chronically homeless adults who have co-occurring substance use and mental health disorders. ANCHOR serves individuals who have been referred through the CRC System. The program, which is operated by the Center for Drug-Free Living, is a collaborative effort between Orange County Government, and the Center for Drug Free Living and Lakeside Behavioral Health Care.

The Addictions Receiving Facility (ARF) provides medically-supervised detoxification and stabilization for adult men and women with substance abuse and/or co-occurring mental health disorders 24 hours a day, 7 days a week. Individuals can be voluntarily and involuntarily (Marchman Act) admitted. Clients admitted remain in the ARF for approximately 7 days before being referred to the Center For Drug-Free Living or other community treatment programs for continued services. (<http://www.cfdfl.com>)

Although there are many categories of substance abuse treatment, Orange County has only one (1) detoxification/addiction receiving facility to serve a population of over one million people. The Center For Drug Free Living (CDFL) operates this facility with a bed capacity of only forty (40) beds funded for adults. This facility also serves a four (4) county area. Although there are no formulas for determining capacity needs within a community, the Florida Administrative Code, Chapter E-12.1C4 (8) establishes a ratio to estimate a community's need for crisis stabilization unit (csu) beds at 10 beds per 100,000 adults for mental illness. Because many citizens with mental illness also have substance abuse issues, this formula can be applied to detoxification services as well. The 2009 U.S. Census estimates place the population of Orange County at 1,086,480 residents. This equates to needing 110 beds. This leaves a void of immediate supportive service need of detoxification treatment of 60 additional beds. As Orange County and the City of Orlando grow, this number will increase as well. Treatment at these facilities lasts from one year to eighteen (18) months on average and because of the lack of beds at the residential treatment facilities, a bottleneck occurs, creating back up at CDFL's detoxification/addiction receiving facility since persons cannot be released to residential treatment programs in a timely manner. Therefore, the need is not just for more beds, but also for funding of services for those additional beds. Some agencies serving this population have suggested more services, such as client follow-up, medication and case management, housing, transportation, psycho-education, and psychotherapy to not only resolve a majority of client needs but would be more cost effective than adding more expensive program enhancements such as crisis stabilization beds.

## **HOPWA Analysis**

Recent data has provided that the rate of increase in HIV infections is constant and that stable housing insures treatment adherence. Treatment adherence insures low to no viral load which results in less chance of transmitting the virus to others. According to the Ryan White Data presentation prepared by the Health Council of East Central Florida, HIV infections continue to rise at a pace of 6.75% (since 2002) annually in low income communities of color, specifically African-American and Hispanic communities. National AIDS Housing Coalitions (NAHC) research shows stable housing ensures treatment adherence and improved health as measured by low to undetectable viral loads. The Joint United Nations Programme on HIV/AIDS (UNAIDS) research released at the World AIDS Conference in 2010 provided data stating that in sero-discordant couples (One is HIV+ and the other is not) when the infected partner had ongoing treatment and maintained an undetectable viral load, 96% of the time the virus was not transmitted to the uninfected partner. This research was further confirmed by the United States National Institutes of Health (NIH).

In addition to utilizing HOPWA funds to ensure stable housing, further linkages and set asides must be established with housing authorities and public housing providers in the Orlando Eligible Metropolitan Statistical Area (EMSA) including Orange, Osceola, and Seminole counties, for eligible households to access Public Housing and voucher programs. As determined by the research cited above, housing is healthcare and healthcare is prevention.

### Current Epidemic of Persons with AIDS/HIV (PLWA/H) and their families

Over a million Americans are now HIV positive. The State of Florida ranks second in the nation in the number of annual AIDS cases in 2006 (4,932 cases) and third in the number of cumulative AIDS cases from 1981-2006 (105,614 cumulative cases). Florida also ranks second in the nation in the number of cumulative pediatric AIDS cases (1,530 cumulative cases). Data from the Florida Department of Health indicates that by the end of 2007, Orange County had the fourth highest number of cumulative AIDS cases in the State of Florida (6,619 cumulative cases).

*Quick Facts* about the Orlando Eligible Metropolitan Statistical Area (EMSA) which includes Orange, Osceola, Lake and Seminole counties:

- Total number of reported AIDS/HIV cases in 2009 in the EMSA was 8,812.
- The City's HOPWA program assisted 1,268 households with financial assistance in 2009.
- The Ryan White Part A - Ambulatory Outpatient Care served 2690 persons with HIV.
- The 2007 American Community Survey estimates that 49.2 percent of the Orlando EMAs residents are at or below 300 percent of the 2007 Federal Poverty Level (FPL).<sup>16</sup>
- Nearly 18.7 percent of all adults in the Orlando EMA do not have insurance of any kind.

Sources: Florida CHARTS



**\*Data for 2010 AIDS, 2010 HIV (regardless) and 2009 PLWHAs Cases and Rates Per 100,000 Population Reported by County of Residence**

\* The Florida Division of Disease Control Surveillance Report, January 2011, Number 314

*Age distribution*

<b>Age Orlando EMA - 2007</b>	<b>PLWA</b>		<b>PLWH(not AIDS)</b>	
	n	%	n	%
0-2 years	-	0.0%	4	0.1%
3-12 years	10	0.2%	24	0.7%
13-24 years	83	2.0%	248	6.8%
25-44 years	1,621	38.3%	2,146	59.2%
45-59 years	1,902	44.9%	(40)	-1.1%
60+ years	324	7.7%	154	4.2%
<b>Total</b>	<b>4,234</b>	<b>93.1%</b>	<b>3,626</b>	<b>69.9%</b>

Source: Florida Department of Health HIV/AIDS Reporting System (HARS). Note: Data not shown for Department of Corrections cases

Most PLWA (44.9 percent) are between 45 and 59 years of age, whereas most PLWH (59.2 percent) are distributed between 25 and 44 years of age.  
 o 7.7 percent of PLWA and 4.2 percent of PLWH are over the age of 60.

*Gender Distribution*

<b>Gender Orlando EMA - 2007</b>	<b>PLWA</b>		<b>PLWH (not AIDS)</b>	
	n	%	n	%
Male	3,218	76.0%	2,469	68.1%
Female	1,016	24.0%	1,157	31.9%
<b>Total</b>	<b>4,234</b>	<b>100.0%</b>	<b>3,626</b>	<b>100.0%</b>

Source: Florida Department of Health HIV/AIDS Reporting System (HARS) Note: Data not shown for Department of Corrections cases

*Race Distribution*

<b>Race/Ethnicity Orlando EMA - 2007</b>	<b>PLWA</b>	<b>PLWA</b>	<b>PLWH (not AIDS)</b>	<b>PLWH (not AIDS)</b>
	n	%	n	%
White, not Hispanic	1,721	40.6%	1,272	35.1%
Black, not Hispanic	1,526	36.0%	1,551	42.8%
Hispanic	947	22.4%	751	20.7%

Asian/Pacific Islander	15	0.4%	21	0.6%
American Indian/Alaskan Native	2	0.0%	5	0.1%
Not specified/Other	23	0.5%	26	0.7%
Total	4,234	100.0%	3,626	100.0%

Source: Florida Department of Health HIV/AIDS Reporting System (HARS) Note: Data not shown for Department of Corrections cases

Since 2003, the Orlando EMA has seen an average increase of 5.8 percent in AIDS case prevalence (4,234 cases in 2007) and 6.7 percent increase in HIV case prevalence (3,626 cases in 2007). Based on that trend, the following calculations demonstrate the anticipated need.

2010 – 8,812 x 6.7% increase = 590 – 9,402  
 2011 – 9,402 x 6.7% increase = 630 – 10,032  
 2012 – 10,032 x 6.7% increase = 672 – 10,704  
 2013 – 10,704 x 6.7% increase = 717 – 11,421  
 2014 – 11,421 x 6.7% increase = 765 – 12,157  
 2015 – 12,157 x 6.7% increase = 816 – 13,000

With 8,812 households living with HIV/AIDS and 49.2% of the EMSA at or below 300 % of poverty, approximately 4,335 households would meet the basic requirements of low income and HIV+ to be eligible for HOPWA assistance. However, HOPWA further requires that the reason financial assistance must be substantiated by proof of HIV related expenses.

### Unmet Need

In considering housing affordability for persons living with HIV/AIDS there are two factors to consider: 1) income and 2) housing costs. Both factors play a significant role in determining the ability of the individuals and families in this target population to achieve and maintain a stable housing environment.

American Housing and HIV/AIDS Research Summit V reported that at least half of all people living with HIV/AIDS experience homelessness or housing instability.

In 2009, the City of Orlando HOPWA program provided financial assistance to 1,268, 14.38% of the total number of *households* living with HIV/AIDS (8,812). When other family members in the household are included, 1,918 individuals benefitted from the HOPWA Assistance. Based on the above data, there was an unmet need of 3,067 (8,812 x 49.2% = 4,335 – 1,268 = 3,067) persons being served.

The 2011 anticipated funding would provide assistance to 1,374 low income households. With continued level funding, the anticipated number of “unmet need” for the Consolidated Plan period is:

Program Year	# of PLWH/A times the risk of homelessness percentage	# of PLWH/A at risk of homelessness	Number served with HOPWA	Unmet need
2011	9,402 x 49.2%	4,626	- 1,374	3,252
2012	10,032 x 49.2%	4,934	- 1,374	3,560
2013	10,704 x 49.2%	5,266	- 1,374	3,892
2014	11,421 x 49.2%	5,619	- 1,374	4,240
2015	12,157 x 49.2%	5,981	- 1,374	4,607
2016	13,000 x 49.2%	6,396	- 1,374	5,022

In 2009, the City of Orlando HOPWA program provided financial assistance to 1,268 low income households where the head of household is HIV+, at a cost of \$3,439,277 or \$2,712.36 per household. The number of eligible households in 2010 was 4,626. Using the determined cost per household of \$2,712.36 the total amount of funding need to meet the need is \$12,574,377.36. That is \$9,226,825.36 short of the \$3,347,552 received by the City through the HOPWA grant.

### **Regional Financial Aid for Persons Living with HIV/AIDS**

The City anticipates receiving funding through the HOPWA program for program year 2011-2012 in the amount \$3,640,338. This funding is projected to prevent the homelessness of 1,374 low income households where a head of household is HIV+. HOPWA funds will also be utilized to assist households that are homeless move to permanent housing.

Public funding available to support Persons Living with AIDS/HIV (PLWA/H's) is distributed among three grant programs, including Housing Opportunities for Persons with AIDS (HOPWA). The City of Orlando is the grant recipient for the Orlando Eligible Metropolitan Statistical Area (EMSA) which covers the counties of Orange, Osceola, Lake and Seminole. HOPWA funds are distributed to not-for-profit agencies throughout the EMSA and are selected through an RFA process. These agencies provide direct assistance to low income households, where the head of household is a PLWH/A, who are at risk of homelessness. Services provided are financial assistance with rent, mortgage, utilities, case management, permanent housing placement and facility based housing.

In 2009, Congress passed the Ryan White HIV/AIDS Treatment Extension Act. This bill extends the Ryan White Care Act for an additional four years. Through the Ryan White Treatment Extension Act a broad range of services such as medical care, case management, pharmaceuticals, mental health, and other supportive services are financed. Ryan White Part A funds are awarded directly to communities in which greater than 2% of the population consists of persons living with HIV/AIDS. Intended for emergency relief, Part A consists of about \$9 million in federal aid of which about seventy-five percent (75%) is allocated to direct care health and supportive services within the Orlando Eligible Metropolitan Area (EMA-Orange Osceola, Lake and Seminole. Another \$1.5 million is allocated for ancillary services from the State of Florida under Ryan White Part B and Florida general revenue to what is referred to as the East Central Florida AIDS Network (ECFAN) Consortium. ECFAN consists of Orange, Osceola,

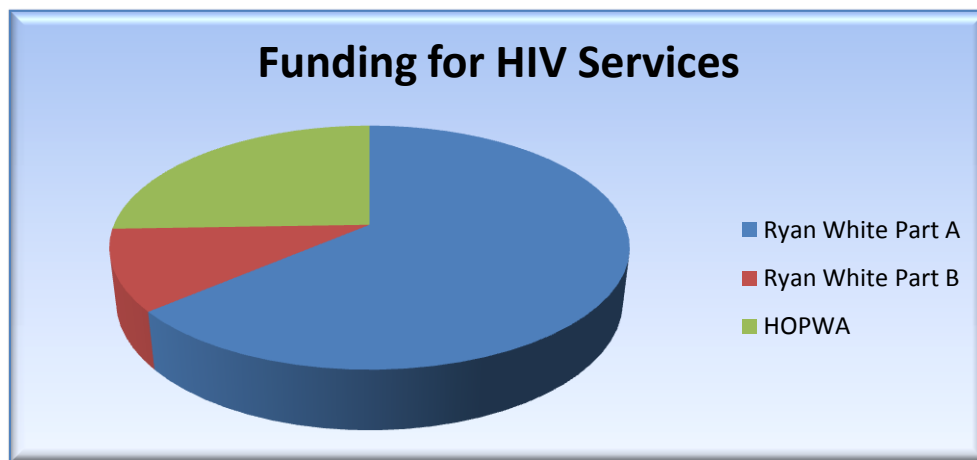
Seminole and Brevard counties. Part A and Part B funds are used for improving the quality, availability and organization of health care and support services for persons infected/affected by HIV/AIDS.

State HOPWA funding is also awarded under a pass-through arrangement from the State of Florida to the counties within the ECFAN Consortia.

In previous years, a special allocation under Ryan White Part B through the State of Florida AIDS Drug Assistance Program (ADAP) has provided PLWH clients access to certain vital anti-retroviral drugs. This funding has not been renewed and for the first time in its history, the Orlando EMA began maintaining a waiting list for life saving medications. Pharmaceutical companies collaborated with the Part A and Part B to ensure clients got at least the minimum standard of medications. However, this was a temporary fix and the issue remains unresolved at the writing of this document. This is particularly relevant to the housing needs of this population, as some clients use housing money to pay for life saving drugs, putting themselves at risk of homelessness. The HOPWA program can assist in preventing homelessness of the client.

The City of Orlando receives an annual HOPWA allocation specifically for low income households with a PLWH who are at risk of homelessness and who live within the Orlando EMA of Orange Osceola, Lake and Seminole Counties.

**Chart with Funding levels from Part A, Part B and HOPWA**



### **Services Available for Persons Living with HIV**

In general, about twenty-five percent (25%) of funds received in the area for HIV/AIDS services are allocated to housing and housing related services (\$3,640,338). Housing services represent the second largest allocation of funding for HIV clients within the Orlando EMA. The largest share of funding is allocated to direct health services through Ryan White Part A (\$9,089,179), with Orange County's Department of Family Services as the grantee and local administrator. Ryan White Part A funds are used provide ambulatory outpatient medical care services,

pharmaceuticals and case management services. These represent the hub of the Orlando EMA delivery system in that it ensures proper client eligibility and health care management.

Under Ryan White Part B, the area receives an additional \$1,527,906 for supplemental services such as non-medical case management, psychosocial support and food bank.

The Orlando EMA has also given high priority to a variety of preventive health services and, thus, finances referrals for dental care, mental health and substance abuse counseling, nutritional support, and food. In order to facilitate clients through the delivery system and to achieve more efficiency, the Orlando EMA provides funding also for transportation. In addition, there are a number of programs within the Orlando EMA that are organized to seek out and transition the unknown HIV population into the delivery system. PLWA/Hs who have never been treated or who have stopped treatment (out of care) have been reached through “outreach” or “neighborhood access” programs which have been very effective in reaching the under-served and un-served HIV+ population.

### **Housing as HIV Infection Prevention**

The National AIDS Housing Coalition provides a substantial body of research which demonstrates that receipt of housing assistance has an independent, direct impact on receipt of HIV treatment, health status, and mortality among homeless/unstably-housed people living with HIV/AIDS (PLWHA). Further, housing has a prevention impact by reducing HIV transmission risk. Significantly, the evidence shows that these outcomes can be achieved with public investments in housing that are cost effective or even cost saving for communities as a whole. Housing interventions thus provide a strategic opportunity to address HIV/AIDS health disparities as well

Getting persons living with HIV into care and keeping them in care is the greatest prevention tool. Testing and treatment helps to stop the spread of HIV. On May 2011 UNAIDS, the Joint United Nations Program on HIV/AIDS and the World Health Organization (WHO) published results from the HPTN 052 trial that showed antiretroviral therapy to be 96% effective in reducing HIV transmission in couples where one partner has HIV. During this same time, results announced by the United States National Institutes of Health show that if an HIV-positive person adheres to an effective antiretroviral therapy regimen, the risk of transmitting the virus to their uninfected sexual partner can be reduced by 96%.

Housing keeps people in care; care helps stop the transmission of the virus. This reasserts the need for safe and affordable housing in the fight to stop or at least, inhibit the spread of HIV.

### **HOPWA Needs Assessment or Satisfaction Survey**

As part of its ongoing monitoring of the success of this program, the City of Orlando may conduct a HOPWA Needs Assessment or Satisfaction Survey to determine the extent of need for affordable housing and supportive services by the HIV/AIDS affected community. Assessment and Survey results are utilized to assist the HOPWA Advisory Committee (HAC) in setting HOPWA funding priorities relating to housing assistance. Results are also utilized to assist the City in addressing deficits in service or service delivery.

## **HOPWA Program Requirements**

The City of Orlando draws on the experience of area non-profits to implement the HOPWA program and facilitate the process of providing direct housing assistance to eligible households. The HOPWA project sponsor selection process consists of a public notice in area newspapers of “Funding Availability and Request for Applications (RFA)”. In addition, the announcement and application are also posted on the City’s website.

The City monitors HOPWA contracted agencies at a minimum, annually in order to ensure eligible HOPWA activities are provided according to HUD regulations, all terms and conditions of the contracts are accomplished, monitor rate of expenditures and verify proper documentation on client eligibility, rent restrictions, and disbursements. In doing so, the City ensures client confidentiality during this process. All HOPWA facilities are fully inspected to meet Housing Quality Standards (HQS) annually.

As per 24 CFR Part 58, all HOPWA projects undergo an environmental review prior to an agreement being executed. HOPWA projects with unspecified sites are reviewed when they are identified according to the City’s unspecified site review strategy.

Project Sponsors receiving HOPWA funding are required to enter all HOPWA eligibility data in the Homeless Management Information System (HMIS). HMIS is a secure, HUD recommended web-based data collection program. Agencies are required to ensure data is entered in a timely manner so monthly or quarterly reports, including statistical information can be reviewed by the City HCD Program Manager. Agencies are required to submit an annual audit and performance report.

The city awards HOPWA funding to various Project Sponsors that serve the HOPWA eligible metropolitan service area (EMSA) through an annual Request for Applications (RFA) process. Public notice of the annual RFA is published throughout the 4-county HOPWA EMSA. The HOPWA-eligible activities listed below are typical of those provided annually through the RFA process however not all services are utilized in the Orlando EMSA. Each Annual Action Plan specifically identifies HOPWA activities provided by Project Sponsors.

- Housing information services including, but not limited to, counseling, information, and referral services to assist an eligible person to locate, acquire, finance and maintain housing. This may also include fair housing counseling for eligible persons who may encounter discrimination on the basis of race, color, religion, sex, age, national origin, familial status, or handicap;
- Resource identification to establish, coordinate and develop housing assistance resources for eligible persons (including conducting preliminary research and making expenditures necessary to determine the feasibility of specific housing-related initiatives);
- Acquisition, rehabilitation, conversion, lease, and repair of facilities to provide housing and services;
- Project- or tenant-based rental assistance, including assistance for shared housing arrangements;
- Short-term rent, mortgage, and utility payments to prevent the homelessness of the tenant or mortgagor of a dwelling;

- Supportive services including, but not limited to, health, mental health, assessment, permanent housing placement, drug and alcohol abuse treatment and counseling, day care, personal assistance, nutritional services, intensive care when required, and assistance in gaining access to local, state, and federal government benefits and services, except that health services may only be provided to individuals with acquired immunodeficiency syndrome or related diseases and not to family members of these individuals;
- Operating costs for housing including maintenance, security, operation, insurance, utilities, furnishings, equipment, supplies, and other incidental costs; and,
- Administrative expenses: three percent of the grant amount will be used by the City of Orlando for its own administrative costs relating to administering grant amounts and allocating such amounts to Project Sponsors; and Project Sponsors receiving amounts from grants made under this program may use up to 7% of the amounts expended during the contract year for administrative costs.

Each annual action plan provides an explanation of what services or activities will be funded during that specific fiscal year (October 1 through September 30), such as short term rent, mortgage and utility assistance, tenant based rental assistance, facility operating costs, permanent housing placement and supportive services. The plan also includes a list of each not-for-profit agency awarded through the RFA process, its location, zip code, amount allocated and whether the sponsor is a faith-based and/or grassroots organization.

### **Specific HOPWA Objectives/Strategy**

The objective of the City of Orlando's HOPWA program is to support development of diverse affordable housing models for persons with HIV/AIDS and their families. This will be accomplished through the following strategies:

- Provide Consistency Review with this Consolidated Plan and the Growth Management Plan for any requests from other agencies, organizations, and businesses that are undertaking steps to develop affordable housing options for persons with HIV/AIDS and their families.
- Implement a short-term rent, utility, and mortgage assistance program to prevent homelessness as stipulated under HOPWA program requirements for extremely low-, low-, and moderate-income persons with HIV/AIDS and their families.
- Implement a tenant-based housing assistance program by leasing scattered-site housing units to provide permanent housing for extremely low-, low-, and moderate-income persons with HIV/AIDS and their families. This assistance may include shared housing arrangements.
- Implement a facility-based housing program to include operating costs, such as maintenance, security, operation, insurance, utilities, furnishings, equipment, supplies, and other incidental costs, for agencies providing housing and supportive services for extremely low-, low-, and moderate-income persons with HIV/AIDS.
- Provide funding for acquisition, rehabilitation, conversion, leasing, and repairing of facilities offering housing and supportive services for extremely low-, low-, and moderate-income persons with HIV/AIDS.

- Support studies, reports, or other means of analysis to determine housing and/or support service needs of persons with HIV/AIDS and their families.
- Participate and coordinate with agencies, businesses, and other government agencies that may produce studies and reports, or hold forums to determine both housing and/or supportive service needs for persons with HIV/AIDS and their families. Participation could potentially include funding support of such avenues or any resulting recommendations.
- Conduct a Needs Assessment of extremely low-, low-, and moderate-income HIV/AIDS persons and their families, including housing needs and supportive service needs.

### **Non-Homeless Special Needs Objectives/Strategy**

The City of Orlando Housing and Community Development Department recognizes the needs of the Non-Homeless Special Needs populations. The following categories have been identified, but overall needs are not limited to these subpopulations.

- Households with disabilities
- Elderly residents
- Frail elderly residents
- Public housing households
- Persons with mental illness or in need of mental health
- Persons with alcohol and other substance abuse, including the dually diagnosed
- Grandparents as caregivers
- Residential facilities for children
- Persons with HIV/AIDS and their families

Supportive services are a needed component of housing services for special needs populations and the Housing and Community Development Department fully supports

1. other funding opportunities by which additional organizations may apply for supportive services for special needs populations,
2. existing programs by which other organizations currently administer supportive services for special needs populations, and
3. expansion of existing programs by which other organizations currently administer supportive services for special needs populations.

Service providers of special needs populations are located throughout the City where zoning permits. Therefore, no geographical preference is given in considering potential funding of special needs activities and projects.



## **SECTION 7 - MONITORING**

In accordance with the Code of Federal Regulations Title 24, Part 91, Section 230, the City of Orlando follows standards and procedures to monitor Consolidated Plan and Annual Action Plan activities. The purpose of the monitoring will be to ensure that these activities further the goals and objectives of the FY 2011-2016 Consolidated Plan for Housing and Community Development Programs (CDBG, HOME, ESG, and HOPWA) and meet the following objectives:

- 1.) Procedures to ensure activities follow Annual Action Plan
- 2.) Procedures to ensure objectives follow Consolidated Plan
- 3.) Procedures to ensure program compliance and timely expenditures
- 4.) Procedures to ensure long term compliance with housing codes
- 5.) Procedures to monitor sub recipients

### **CDBG Program**

1. One (1) or more annual site visits, as needed, will be performed to ensure that sub-recipients are complying with the terms and conditions of the agreement between the sub-recipient and the City. These site visits will continue for the duration of the agreement. Some of the items that will be monitored are: compliance with the timeframe of the agreement; rate of expenditures; continued eligibility of the activities under the agreement; adequate documentation concerning client eligibility and service delivery; and compliance with the standard requirements of CDBG regulations, such as the American Disabilities Act, Fair Housing Act, Equal Employment Opportunity, Section 3 of the Housing and Urban Development Act of 1968, Uniform Administrative Requirements, etc. Agreements with sub-recipients state that the agency must make “good faith efforts” regarding Minority/Women Business Enterprise on all City sponsored projects.

2. Site visits will also be performed periodically when construction is involved to monitor Federal Labor Standards requirements also known as “Davis-Bacon”. Davis-Bacon interviews will be performed when necessary, payrolls will be reviewed on a weekly basis, and follow up will be provided when wage restitution is required.

3. If the activity involves acquisition, relocation, or displacement, monitoring will be performed to ensure compliance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

4. To ensure further due diligence, sub-recipients will be required to have audits performed pursuant to OMB Circular A-133 and submitted to the City on an annual basis. In addition, sub-recipients may be required to submit monthly or quarterly reports, as well as annual reports for the duration of the period of the restrictive covenant.

5. The Analysis of Impediments (AI) to Fair Housing Choice Plan developed in 2011 identifies the current status of discriminatory or unfair housing practices. The plan also provides recommendations to affirmatively further fair housing in the City of Orlando which are actively pursued by the Office of Community Affairs - Human Relations.

6. A review of the timeliness of expenditures will occur monthly through the IDIS reporting system. This review will ensure that the CDBG program will not have more than 1.5 times the amount awarded for the upcoming Fiscal Year on hand by July 31<sup>st</sup> of every year.

7. Per 24 CFR Part 58, all CDBG projects will undergo an environmental review prior to any reimbursement for expenditures. City-Wide CDBG projects with unspecified sites will be reviewed when they are identified according to the HUD approved site review strategy.

8. All CDBG funded projects must meet or surpass City inspection for compliance with the Land Development Code (LDC), Florida Building Code, as well as meet Growth Management requirements.

9. All Housing rehabilitation projects must meet preservation and maintenance of property requirements and meet specific property standards.

### **HOME Program**

- 1) The City will monitor the terms and conditions of every contract between the City of Orlando and recipients of HOME funding on an on-going basis. Some of these terms and conditions are: compliance with the timeframe of the agreement; rate of expenditures; eligibility of expenses; adequate documentation concerning income eligibility of homeowners and tenants; maximum subsidy limits; rents; property eligibility; periods of affordability; and compliance with other requirements of the HOME Program, such as Fair Housing and Equal Opportunity, Affirmative Marketing, Handicapped Accessibility, Lead Based Paint, etc. Agreements with sub-recipients state that the agency must make “good faith efforts” regarding Minority/Women Business Enterprise on all City sponsored projects.
- 2) Inspections will be performed, as necessary, to ensure completion of work before disbursement of HOME funds.
- 3) Depending on the number of units in project, inspections will be conducted to ensure compliance with Housing Quality Standards on a yearly basis.
- 4) All HOME funded projects must pass City inspection for compliance with the Land Development Code (LDC), Florida Building Code, as well as meet Growth Management requirements.
- 5) Site visits will be performed periodically when construction is involved to monitor Federal Labor Standards requirements. Davis Bacon interviews will be performed, payrolls will be reviewed on a weekly basis, and follow up will be provided when wage restitutions are required.
- 6) If the activity involves acquisition, relocation, or displacement, monitoring will be performed to ensure compliance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

- 7) Recipients of HOME funding, except for owner-occupants and homebuyers, will be required to submit quarterly reports, as well as annual reports, for the duration of the period of affordability of the project.
- 8) Community Housing Development Organizations (CHDO's) will be re-certified on an annual basis to ensure they continue to meet the requirements for CHDO designation.
- 9) Monitoring of rental units will be performed on an annual basis to ensure renters' incomes and rents comply with HOME Program requirements.
- 10) Owner occupancy requirements will be monitored on an annual basis during the period of affordability by mailing certified, return-receipt requested letters to owner occupants who received HOME assistance for housing rehabilitation or homebuyer assistance.
- 11) Per 24 CFR Part 58, all HOME projects will undergo an environmental review prior to an agreement being executed. City-Wide HOME projects with unspecified sites will be reviewed when they are identified according to the site review strategy.

#### On-Site Monitoring of CHDO's

In an effort to improve accountability, the City of Orlando visits CHDO's, on site, prior to a project commencing. Within the framework of project management training, the City reviews, with the CHDO, required HOME regulations. A new performance checklist has also recently been introduced which assists the City in assessing the CHDO's efficiency and effectiveness in carrying out projects. After reviewing the checklist during the on-site project management training, the City ascertains whether additional support or corrective measures are needed.

The City also performs annual inspections of rental projects which have received HOME monies and are within the period of affordability. Inspections are conducted regardless of the number of units involved. To provide checks and balances, on an annual basis, two (2) individuals from the HCD visit HOME assisted rental developments. One individual, who is the Housing and Community Development Department's Contract Compliance Coordinator, reviews tenant files, affirmative marketing procedures, and assesses the general condition of the property. Another individual from the Housing Rehabilitation Section of the HCD performs HQS inspections to assess the interior condition of the units. After these inspections, these two individuals discuss conditions and, if necessary, corrective actions are undertaken.

#### **ESG Program**

1. The City will monitor the terms and conditions of its contracts with homeless service providers receiving ESG funds, including compliance with the timeframe of the agreement, rate of expenditures, eligibility of expenses, and implementation of eligible activities under the ESG Program.
2. City staff will participate in the meetings held by the Homeless Services Network of Central Florida, which is comprised of representatives from homeless service providers, to hear the concerns and suggestions of the Committee members and coordinate services.

3. The City will conduct site visits to homeless service providers receiving ESG funds on an annual basis to ensure service provision according to the terms and conditions of their agreements, proper documentation on client eligibility, reimbursement requests, match obligations and client confidentiality.

4. Recipients of ESG funds are required to submit quarterly reports, including statistical information, as well as an annual audit report.

5. Per 24 CFR Part 58, all ESG projects will undergo an environmental review prior to an agreement being executed.

### **HOPWA Program**

1. The City administers of the HOPWA Program for the Eligible Metropolitan Statistical Area (EMSA) which includes Orange, Osceola, Lake and Seminole counties. The City will monitor the terms and conditions of its agreements with the HOPWA providers including compliance with the timeframe of the agreement, rate of expenditures, eligibility of expenses, and implementation of eligible activities. In addition, the City will ensure that HOPWA funds are distributed in an unbiased, equitable, and consistent manner.

2. The City HCD will organize and manage the HOPWA Advisory Committee. This advisory committees offers the opportunity for consumers of all four counties (Orange, Seminole, Lake, and Osceola) to be represented at Committee meetings.

3. The City will conduct onsite visits annually or more to monitor and visit agencies receiving HOPWA funds in order to ensure service provision according to their agreements, accomplishment of all terms and conditions of their agreements, and verify proper documentation on client eligibility, rent restrictions and disbursements. In so doing, the City monitor issues of client confidentiality. All HOPWA facilities will be inspected annually to meet Housing Quality Standards (HQS).

4. Agencies receiving HOPWA funding are required to enter all HOPWA eligibility data in the Homeless Management Information System (HMIS). HMIS is a secure, HUD recommended web-based data collection program. Agencies are required to ensure data is entered in a timely manner so monthly or quarterly reports, including statistical information can be reviewed.. Agencies are required to submit an annual audit and performance report.

6. As needed, a HIV/AIDS Housing Needs Assessment may be undertaken to determine the extent of need for affordable housing and supportive services by the HIV/AIDS affected community. A satisfaction survey may be conducted on alternative years.

7. Per 24 CFR Part 58, all HOPWA projects will undergo an environmental review prior to an agreement being executed. City-Wide HOPWA projects with unspecified sites will be reviewed when they are identified according to the site review strategy.

8. All HOPWA projects involving construction shall meet Land Development Code, State Building Code and growth management requirements. The HOPWA program is not subject to Davis-Bacon regulations.

## **SECTION 8 - TABLES**

1. Table 1 A – Homeless and Special Needs Populations and Continuum of Care Housing Gap Analysis
2. Table 1 B – Special Needs (Non-Homeless) Populations
3. Table 1 C – Summary of Specific Housing/Community Development Objectives – (data included in Table 3A)
4. Table 2A – Housing Priority Needs
5. Table 2B – Community Development Needs
6. Table 2C - Summary of Specific Housing/Community Development Objectives – (data included in Table 3A)
7. Table 3A – Summary of Specific Annual Objectives
8. Table 3B – Annual Housing Completion Goals
9. Table 3C – Consolidated Plan Listing of 2011 Projects (please see 2011 Annual Action Plan for 2011 Projects)

**Table 1 A – Homeless and Special Needs Populations  
Continuum of Care Housing Gap Analysis**

**Table 1A  
Homeless and Special Needs Populations**

**Continuum of Care: Housing Gap Analysis Chart**

		<b>Current Inventory</b>	<b>Under Development</b>	<b>Unmet Need/ Gap</b>
<b>Individuals</b>				
<b>Example</b>	<b>Emergency Shelter</b>	<b>100</b>	<b>40</b>	<b>26</b>
<b>Beds</b>	Emergency Shelter	648	0	100
	Transitional Housing	620	0	200
	Permanent Supportive Housing	224	0	684
	<b>Total</b>	<b>1492</b>	<b>0</b>	<b>984</b>
<b>Persons in Families With Children</b>				
<b>Beds</b>	Emergency Shelter	261	0	80
	Transitional Housing	749	0	100
	Permanent Supportive Housing	0	0	100
	<b>Total</b>	<b>1010</b>	<b>0</b>	<b>280</b>

**Continuum of Care: Homeless Population and Subpopulations Chart**

<b>Part 1: Homeless Population</b>	<b>Sheltered</b>		<b>Unsheltered</b>	<b>Total</b>
	<b>Emergency</b>	<b>Transitional</b>		
Number of Families with Children (Family Households):	72	170	70	70
1. Number of Persons in Families with Children	211	513	210	934
2. Number of Single Individuals and Persons in Households without children	514	416	984	1916
<b>(Add Lines Numbered 1 &amp; 2 Total Persons)</b>	<b>797</b>	<b>1099</b>	<b>1264</b>	<b>2920</b>
<b>Part 2: Homeless Subpopulations</b>	<b>Sheltered</b>		<b>Unsheltered</b>	<b>Total</b>
a. Chronically Homeless	670		984	1654
b. Seriously Mentally Ill	587			
c. Chronic Substance Abuse	418			
d. Veterans	302			
e. Persons with HIV/AIDS	168			
f. Victims of Domestic Violence	234			
g. Unaccompanied Youth (Under 18)	0			

**Table 1 B – Special Needs (Non-Homeless) Populations**



**Table 1B**  
**Special Needs (Non-Homeless) Populations**

<b>SPECIAL NEEDS SUBPOPULATIONS</b>	<b>Priority Need Level High, Medium, Low, No Such Need</b>	<b>Unmet Need</b>	<b>Dollars to Address Unmet Need</b>	<b>Multi- Year Goals</b>	<b>Annual Goals</b>
Elderly	H	2743	CDBG, ESG, HOME	160	40
Frail Elderly	M	n/a	CDBG, ESG, HOME	n/a	n/a
Severe Mental Illness	M	n/a	CDBG, ESG, HOME	n/a	n/a
Developmentally Disabled	H	8140	CDBG, ESG, HOME, NSP	500	100
Physically Disabled	M	14070	CDBG, ESG, HOME	100	20
Persons w/ Alcohol/Other Drug Addictions	H	3826	CDBG	100	20
Persons w/HIV/AIDS	H	4626	HOPWA, NSP	5000	1200
Victims of Domestic Violence	H	n/a	CDBG,	n/a	n/a
Other	N	n/a	n/a	n/a	n/a
<b>TOTAL</b>					

**Table 1 C – Summary of Specific Housing/Community Development Objectives  
(data included in Table 3A)**

**Table 2A – Housing Priority Needs**

**Table 2B – Community Development Needs**

City of Orlando Housing and Community Development 2011-2016 Consolidated Plan

**TABLE 2B  
COMMUNITY DEVELOPMENT NEEDS**

<b>PRIORITY COMMUNITY DEVELOPMENT NEEDS</b>	<b>Priority Need Level</b> High, Medium, Low, No Such Need	<b>Unmet Priority Need</b>	<b>Dollars to Address Unmet Priority Need Annually</b>	<b>5 Year Goals</b>
<b>PUBLIC FACILITY NEEDS (projects)</b>				
Senior Centers	M	n/a	\$1,000,000	1
Handicapped Centers	M	n/a	\$1,000,000	2
Homeless Facilities	H	n/a	\$1,000,000	3
Youth Centers	M	n/a	\$1,000,000	2
Child Care Centers	L	n/a	n/a	0
Health Facilities	M	n/a	\$1,000,000	2
Neighborhood Facilities	H	n/a	\$1,000,000	4
Parks and/or Recreation Facilities	H	n/a	\$1,000,000	4
Parking Facilities	L	n/a	n/a	0
Non-Residential Historic Preservation	L	n/a	n/a	0
Other Public Facility Needs	N	n/a	n/a	0
<b>INFRASTRUCTURE (projects)</b>				
Water/Sewer Improvements	M	n/a	\$500,000	3
Street Improvements	M	n/a	\$500,000	3
Sidewalks	M	n/a	\$500,000	3
Solid Waste Disposal Improvements	L	n/a	n/a	0
Flood Drain Improvements	M	n/a	\$500,000	3
Other Infrastructure Needs	N	n/a	n/a	0
<b>PUBLIC SERVICE NEEDS (people)</b>				
Senior Services	H	n/a	\$150,000	4
Handicapped Services	M	n/a	\$100,000	3
Youth Services	H	n/a	\$150,000	4
Child Care Services	M	n/a	\$150,000	3
Transportation Services	L	n/a	n/a	0
Substance Abuse Services	M	n/a	\$100,000	3
Employment Training	M	n/a	\$100,000	3

Health Services	L	n/a	n/a	0
Lead Hazard Screening	L	n/a	n/a	0
Crime Awareness	L	n/a	n/a	0
Other Public Service Needs	N	n/a	n/a	0
<b>ECONOMIC DEVELOPMENT</b>				
ED Assistance to For-Profits(businesses)	L	n/a	n/a	0
ED Technical Assistance(businesses)	L	n/a	n/a	0
Micro-Enterprise Assistance(businesses)	N	n/a	n/a	0
Rehab; Publicly- or Privately-Owned Commercial/Industrial (projects)	M	n/a	\$80,000	2
C/I* Infrastructure Development (projects)	N	n/a	n/a	0
Other C/I* Improvements(projects)	N	n/a	n/a	0
<b>PLANNING</b>				
Planning	H	n/a	\$500,000	5
<b>TOTAL ESTIMATED DOLLARS NEEDED:</b>			10,330,000	

**Table 2C - Summary of Specific Housing/Community Development Objectives –  
(data included in Table 3A)**

**Table 3A – Summary of Specific Annual Objectives**



**Table 3B – Annual Housing Completion Goals**

TABLE 3B ANNUAL HOUSING COMPLETION GOALS					
ANNUAL AFFORDABLE RENTAL HOUSING GOALS (SEC. 215)	Annual Expected Number Completed	Resources used during the period			
		CDBG	HOME	ESG	HOPWA
Acquisition of existing units		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production of new units		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rehabilitation of existing units	86	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rental Assistance	758	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Total Sec. 215 Rental Goals</b>	844	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>ANNUAL AFFORDABLE OWNER HOUSING GOALS (SEC. 215)</b>					
Acquisition of existing units		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production of new units		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rehabilitation of existing units	36	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homebuyer Assistance	30	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total Sec. 215 Owner Goals</b>	66	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ANNUAL AFFORDABLE HOUSING GOALS (SEC. 215)</b>					
Homeless	455	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Non-Homeless	76	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Needs	1142	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Total Sec. 215 Affordable Housing</b>	1673	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ANNUAL HOUSING GOALS</b>					
Annual Rental Housing Goal	844	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Owner Housing Goal	66	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total Annual Housing Goal</b>	910	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For the purpose of identification of annual goals, an assisted household is one that will receive benefits through the investment of Federal funds, either alone or in conjunction with the investment of other public or private funds.					

**Table 3C – Consolidated Plan Listing of 2011 Projects**



## **SECTION 9 – APPENDICES**

1. Definitions
2. Survey of Housing Conditions
3. Housing Conditions Study
4. Housing Conditions Windshield Study
5. Ten 2 End – Central Florida Commission on Homelessness Report
6. HOPWA Needs Assessment
7. Central Florida HIV/AIDS Resource Directory

## DEFINITIONS

**Action Plan:** The Action Plan is a one-year portion of a grantee's Consolidated Plan describing how it will use HUD funds

**CDBG (Community Development Block Grant) -** The CDBG program provides funds to cities and States for HCD and neighborhood preservation, and for improving the quality of life for its residents.

**Certification:** A written assertion, based on supporting evidence, that must be kept available for inspection by HUD, by the Inspector General of HUD, and by the public. The assertion shall be deemed to be accurate unless HUD determines otherwise, after inspecting the evidence and providing due notice and opportunity for comment.

**Chronically homeless person:** An unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years. To be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency shelter during that time.

**Code of Federal Regulations (CFR)-**The CFR is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

**Consolidated Plan -** The Consolidated Plan is developed by local and state governments with input from citizens and community groups. The Consolidated Plan serves four functions: 1) It is a planning document for each state and community, built upon public participation and input; 2) it is the application for funds under HUD's formula grant programs (CDBG, HOME, ESG, and HOPWA); 3) it lays out local priorities; and 4) it lays out a 3-5 year strategy the jurisdiction will follow in implementing HUD programs.

**Cost burden:** The extent to which gross housing costs, including utility costs, exceed 30 percent of gross income, based on data available from the U.S. Census Bureau.

**Davis Bacon –** Davis Bacon is a statutory requirement that persons working on federally supported projects be paid at least a minimum of prevailing wage rates as determined for classifications of work by region and set by the Department of Labor.

**Disabling condition:** For the purposes of chronic homelessness, a disabling condition is a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

**Elderly person:** means an individual who is at least 62 years of age.

**Eligible Metropolitan Statistical Area (EMSA) -** A metropolitan statistical area that has a population of more than 500,000 and has more than 1,500 cumulative cases of AIDS.

**Emergency shelter:** Any facility with overnight sleeping accommodations, the primary purpose of which is to provide temporary shelter for the homeless in general or for specific populations of the homeless.

**Entitlement Community** - HUD provides annual grants on a formula basis to entitled cities and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. Communities must meet the criteria listed below to be classified as an “Entitlement Community”:

principal cities of Metropolitan Statistical Areas (MSAs);

other metropolitan cities with populations of at least 50,000; and

qualified urban counties with populations of at least 200,000 (excluding the population of entitled cities) are entitled to receive annual grants.

HUD determines the amount of each entitlement grant by a statutory dual formula which uses several objective measures of community needs, including the extent of poverty, population, housing overcrowding, age of housing and population growth lag in relationship to other metropolitan areas. The City of Orlando is an entitlement community.

**Environmental Assessment (EA)** – EA is a preliminary, written, environmental analysis required by Environmental Protection Agency (EPA) to determine whether a federal activity would significantly impact the environment; an EA may require preparation of a more detailed Environmental Impact Statement.

**Equal Employment Opportunity (EEO)** – EEO is the term, which refers to a variety of activities to ensure non-discrimination in hiring, promoting, and managing employees.

**Extremely low-income family:** Family whose income is between 0 and 30 percent of the median income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than 30 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs or fair market rents, or unusually high or low family incomes.

**Federal programs** – Federal programs are designed to create jobs and economic development; Promote small business creation and development; Provide tax incentives to businesses that employ former welfare recipients; Provide opportunities for out-of-school youth; provide support for children and families; enhance crime prevention strategies, etc.

**Grantee** – A State or other entity or jurisdiction named in the notice of grant award as the recipient. For the purposes of this document, the grantee is the City of Orlando.

**Hazardous Materials** - For purposes of this manual Hazardous Materials includes petroleum and petroleum products, flammable explosives, radioactive materials (excluding radioactive material in smoke detectors), polychlorinated biphenyls, lead, asbestos in any form that is or could become friable, hazardous waste, toxic or hazardous substances or other related materials whether in the form of a chemical, element, compound, solution, mixture or otherwise including, but not limited to, those materials defined as “hazardous substances,” “extremely hazardous substances,” “air pollutants,” “toxic pollutants,” “hazardous wastes,” “extremely hazardous waste,” or “restricted hazardous waste” by Hazardous Materials Law or regulated by Hazardous

Materials Law in any manner whatsoever.

**Hazardous Materials Law** - For the purposes of this manual Hazardous Material Law means all federal, state and local laws, ordinances, regulations, standards, rules, policies and other binding governmental requirements and any court judgments applicable to the grantee or to the Property relating to industrial hygiene or to environmental or unsafe conditions or to human health including, but not limited to those relating to the generation, manufacture, storage, handling, transportation, disposal, release, emission or discharge of Hazardous Materials, those in connection with the construction, fuel supply, power generation and transmission, waste disposal or any other operations or processes relating to the Property, and those relating to the atmosphere, soil, surface and ground water, wetlands, stream sediments and vegetation on, under, in or about the Property.

**Homeless family with children:** A family composed of the following types of homeless persons: at least one parent or guardian and one child under the age of 18; a pregnant woman; or a person in the process of securing legal custody of a person under the age of 18.

**Homeless person:** A youth (17 years or younger) not accompanied by an adult (18 years or older) or an adult without children, who is homeless (not imprisoned or otherwise detained pursuant to an Act of Congress or a State law), including the following:

- (1) An individual who lacks a fixed, regular, and adequate nighttime residence; and
- (2) An individual who has a primary nighttime residence that is:
  - (i) A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
  - (ii) An institution that provides a temporary residence for individuals intended to be institutionalized; or
  - (iii) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

**Homeless subpopulations:** Include but are not limited to the following categories of homeless persons: severely mentally ill only, alcohol/drug addicted only, severely mentally ill and alcohol/drug addicted, fleeing domestic violence, youth, and persons with HIV/AIDS.

**HUD** - abbreviation for the US Department of Housing and Urban Development

**Integrated Disbursement and Information System (IDIS)**- IDIS is the (financial) draw down and reporting system for the CDBG, HOME, ESG, and HOPWA formula grant programs. As a nationwide database, IDIS provides HUD with current information regarding the program activities underway across the Nation, including funding data. HUD uses this information to report to Congress and to monitor grantees. The system allows grantees to request their grant funding from HUD and report on what is accomplished with these funds. Grantees also use IDIS for Recovery Act programs: CDBG-R and HPRP.

**Jurisdiction** – A State or unit of general local government. For the purposes of this document, the CDBG, ESG and HOME grants include only areas within the jurisdictional boundaries of the City of Orlando. The HOPWA grant includes only areas within the jurisdictional boundaries of Orange, Osceola, Lake and Seminole counties.



**Large family:** Family of five or more persons.

**Lead-based paint:** means paint or other surface coatings that contain lead equal to or in excess of 1.0 milligram per square centimeter or 0.5 percent by weight.

**Lead-based paint hazards:** means any condition that causes exposure to lead from lead-contaminated dust, lead-contaminated soil, or lead-contaminated paint that is deteriorated or present in accessible surfaces, friction surfaces, or impact surfaces that would result in adverse human health effects as established by the appropriate Federal agency.

**Low-income families:** Low-income families whose incomes do not exceed 50 percent of the median family income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than 50 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs or fair market rents, or unusually high or low family incomes.

**Metropolitan Statistical Areas (MSAs)** - A metropolitan statistical area is defined as having at least one urbanized area of 50,000 or more inhabitants.

**Middle-income family:** Family whose income is between 80 percent and 95 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than 95 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs or fair market rents, or unusually high or low family incomes. (This corresponds to the term "moderate income family" under the CHAS statute, 42 U.S.C. 12705.)

**Moderate-income family:** Family whose income does not exceed 80 percent of the median income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than 80 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs or fair market rents, or unusually high or low family incomes.

**Overcrowding:** For purposes of describing relative housing needs, a housing unit containing more than one person per room, as defined by the U.S. Census Bureau, for which data are made available by the Census Bureau, is considered overcrowding.

**Person with a disability:** A person who is determined to:

(1) Have a physical, mental or emotional impairment that:

(i) Is expected to be of long-continued and indefinite duration;

(ii) Substantially impedes his or her ability to live independently;

and

(iii) Is of such a nature that the ability could be improved by more suitable housing conditions; or

(2) Have a developmental disability, as defined in section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001-6007); or

(3) Be the surviving member or members of any family that had been living in an assisted unit with the deceased member of the family who had a disability at the time of his or her death.

**Poverty level family:** Family with an income below the poverty line, as defined by the Office of Management and Budget and revised annually.

**Public Housing Authority (PHA)** – For the purposes of this document the Public Housing Authority is the Orlando Housing Authority and the Orange County Housing and Community Development Division

**Request for Proposals/Applications (RFP/RFA)** – A RFP/RFA is the instrument used to solicit proposals/offers for proposed contracts using a negotiated procurement method.

**Section 3** – Section 3 is a section of the HCD and Urban Development Act of 1968 which obligates grantees undertaking construction projects to provide local low-income residents access to jobs and contracting opportunities created by federal funding.

**Service area** – A Service area is the geographic area in which persons benefiting from Section 3 covered projects reside. The service area is defined as the jurisdictional boundaries of the City of Orlando.

**Severe cost burden:** The extent to which gross housing costs, including utility costs, exceed 50 percent of gross income, based on data available from the U.S. Census Bureau.

**State:** Any State of the United States and the Commonwealth of Puerto Rico.

**Subgrantee** - A public agency or nonprofit organization selected by a participating jurisdiction to administer all or a portion of the participating jurisdiction's grant programs (CDBG, ESG, HOME and HOPWA).

**Training Programs** – The utilization of apprenticeship and training programs for the Section 3 program will be limited to those programs that have been approved by Federal, State or local governments or agencies. Approved apprenticeship and trainee programs include: an apprenticeship program approved by the Bureau of Apprenticeship and Training of the Department of Labor, or a State Apprenticeship and Training, a training program approved by HUD in accordance with HUD policies and guidelines, as applicable, and those programs administered by the City of Orlando School Board.

**Transitional housing:** A project that is designed to provide housing and appropriate supportive services to homeless persons to facilitate movement to independent living within 24 months, or a longer period approved by HUD. For purposes of the HOME program, there is no HUD-approved time period for moving to independent living.

**Unit of general local government:** A city, town, township, county, parish, village, or other general purpose political subdivision of a State; an urban county; and a consortium of such political subdivisions recognized by HUD in accordance with the HOME program (24 CFR part 92) or the CDBG program (24 CFR part 570).

Reference: [60 FR 1896, Jan. 5, 1995; 60 FR 4861, Jan. 25, 1995, as amended at 61 FR 5205, Feb. 9, 1996; 64 FR 50223, Sept. 15, 1999; 71 FR 6961, Feb. 9, 2006]

City of Orlando  
Survey of Housing Conditions, 2009

Draft Final Technical Report  
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Please do not quote or cite without permission

## Executive Summary

In 2005 the UCF Institute for Social and Behavioral Sciences (UCF ISBS) conducted a multi-method housing conditions survey for the City of Orlando. In the final report describing the results of that survey four major recommendations were made. They are as follows:

1. To conduct a replication of the 2005 survey in five years to allow for the assessment of changes in the City of Orlando housing stock.
2. To use the 2005 survey questions as the foundation for any future survey to maximize the value of a replication survey.
3. To forego the use of a mail survey as a data collection method and utilize only a phone survey
4. To periodically conduct housing surveys so that trends in housing conditions can be followed.

Following these recommendations, the 2009 Housing Conditions Survey was conducted as a phone survey of Orlando residents. The survey included a general city wide survey of 544 residents and surveys of residents in three targeted zip codes (32822: 466 surveys; 32808: 409 surveys, 32805: 413 surveys). For the general sample the margin of error is  $\pm 4.19$  percentage points.

### **Major findings from the study are:**

The most common housing unit in the city is a one-story single family detached home constructed from concrete block and containing two or three bedrooms and one or two bathrooms. This was also the most common housing unit in the 2005 survey.

Units averaged 1,692 square feet in the city wide sample (300 square feet larger than the comparable 2005 city wide sample). Owner occupied homes were on average larger than renter occupied units.

Rental costs have risen slightly from 2005 to 2009. In the 2009 general sample, mean rents are \$867 and utilities add another \$206 compared to an average rent of \$738 and utilities of \$142 in 2005.

In 2009 compared to 2005 a much smaller percentage of Orlando homeowners own their homes outright (27.8% vs. 4.4%) Among those with a mortgage 2009 homeowners pay an average mortgage of \$1,164 compared to an average mortgage of \$953 in 2005.

In 2005 five percent of households reported that someone living in the unit had their physical well being compromised by the unit's condition. In 2009 that percentage was reduced to 1.8%.

Similar percentages of households containing a disabled person were reported in 2005 and 2009. However, a greater proportion of respondents in 2009 indicated their housing unit had been adapted to accommodate the disability compared to 2005 (63.5% vs. 44.8%).

Overall the city housing stock is in good to very good shape. In 2009 87.9% of city wide respondents characterized the overall condition of their housing unit as either "good" or "excellent". By comparison 85% of respondents in 2005 characterized their housing unit similarly.

The Index of Housing Quality (IHQ) was used to approximate housing conditions across multiple types of housing problems and issues (e.g. termite infestation, leaky plumbing, lead paint etc.). The 2009 IHQ was comprised of 46 items representing nine different categories. Observed values on the IHQ ranged from the maximum possible score of 192 to a low value of 129.

Nine percent of the 2009 city wide sample had an IHQ of 193 (the maximum) compared to 12% of the general sample in 2005 (Note: the 2005 IHQ had a maximum value of 195).

The single most common housing problem reported in the city wide sample for both 2005 and 2009 was "roaches, mice, rats or other vermin" mentioned by 22.4% in both years.

Other problems mentioned by ten percent or more of the 2009 city wide sample include unsafe interior stairs, leaky windows, windows that are hard to open, uneven floors, blown fuses, interior and exterior chipping paint, and moisture or mold on the interior walls. Similar problems were noted in 2005.

Housing problems cited by 5-10% of the 2009 city wide sample include exterior wall cracks, windows without locks, mode, poor exterior stairs, slow drains, toilets that do not flush, outlets that do not work, and AC units that do not cool comfortably.

Following the same procedures used in 2005 developed at the recommendation of the City Housing Department, we have used a criterion of 85% of the maximum possible IHQ (= 163.2 points) as the boundary between standard and substandard units. With that criterion, we estimate that in 2009 6.1% of the city housing stock is substandard. This is a slight improvement over the 2005 results where 7.5% of the general housing stock was categorized as substandard.

Likewise, a standard of four or more standard deviation units beneath the mean was used to define dilapidated housing. In the 2009 city wide sample 0.8% of the sample qualify compared to 0.3% of the units in 2005.

Among the three targeted zip codes 32805 had the greatest proportion of substandard housing units (greater than the overall city wide proportion as well) and the lowest mean IHQ score of all the samples.

New to the 2009 survey were questions on for sale signs, housing foreclosures and vacant homes. In the city wide sample 44% of respondents reported foreclosed properties in their neighborhoods. In the 32808 zip code this figure increased to 56%. The majority of respondents reported more than five such properties in their neighborhoods. For-sale signs were equally as prevalent with only less than one quarter of city wide respondents reporting no for-sale signs in their neighborhood. Six in ten city wide respondents reported vacant homes in their neighborhoods and 43% reported these homes were in "fair" to "poor" condition.

#### Research Implications

The move to solely a phone survey data collection method was a much more cost effective method of gathering information on the City of Orlando housing conditions.

General patterns of improvement in the city housing stock were noted, however, given the high percentages of foreclosed homes and the current condition of these homes, future surveys are needed to better evaluate the effect of the nationwide recession on the housing stock of Orlando.

## **City of Orlando Survey of Housing Conditions, 2009**

The 2009 City of Orlando Survey of Housing Conditions was a telephone interview survey designed to estimate general housing conditions for the city of Orlando as a whole (the “general sample”) and for three specific zip code areas designated by the City’s housing department. This report covers the technical details of the survey design and implementation and the overall survey results.

### **Survey Instrument**

The study questionnaire was modeled after the 2005 City of Orlando Survey of Housing Conditions which was itself developed from a review of the applicable City of Orlando Housing Codes (CODE OF THE CITY OF ORLANDO, FLORIDA; GENERAL ORDINANCES OF THE CITY AND SPECIAL ACTS OF THE LEGISLATURE PERTAINING TO THE CITY OF ORLANDO; Chapter 30A MINIMUM STANDARDS CODES; ARTICLE II. HOUSING MINIMUM STANDARDS CODE). These housing codes were literally reviewed line by line and wherever possible translated into corresponding survey questions.

Translation from the legalese of housing codes to the plain English required for a general population survey is seldom precise and so some liberties had to be taken. As an illustration, Section 30A.24 (C) specifies, “Every dwelling unit shall have connected to the kitchen sink, lavatory, and tub or shower an adequate supply of both cold and hot water.” In survey lingo, this became, “Is there hot and cold running water in the kitchen and all the bathrooms?” And likewise for virtually every other question in the survey.

After review of the 2005 questions, representatives from the City’s housing department together with ISBS researchers developed additional questions particularly in the area of foreclosures and for-sale signs in respondents’ neighborhoods. Some questions were also deleted by the City of Orlando Housing officials as they did not provide useful information in the original 2005 survey or were no longer relevant (e.g. questions about hurricane damage).

Altogether, 63 questions (compared to 65 questions in 2005) were included in the survey that dealt either with objective housing conditions or with respondents’ subjective opinions about their housing conditions. (An example of the latter: “All in all, how would you characterize the exterior condition of the building where you live – poor, fair, good or excellent?”) There were also six questions on foreclosures and for-sale signs, and ten questions concerning socio-demographic statuses. A complete copy of the survey instrument is shown in Appendix 1.

The basic study questionnaire went through multiple complete drafts and redrafts, usually with some pre-testing of each draft. Once a “final” instrument had been agreed to, small modifications were made to transform the instrument into a script suitable for telephone interviewing.

Most of the housing quality items included in the survey have been combined into an overall Index of Housing Quality using an algorithm developed by the City’s Housing Department for the 2005 survey.

This Index generates an overall “quality” score for each participating household and also a categorical score denoting whether any particular unit is “standard,” “substandard,” or “dilapidated.” Details of the scoring algorithm are given in a later section of this report.

## **Sampling**

It was understood from the beginning that the 2009 Survey of Housing Conditions would be a phone survey. As already indicated, the survey contains two distinct samples: (1) a general sample of occupied dwelling units drawn from the entire housing stock of the city; and (2) three targeted samples of occupied units in the zip codes 32822, 32808, and 32805. These three areas were singled out for attention by authorities in the City’s housing department.

Figure 1 is a map showing the city boundaries and three designated Zip Code areas within those boundaries.

The target sample size for the general city wide sample was 500. We also endeavored to complete at least 500 interviews in each of the targeted zip code areas. However, sample limitations and time constraints reduced the sample size slightly.

Orlando is an unusual city in that many people who live outside the legal city limits nonetheless have Orlando mailing addresses. (This is a common problem everywhere in Florida.) Thus, many people who believe they live in Orlando in fact do not. So it is not possible to draw a sample of Orlando residents from the list of persons with Orlando mailing addresses and it is also not feasible to solve the problem with a screening question that asks people whether they live in the city or not.<sup>1</sup> As a result, it was necessary for us purchase sample names and numbers according to the exact Census block groups or Census tracts that “correspond” to the city limits and to the three Zip Code areas. This too proved highly problematic as the correspondence between tract and city boundaries is highly irregular. The result is that we purchased a sample of “Orlando” names and numbers that contained quite a few households not actually within the city’s limits. We asked the City’s GIS unit to screen the sample and eliminate any addresses that were not within the boundaries of the City of Orlando. Once screening was complete we were able to proceed with the phone interview. To further check whether a respondent resided within the city limits we also asked whether or not they lived in the city of Orlando. If a respondent passed through both residency checks they were included in the sample.

## **Survey Process and Implementation**

Once the final questionnaire had been approved by the city and a cadre of interviewers recruited, we developed the training manual and related materials and began training interviewers on September 10, 2009. As always, interviewer training consisted of three parts: (1) general instructions in telephone survey procedure, Institute for Social and

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<sup>1</sup> Many people learn that they are *not* residents of Orlando when they attempt to register to vote in the municipal election, only to be told they are not residents of the City.

Behavioral Sciences (ISBS) conventions, and the like; (2) specific training on the study instrument, including two mock interviews, each observed and critiqued by the study supervisors; and (3) filling out the employment paperwork, going over UCF employment and payroll procedures, etc. In addition, because of the subject matter of the study, training included preparing our callers to respond to needs of respondents in dire housing situations by referring them to appropriate sources of assistance in the City's Housing Department.

Interviewing for the city-wide sample began on September 18, 2009 and was completed on September 26, 2009. Calls for the three targeted zip code samples began on October 14, 2009 and concluded on December 1, 2009. No calls were made on Veteran's day (11/11/09) or the Thanksgiving weekend (11/25-11/29/09).

The sample size goal for the city-wide sample was 500 Orlando residents. We ended up with 544 respondents, exceeding our goal by 44 respondents. Our targeted sample sizes for each of the three zip codes was 500 per zip code. Ultimately we ended up with a total of 1,288 respondents dispersed over the three zip codes as follows:

32822: 466

32808: 409

32805: 413

Although we began calling with the sample size goal of 500 respondents in each of the targeted zip code areas, limitations on the number of phone numbers available to call within each of the three areas and time constraints ultimately required that we stop calling attempts before reaching the sample size goals. After speaking with the City of Orlando Housing Officials, a decision was made to forego the larger sample size in favor of moving on to analysis of the data.



**Table 1**  
**Disposition of Telephone Call Attempts**  
**City Wide Sample**

Category	Number	Percent of Total Attempts
Complete*	544	3.83
Partial	20	0.14
No answer <sup>1</sup>	8472	59.71
Call back <sup>2</sup>	3117	21.97
Busy	436	3.07
Disconnected	1323	9.32
Business number	33	0.23
Fax machine	51	0.36
Out of target area, not in sampling frame	27	0.19
Call back Spanish	91	0.64
Call back other language	10	0.07
Other	0	0.00
Refusal	64	0.45
Total dial attempts	14188	

\*4 completed in Spanish

Notes

(1) No answer includes answering machines, voicemail, etc.

(2) Can mean either a general "call me back later, I'm too busy right now" or a call-back with a specific date and time agreed to.

**Table 2**  
**Disposition of Telephone Call Attempts**  
**Targeted Zip Codes Sample**

Categories	Number	Percent of Total Attempts
Complete*	1288	3.32
Partial	64	0.17
No answer <sup>1</sup>	22983	59.28
Call back <sup>2</sup>	9472	24.43
Busy	1295	3.34
Disconnected	2815	7.26
Business number	67	0.17
Fax machine	145	0.37
Out of target area, not in sampling frame	124	0.32
Call back Spanish	119	0.31
Call back other language	49	0.13
Other	18	0.05
Refusal	334	0.86
Total dial attempts	38773	100.0

\*42 completed in Spanish

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Notes

(1) No answer includes answering machines, voicemail, etc.

(2) Can mean either a general “call me back later, I’m too busy right now” or a call-back with a specific date and time agreed to.

Tables 1 and 2 show the disposition of call attempts for each component of the overall survey. A “call attempt” is just that: an effort to reach a particular telephone number. Thus, one sampled number dialed eight times adds eight to the total of call attempts, not one. It would be incorrect to conclude that we dialed 14,188 *different numbers* to obtain a sample of 544 interviews.

As can be seen, the most common outcome of a call attempt is no answer, which represents about sixty percent of all dispositions regardless of sample. In general, we have found it pointless to leave a message with a return number so when interviewers encounter an answering machine or voice mail, they are instructed to simply hang up and try the number again at some point in the future. Of course, many people use these technologies to screen calls, so some of these dispositions are in fact survey refusals.

Next to “no answer” the most frequent disposition is “call back” (someone answers the phone and asks to be called again at a more convenient time – 22% of the city wide

attempts and 24% of the targeted zip code sample). As can be seen, a little over three percent of call attempts result in a completed interview. The distribution of call dispositions shown in Tables 1 and 2 is quite similar to that obtained in every telephone survey we do.

### Sample Weights

It is well-known that the tendency to participate in telephone surveys is correlated with certain socio-demographic variables. Generally, groups who are more likely to be at home at any given moment (women, the retired, the elderly, those not in the labor force) are over-represented in such surveys while those less likely to be at home are under-represented.

A second source of bias is that older, more established, longer-term residents (for example, home owners, the married) are less likely to move around or change addresses and are therefore easier to reach by both mail and phone methods than their opposite numbers (e.g., renters, the never-married).

Table 3 summarizes the relevant demographics of the **city wide sample** and compares those sample demographics to known characteristics of the Orlando population as measured in the 2006-2008 American Community Survey. Two essential caveats:

- Orlando is a rapidly growing urban area with various subgroups (Asians, Hispanics) growing even more rapidly than others. What was true of the city's population in the period 2006-2008 will not always remain true in 2009. In other words, some share of the difference between the earlier Census figures and our 2009 survey results will reflect true change as much as sampling bias.
- Keep in mind, too, that the margin of survey error for a survey of 544 respondents, with the customary 95% confidence intervals, for percentages near 50% is  $\pm 4.19$  percentage points. So only differences larger than that between survey and Census results are statistically significant.

**Table 3**  
**City Wide Sample Demographics Compared to 2006-08 Census Results for the City of Orlando**

	2006-2008 Census <sup>1</sup>	2009 City Wide Sample
Male	49.7	40.3
Female	50.3	59.7
Percentage over 65	9.6	33.9
White	74.3	76.4
Black	12.3	12.0
Asian	4.4	2.5
Other	9.0	9.1
Percent Hispanic Origin	15.1	14.6
Mean Household Size	3.2	2.3
Percent High School or More	85.6	94.2
Percent BA or More	31.7	48.6
Never Married	37.8	16.4
Currently Married	37.8	50.7
Separated	3.7	1.9
Widowed	5.1	16.1
Divorced	15.6	12.7
Domestic Partnership/ Cohabiting	---	2.3
Own	42.1	79.9
Rent	57.9	20.1

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<sup>1</sup> Data are from the American Community Survey 2006-2008 3 year average estimates.

That said, nearly all the differences shown in the table are as one would expect given our previous comments. Women are over-represented in the sample by about ten percentage points; adults over 65 are over-sampled by about twenty five percentage points; the never-married are under-sampled by about nineteen points; etc. The sample is also somewhat better educated than the city population as a whole.

The most worrisome difference between sample and Census results is in the percentages of home-owners vs. renters, with owners over-sampled by nearly 40 percentage points (and renters, of course, under-sampled by the same factor). And while this is certainly not unexpected, the possibly large differences in housing quality and conditions experienced by

home owners vs. renters counsel that we “weight” the survey data for the general sample to recapture the correct marginal frequencies for this potentially critical housing variable.

The logic of sample weighting is straightforward. Under-sampled groups are weighted “up” (each actual respondent is treated as more than one respondent for analysis purposes) and over-sampled groups are weighted “down,” with the weights proportional to the degree of under- or over-sampling. In the present case, the observed proportion of owners in the sample is .799 and the correct proportion is .421, so in the weighted data, each owner is assigned a weight of  $.421/.799 = .527$ . And likewise, the observed proportion of renters is .201 whereas the correct proportion is .579, so the corresponding weight for renters is  $.579/.201 = 2.88$ . (Survey respondents who indicated “other” are unweighted.<sup>2</sup>) We have also weighted the data by age and gender as well as by own vs. rent. *All subsequent results reported here for the city wide sample and the targeted zip code samples are for the weighted data unless otherwise indicated.*

Table 3a shows characteristics of the specific zip codes targeted for the 2009 Survey of Housing Conditions. Note that the demographic characteristics were obtained from the 2000 Census as more recent demographic information is not available by zip code. As with the city wide sample these zip codes may have also changed dramatically from the 2000 Census to the present day. Until the 2010 Census results are released, there is no way of knowing how any of these zip code areas look today. Having said this, there are clear differences across the three zip codes. Most notable is race where in two of the three zip codes (32808 and 32805) blacks were the majority. Also noteworthy in the 32805 zip code area, a smaller percentage of residents had a high school degree or more and a larger proportion of residents were renters.

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<sup>2</sup> One might ask, What is the “other” alternative to owning or renting one’s home? Six respondents indicated some “other housing arrangement. They are living within a household that somebody else owns (e.g their parents or other family members, government) and not paying any rent or room and board – hence, they, personally, neither rent nor own and therefore indicated “other.”

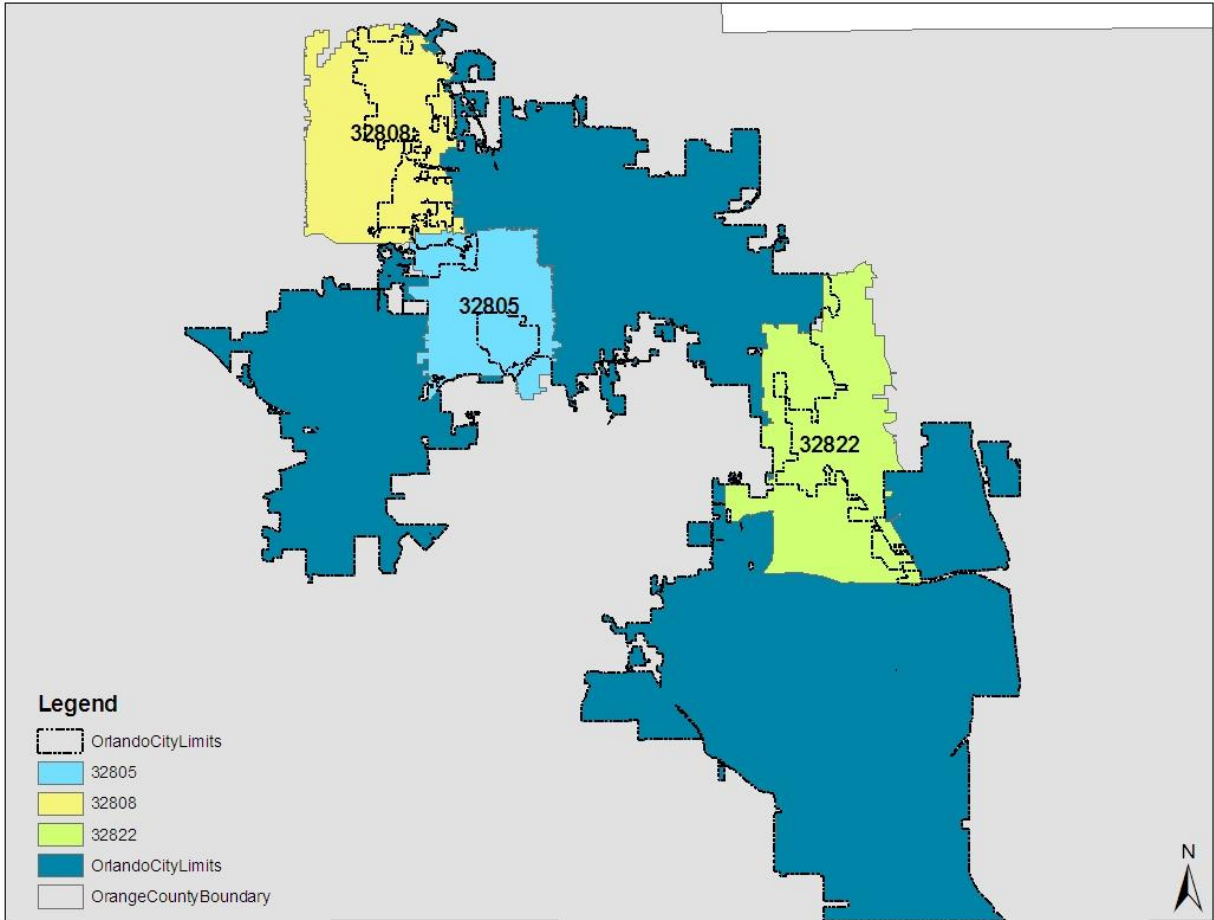
**Table 3a**  
**Targeted Sample Demographics Compared to 2000 Census Results for the City of Orlando**  
**2000 Census Results for the City of Orlando for Sample Demographics used in**  
**2009 Survey**

	<b>32822</b>	<b>32808</b>	<b>32805</b>
Male	48.9	47.5	49.0
Female	51.1	52.5	51.0
Percentage over 65	10.3	8.3	11.1
White	71.3	33.8	14.8
Black	8.6	53.0	78.8
Asian	2.7	2.6	0.4
Other	17.4	10.6	6.0
Percentage Hispanic Origin	37.5	12.2	5.0
Mean Household Size	2.5	3.0	2.7
Percent High School or More	80.2	70.5	58.0
Percent BA or More	18.8	12.2	9.8
Never Married	30.2	33.2	37.8
Married	47.0	44.4	32.2
Separated	3.4	4.5	7.5
Widowed	5.4	5.6	8.5
Divorced	13.9	12.3	14.0
Own	52.6	55.8	36.5
Rent	47.4	44.2	63.5

Data are from the 2000 Census. More recent estimates are not available at this geographic level.

Figure 1

City of Orlando and Targeted Zip Codes



## Margins of Error

These days, largely through exposure to polls and surveys via the mass media, most people appreciate that survey results only approximate population parameters within a specifiable margin of survey error. The usual *formulae* for calculating these error margins are derived from the general theory of probability sampling and express the inevitable “plus or minus” that results from the fact that survey samples are only a fraction, and usually a very small fraction, of the populations from which they are drawn.

These error margins are typically expressed as the 95% (or 99%) “confidence intervals” around a parameter of a certain size. Following custom, the parameter in question is often a percentage near 50%. For our sample sizes, the 95% confidence intervals around a percentage near fifty are:

General sample:

N = 544:  $\pm 4.19$  percentage points

Targeted Zip Code Samples:

32822: N = 466:  $\pm 4.53$  percentage points

32808: N = 409:  $\pm 4.83$  percentage points

32805: N = 413:  $\pm 4.81$  percentage points

Interpreting the concept of “95% confidence intervals” is a little tricky. A common *misinterpretation* is something along the lines that “the odds are 95 in a hundred that the true percentage is between (for the general sample) 50% - 4.19 percentage points and 50% + 4.19 percentage points, i.e., somewhere between 45.81% and 54.19%.” The correct interpretation is that **if** the true percentage in the population were exactly equal to 50%, then the observed value of that percentage in successive samples of 544 drawn at random from the population would fall between 45.81% and 54.19% in 95 out of every hundred samples drawn. An alternative phrasing of the 95% confidence intervals is that those intervals contain all the null hypotheses about the true percentage that could not be rejected at the .05 level of significance for a sample of 544.

The confidence intervals just given express the uncertainty that results from *sampling error*. It is well recognized that there are many sources of errors in surveys other than sampling error: coverage error, non-response error, measurement error, data entry errors, recall and response errors, interviewer errors, and so on. There are no *formulae* yet developed to express mathematically the uncertainties that result from all these other sources of error and so they are typically ignored. It must be stressed, nonetheless, that the uncertainties resulting from sampling are not the only, and possibly not the largest, uncertainties that inhere in these (and all other survey) data.

## The Index of Housing Quality

The Orlando Survey of Housing Conditions contains more than five dozen separate questions about peoples’ housing situations. Complete marginal frequencies for every item in the survey are shown in Appendix 2, separately for each of the four samples. In order to reduce bulk and streamline the presentation, we used 46 of the survey items to calculate a summary indicator, the Index of Housing Quality (**IHQ**). The specific items included in the Index, and the point totals for each possible response, were worked out in collaboration with officials in the City’s Housing Department in 2005 and were used again for the 2009 analysis with one exception.



The 2005 IHQ was comprised of 47 items whereas the 2009 IHQ is comprised of 46 items (one of the original items was excluded from the 2009 survey by Orlando Housing officials – the excluded item asked whether electrical outlets were three-pronged, two-pronged, or some of both).

The 2009 **IHQ** is comprised of 46 items grouped into the following nine categories:

- Kitchen - 3 items
- Bathroom - 2 items
- Plumbing - 5 items
- Heating, air conditioning and ventilation - 4 items
- Windows - 5 items
- Electrical - 3 items (Note: in 2005 there were four electrical items in the IHQ)
- Slab and structural elements - 16 items
- Painting - 4 items
- Health and sanitation - 4 items

To illustrate, one item from the “slab and structural elements” sub-scale is the question, “Do you ever feel or see moisture on the interior walls?” Possible answers are no; yes, but rarely; and yes, frequently. A “no” answer adds four points to that household’s **IHQ**, while a “yes but rarely” answer adds two points and a “yes frequently” answer adds no points. Likewise, a question from the “painting” sub-scale asks, “Do you have any chipping or peeling paint on the **inside** or **outside** of the unit?” “No” answers to each stem adds 3 points to the **IHQ**; “yes a little” adds 1.5 points; “yes a lot” adds nothing. And likewise through the list of 45 indicators. Indicators were then summed to generate an overall **IHQ** score, with lower values indicating worse housing conditions.

Theoretically, the **IHQ** varies from zero to 192 (by comparison the 2005 IHQ ranged from zero to 195). Empirically, the lowest observed value in the **city wide** sample was 129 and 9.3% of the city wide sample of households received perfect scores of 192. In the 32822 zip code sample, the lowest observed **IHQ** value was 128.5 and 9.9% of households received perfect scores. In the 32808 zip code sample the lowest IHQ score was 124 and only 6.3% of households received perfect scores. Similarly in the 32805 zip code sample the lowest score was 129 and 6.0% of the sample received perfect scores.

The **IHQ** is employed extensively in the later analysis of the data and certain caveats about the Index must therefore be kept in mind. First, despite our efforts to be inclusive in conditions asked about in the survey, certain important indicators were overlooked. There is, for example, no question in the survey about ground-fault interrupt (GFI) outlets in kitchens and bathrooms; the survey assumes but does not ask if householders have refrigerators or stoves and therefore only asks if these appliances are in good working condition; there are no survey items on smoke detectors, window screens, soil stability; etc. Further, the point values assigned to various answers are somewhat subjective. A household “earns” five points if the slab or foundation does not leak and also five points if all the windows open and shut freely. The scoring algorithm assumes that both of these are of equal importance in assessing the overall quality of the unit.

At the recommendation of officials in the City Housing Department, units receiving fewer than 85% of the maximum possible points (i.e., fewer than 163.2 of the possible 192 **IHQ** points) were deemed to be “substandard.” While this is certainly not an unreasonable standard, it is

hard to make a compelling *a priori* case that the difference between 85% of the maximum and, say, 84% or 86% represents a categorical difference in quality. Dilapidated units are those that have **IHQ** scores four standard deviations from the mean (See later section on IHQ distributions across the different samples for more specifics on this calculation).

## Survey Results

### Weighted Sample Demographics

Table 4 presents the weighted data on the basic socio-demographic characteristics of each of the samples (city wide, 3 separate zip codes) and the comparison 2005 data. Approximately four in ten respondents in the city wide and 32822 zip code samples were married. In contrast less than one third of the respondents in the 32808 and 32805 zip codes were married. In 2005 just over one third of respondents were married. In all samples, the modal employment category was employed full time, however, fewer respondents in the 32808 and 32805 zip codes were employed full time compared to respondents in city wide sample and in the 32822 zip code sample. Of note, the percent disabled in the 32805 zip code was more than three and a half times that of the city wide sample at 16%. More than half of respondents in the city wide and 32822 zip code have at least some college education compared to forty percent of respondents in the 32808 zip code sample and just over one third in the 32805 zip code. Similar patterns were observed with respect to race. Over half of respondents in the city wide and 32822 zip code reported they were white whereas the majority of respondents in the 32808 and 32805 zip codes were black (54% and 78% respectively). Slightly more than one quarter of respondents in the city wide sample reported they were Hispanic compared to approximately four in ten respondents in the 32822 zip code 27% in the 32808 zip code and less than ten percent in the 32805 zip code. By comparison, in the 2005 sample seventeen percent of respondents in the general sample report they were Hispanic. Hispanic respondents were primarily Puerto Rican in city wide (32%), 32822 (53%), and 32805 (43%) zip codes. Almost half of Hispanic respondents in the 32808 zip code reported their national origin as “other Carribbean”. Just under one quarter of city wide respondents reported household incomes of \$20,000 or less. By comparison a greater proportion of respondents from each of the three zip code areas (32822: 24%, 32805: 28%, 32808: 49%) reported household incomes of \$20,000 or less.

**Table 4**  
**Weighted Sample Demographics: City Wide and Zip Code Samples Compared**

Characteristics	2005	2009	2009 Zip Code Samples		
	General Sample	City Wide Sample	32822	32808	32805
<b>Gender</b>					
Male	37.7	51.9	50.7	52.1	43.4
Female	62.3	48.1	49.3	47.9	56.3
N =	511	536	459	397	467
<b>Marital Status</b>					
Married	35.4	45.3	38.5	31.7	27.2
Domestic Partnership	NA	3.9	5.8	4.9	6.2
Widowed	12.6	5.8	5.2	6.0	7.3
Divorce	13.7	10.3	13.0	14.4	10.9
Separated	4.1	1.6	3.2	2.1	5.8
Never Married	33.3	31.5	31.3	38.1	37.2
Other	1.0	1.6	3.0	2.8	5.4
N =	510	534	459	389	459
<b>R's Relation to HH Head</b>					
R is Head	69.2	63.9	67.4	63.0	72.4
Spouse	16.6	17.2	16.0	15.0	11.0
Child	6.8	10.9	8.3	14.2	9.6
Other Relative	3.9	5.1	3.1	5.5	4.1
Other	3.4	3.0	5.2	2.4	2.9
N =	506	528	456	393	463
<b>Employment Status</b>					
Employed Full-Time	49.3	44.7	43.2	34.7	35.1
Employed Part-Time	12.0	9.4	11.1	10.1	11.0
Employed in Home	3.4	3.8	1.9	3.1	3.2
Not Employed	9.9	20.0	17.8	24.4	18.5
Retired	21.3	13.5	14.9	15.3	13.5
Disabled	3.5	4.5	6.4	8.2	16.1
Other	0.7	4.1	4.7	4.2	2.6
N =	510	534	457	388	459
<b>How Long in Current Unit?</b>					
Less than 1 Year	14.2	6.6	12.4	11.4	6.4
1 to 3 Years	36.1	34.0	39.8	26.6	35.9
4 to 5 Years	12.8	16.2	12.8	11.1	9.5
6 to 10 Years	15.3	19.4	15.9	23.3	18.5
11 to 20 Years	10.0	11.5	14.3	17.6	15.0
20 or more Years	11.6	12.3	4.8	9.9	14.7
N =	512	528	446	373	441

	2005	City Wide Sample	32822	32808	32805
<b>Education Level</b>					
Less than High School	9.9	4.7	6.0	8.3	17.9
HS or GED degree	27.4	21.6	23.6	38.4	32.9
Business/Technical Degree	5.1	3.4	4.9	5.9	4.8
Some College	22.9	26.5	29.8	21.5	23.0
College/University Degree	21.6	29.7	29.0	20.3	14.5
Post Graduate Schooling	11.9	14.0	6.4	5.6	7.1
Other	1.3	.1	.4	.1	0
N =	511	534	534	384	458
<b>Race</b>					
White	63.7	60.6	53.7	30.0	12.6
Black	25.7	20.6	13.9	53.6	77.8
Asian	2.0	2.7	2.7	1.0	.8
All Other	8.6	16.0	29.7	15.4	8.7
N =	508	528	425	382	451
<b>Are you Hispanic?</b>					
Yes	17.7	26.5	39.3	27.4	8.2
N =	510	533	452	384	440
<b>If Hispanic, National Origin</b>					
Mexico	2.6	7.7	1.2	3.6	2.1
Puerto Rico	38.3	32.4	52.6	14.2	43.0
Cuba	7.0	5.8	3.1	5.5	5.6
Other Caribbean	21.4	25.1	13.8	49.4	26.7
Central and South America	15.9	25.7	19.8	10.0	10.2
Other	14.8	3.3	9.5	17.3	12.4
N =		129	173	105	36
<b>Income</b>					
Less than 15K <sup>1</sup>	18.7	13.0	14.7	20.4	30.9
15 to 20K	15.1	10.5	13.7	12.3	18.1
20 to 30K	29.7	6.8	15.5	21.2	19.5
30 to 50K	15.6	17.5	28.0	18.1	14.8
50 to 75K	8.6	18.1	17.7	13.3	8.6
75 to 100K	4.9	16.4	5.4	5.8	4.7
100 to 150K	4.1	9.0	2.6	7.0	2.6
Over 150K	3.3	8.8	2.5	1.8	.9
N =	508	426	368	307	349

<sup>1</sup>In 2005 the income categories were slightly different (Less than \$10,000, \$10-20,000, \$20-40,000, \$40-60,000, \$60-80,000, \$80-100,000, \$100-150,000, \$150,000+)

### General Housing Circumstances

Table Five shows general housing characteristics for the four samples. “Single family detached” is the modal category for the city wide sample (as it was in the 2005 sample) and for the 32808 and 32805 zip codes. Multi-family units are the most common type of housing structure for the 32822 zip code. Approximately one third of housing units in the city wide sample and the 32808 and 32805 zip codes are multi-family units. By comparison more than half of the housing

structures in the 32822 zip code are multi-family units. The majority of these units are in multi-unit apartment complexes.

The single-story concrete block home is ubiquitous throughout Central Florida and is the modal home in all our samples with wood frame structures the next most common. More than half of the respondents in the city-wide and 32808 and 32805 samples live in one story structures and between ten and twenty percent of respondents live in a building of three or more stories. In 2005 about one respondent in ten lived in a building of four or more stories. By comparison, in 2009 only one respondent in twenty (city wide sample) lived in a building of four or more stories.

Orlando homes are of modest size, with an average of 1,692 square feet in the city-wide sample (in 2005 the city average was 1,367 square feet) and 1,311, 1,590, and 1,519 square feet in the 32822, 32808, 32805 zip codes respectively. In all samples, owner-occupied residences are larger on average than renter-occupied units (city wide sample: 1904 vs. 1691 square feet; 32822: 1458 vs. 1173 square feet; 32808: 1764 square feet vs. 1256 square feet; 32805: 1941 square feet vs. 1224 square feet). More than half of homes across all samples had three or more bedrooms with the modal number of bedrooms being three in all but the 32822 zip code (where the modal category was two bedrooms). Just about two thirds of homes in the city wide 32822, and 32808 zip codes had two full bathrooms. In contrast slightly more than six in ten households in the 32805 zip codes had only one full bathroom.

Renting was more common in the 32805 zip code where almost three in four respondents rented their homes. Just over half of the city wide respondents (2009) owned their home compared to four in ten in the 2005 sample. Among renters the average monthly rent ranged from a low of \$623 in the 32805 zip code to a high of \$873 in the 32822 zip code. The 2005 average monthly rent was comparable at \$738. Among homeowners, respondents in the city wide sample reported the highest average values for their homes (\$258,037) and respondents in the 32822 zip code sample reported the lowest average values (\$135,399). The 2005 city wide average home value was \$208,000. Anywhere from two in ten (zip code 32808) to 45% (zip code sample 32805) of homeowners reported they had no mortgage. By comparison 46% of homeowners in 2005 did not have a mortgage. Household composition was comparable across the different samples (and survey administrations) with the average household size under three people.

By federal definition, an “extremely low-income” household is one earning 30% or less of the annual area median income (AMI). The estimated AMI for the Orlando metro area in 2009 is about \$60,000 for a family of four; 30% of that is about \$18,000. If one takes the accepted standard that a household can afford to spend only 30% of its income on housing, then the rent ceiling for extremely low-income households in metro Orlando would be around \$450 per month, the maximum housing burden an extremely low-income family could “afford.” Actual average monthly rents even in the city’s lower-income neighborhoods are about 50% higher than the theoretical maximum. Thus, most low and very low income families in Orlando must either overspend on their housing or become homeless. Most opt for the former: according to the 2000 Census, the City of Orlando had 25,809 households (out of 75,817 total households) that were paying more than 30% of their income toward housing, which equals 34% of all households regardless of income level. But some, obviously, are unable to overspend on housing and become homeless as a result. The Homeless Services Network estimates that

about 10,000 people in the three-county Central Florida region will experience at least one episode of homelessness this year.

The HUD-defined “fair market rent” for a two-bedroom unit in the Orlando metropolitan area now stands (2009) at about \$1,019 per month or well more than twice what an extremely low-income family could afford and 50% or so higher than actual rents. At the current minimum wage (\$7.25 per hour), a worker would need to average about 108 hours of labor per week to afford a two-bedroom rental unit at the fair market rent.

**Table 5**  
**General Housing Characteristics: City Wide and Zip Code Samples**

Characteristics	2005	2009	Zip Code Samples		
	General Sample	City Wide Sample	32822	32808	32805
<b>Type of Structure</b>					
Single Family Detached	46.0	59.2	33.7	53.7	55.9
Duplex	8.0	4.3	4.9	9.0	7.6
Tri- or Quad-plex	2.1	2.9	1.1	0	.4
Mobile, manufactured	1.8	.5	4.7	.4	1.5
Other Multi-family	40.3	33.1	55.7	37.0	34.6
N =	525	532	459	397	467
<b>If Other MF: What Type?</b>					
Multi-Unit Apartments	80.2	66.2	60.3	56.8	92.4
Town Home	3.5	10.2	5.1	10.7	2.4
Condo	16.3	22.6	34.1	31.8	3.1
Other	---	1.1	.6	.6	2.2
N =	213	175	256	147	161
<b>Floors or Stories in Unit</b>					
One	46.5	50.2	38.8	65.9	62.2
Two	27.6	32.8	41.5	23.3	20.3
Three	15.6	11.8	19.6	9.2	6.3
Four or More	10.3	5.2	.1	1.5	4.2
N =	518	536	459	397	467
<b>Building Construction</b>					
Wood Frame	21.1	15.7	21.1	16.6	11.3
Concrete Block	61.1	67.5	53.0	65.1	68.0
Brick	6.2	5.3	4.5	8.5	17.3
Steel	2.3	1.3	1.9	1.0	.7
Other	3.0	3.3	6.4	3.0	.4
Don't Know	6.3	6.9	13.1	5.9	2.3
N =	522	535	459	397	466
<b>Mean Square Footage</b>					
Total	1367	1692	1311	1590	1519
Owners	1691	1904	1459	1764	1942
Renters	1033	1691	1174	1257	1224
N =	322	379	274	200	153
<b>Number of Bedrooms</b>					
One	15.1	9.7	10.5	8.1	15.6
Two	36.4	26.4	46.5	29.1	32.3
Three	37.2	43.4	32.3	42.5	40.3
Four	9.5	18.0	9.0	18.5	10.4
Five or More	1.7	2.4	1.6	1.7	1.4
N =	519	534	459	397	467

	2005	2009	Zip Code Samples		
	General Sample	City Wide Sample	32822	32808	32805
<b>Number of Full Bathrooms</b>					
One	43.1	26.3	27.4	27.0	62.8
Two	52.4	63.9	69.3	68.7	34.3
Three or More	4.5	9.8	3.4	4.3	2.9
N =	522	536	459	397	467
<b>Number of Half Baths</b>					
None	80.8	72.0	72.3	69.4	73.7
One or More	19.2	28.0	27.7	30.6	26.3
N =	522	536	459	397	467
<b>Own or Rent?</b>					
Own	41.4	52.6	43.8	48.5	27.1
Rent	58.6	47.4	56.2	51.5	72.9
N =	510	536	459	397	467
<b>Renters Only</b>					
Average Monthly Rent	738	867.26	873.64	697.36	623.72
Average Utilities	142	206.43	219.20	244.26	220.14
<b>Owners Only</b>					
Average Home Value	208K	258,037	135,399	153,004	171,203
% with No Mortgage	46.4	27.8	34.8	22.8	44.6
Average Mortgage	\$953	1,164.83	531.10	736.28	501.06
Average Utilities	\$189	284.42	270.86	280.83	276.55
<b>Number in Household</b>					
One	29.6	21.7	20.5	19.3	24.9
Two	31.2	31.9	34.9	25.3	39.4
Three	17.4	19.6	19.3	20.4	19.9
Four	11.2	16.7	12.1	17.4	14.9
Five	6.9	7.1	8.3	9.2	6.2
Six or More	3.7	3.1	4.9	8.3	4.7
Mean =	2.49	2.65	2.67	2.97	2.62
N =	522	536	459	397	467
<b>Number of Adults</b>					
One	37.7	28.7	25.7	24.7	34.2
Two	48.7	53.4	53.4	46.0	46.1
Three	10.3	9.4	14.2	20.7	12.8
Four or More	3.3	8.6	6.6	8.6	6.9
Mean =	1.81	1.98	2.02	2.13	1.93
N =	519	536	459	397	467
<b>Number of Children</b>					
None	63.9	61.7	59.9	54.1	61.6
One	16.4	17.9	19.7	17.3	18.6
Two	12.5	13.7	9.8	18.1	7.6
Three	5.1	6.4	9.0	5.9	8.9
Four or More	2.1	.3	1.6	4.6	3.4
Mean =	0.66	.66	.73	.90	.74
N =	521	518	424	397	4.31

A few items from the survey dealt with housing-related health hazards: termite or rodent infestations, mold, lead paint, and mobility limiting features for persons with disabilities. The majority of respondents across all samples (and both survey administrations) reported no termite issues; however, respondents from the 32805 zip code were more likely than respondents from the city wide sample or the 32822 or 32808 zip code areas to report such



issues. They were also more likely to report damage (either minor or major damage) from termites. Further three in ten respondents from the 32805 zip code sample reported a problem with mice, rats, or other vermin. Mold was a problem for 13% of respondents in this zip code (the highest percentage reported). The majority of respondents across the different samples reported no unit related health problems; however, residents of the 32805 zip code were more likely (7% vs 2%, 4%, and 5% respectively) to report such problems. Interior lead paint was also a problem for three in ten residents of the 32805 zip code area (a much greater percentage than any other sampled area).

Mobility limiting physical disabilities pose special housing challenges so the survey contained two questions related to physical disabilities. We asked whether “anyone living in your household has any sort of physical disability that limits their mobility?” and if so whether “the unit or building you live in had been adapted to accommodate that person’s needs?”. In the city wide sample 11% reported a disabled person living in their household compared to 16%, 17%, and 17% in the 32822, 32808, and 32805 zip codes respectively. Among households containing a disabled person approximately one quarter of respondents in the 32822 and 32805 zip codes reported that their household had not been adapted and it needed to be.

Comparisons of the 2005 and 2009 city wide samples indicate differences with respect to mold, unit related health problems, interior and exterior lead paint, and adaptations to meet the needs of residents with physical disabilities. But with the exception of housing modifications for physical disabilities, many of the differences were minor.

**Table 6**  
**Household Health and Safety Issues**

Survey Question	2005	2009	2009 Zip Code		
	General Sample	General Sample	32822	32808	32805
<b>Do you have termites?</b>					
No	91.3	96.2	97.6	94.2	86.3
Yes	2.9	2.4	1.9	4.4	10.4
Don't Know	5.8	1.4	.5	1.4	3.3
N =	521	534	459	397	467
<b>Any obvious termite damage?</b>					
No	90.2	96.2	97.6	94.2	86.3
Yes, Minor Damage	4.9	2.1	1.3	3.8	7.4
Yes, Major Damage	0.9	.3	.7	.6	3.0
Don't Know	4.0	1.4	.5	1.4	3.3
N =	521	534	459	397	467
<b>Are roaches, mice, rates, or other vermin a problem?</b>					
No	77.5	77.3	84.3	78.5	70.0
Yes, Minor Problem	19.1	17.6	11.4	15.5	19.1
Yes, Major Problem	3.5	4.8	4.1	6.0	10.9
Don't Know	519	.3	.1	0	0
N =		536	459	394	465
<b>Is mold a problem?</b>					
No	86.5	92.0	90.6	88.4	86.7
Yes, Minor Problem	11.5	4.9	7.2	8.1	7.8
Yes, Major Problem	2.0	3.1	2.2	3.5	5.5
N =	505	536	458	396	460
<b>Unit Related Health Problems?</b>					
No	89.3	95.1	94.9	93.2	91.7
Yes	5.2	1.8	3.8	5.1	7.0
Don't Know	5.5	3.1	1.3	12.7	1.3
N =	521	536	458	397	464
<b>Lead paint on the Interior?</b>					
No	90.9	82.0	86.1	86.1	81.3
Yes	2.2	3.9	.5	1.2	31.5
Don't Know	6.9	13.8	13.4	12.7	15.2
N =	521	534	459	397	465
<b>Lead paint on Exterior?</b>					
No	90.1	81.4	84.2	83.2	80.8
Yes	2.4	2.2	1.7	2.6	2.3
Don't Know	7.5	16.3	14.1	14.2	16.5
N =	521	534	459	397	468

Survey Question	2005	2009	2009 Zip Code		
	General Sample	General Sample	32822	32808	32805
<b>Physical Disability?</b>					
No	87.8	88.8	84.2	82.6	83.2
Yes	12.2	11.2	15.5	17.4	16.8
N =	520	536	458	396	462
<b>If Yes: Unit Adapted?</b>					
No, and no need	42.8	23.5	37.5	40.8	26.3
No, and it needs to be	12.3	13.0	23.9	9.4	26.8
Yes	44.8	63.5	38.6	49.8	47.0
N =	76	59	71	69	76

## The Neighborhood

We asked respondents to characterize their neighborhoods as well as their specific housing conditions; results from the “neighborhood” questions are displayed in Table Seven. We asked respondents to rate their neighborhoods on ten dimensions: “city services,” “as a place to raise children,” “trash collection,” etc., with the rating scale ranging from 1 (poor) to 4 (excellent). Table 7 shows the mean scores on each dimension for the different samples. With the exception of one item (related to public transportation), respondents in the 2009 city wide sample rated their neighborhoods lower than any one zip code area. However, among only the three targeted zip codes, respondents in the 32808 zip code rated their neighborhoods lower than respondents from the other two zip codes. Seven of the ten items were rated below a value of 3. Neighborhoods as a place to raise children received the lowest mean score of all the items for the 32808 and 32805 zip codes. In 2005 the two lowest rated items were “place to raise children” and “local schools.” In 2009 these two items were also among the lowest rated items, however, access to public transportation was rated the lowest city wide. Seven of the questions in this section are new to the survey (i.e. they were not included in the 2005 Orlando Survey of Housing Conditions). They were included to gather some assessments of how the economic recession has impacted the Orlando area. Perhaps a sign of the poor economic times across the country, four in ten Orlando respondents reported foreclosed property in their neighborhood. Among the targeted zip codes, more than half of the respondents in the 32808 zip code, just under half of residents from the 32822 zip code and slightly more than one quarter of residents from the 32805 zip code reported foreclosed property. Particularly noteworthy is the high number of foreclosed properties with between 34% and 50% of respondents reporting five or more such properties in their neighborhoods. For-sale signs were also common with more than half of respondents in three of the sampled areas (city wide, 32822, and 32808) reporting three or more such signs in their neighborhoods. More than five for rent signs in a neighborhood were also noted by one in four respondents. As another sign of the economic issues plaguing Florida, more than six in ten respondents across all sampled areas reported vacant homes in their neighborhoods. Respondents also rated the condition of the vacant homes in their neighborhood. The modal category across all samples was “good”. However, 27% of residents of the 32805 rated the vacant homes in their neighborhood as “poor”. We also asked respondents if they were personally or if any of their neighbors were currently in foreclosure. In the city wide sample nearly eight percent of respondents answered yes to this question, compared to a high of twelve percent in the 32822 zip code and a low of 3.7% in the 32805 zip code.

**Table 7**

## Neighborhood Assessments

Survey Question*	2005	2009	2009 Zip Codes		
	General Sample	City Wide Sample	32822	32808	32805
<b>Neighborhood Ratings</b>					
City services	3.1	3.2	3.1	2.8	2.8
Place to raise children	2.9	3.1	2.9	2.5	2.6
Local schools	2.9	3.1	2.9	2.6	2.8
Convenience to shopping	3.3	3.4	3.4	2.6	2.7
Convenience to Services	3.2	3.2	3.3	2.7	2.8
Access to public transport	3.2	2.9	3.2	3.0	3.1
Police protection	3.1	3.2	3.2	2.9	3.0
Fire protection	3.3	3.4	3.3	3.1	3.1
Recreation, community facilities	3.0	3.2	2.9	2.9	2.8
Trash collection	3.2	3.4	3.2	3.1	3.1
<b>Any Foreclosed Property in your Neighborhood?</b>					
Yes	NA	44.2	48.3	56.4	27.3
No	NA	55.8	51.7	43.6	72.7
N =		465	380	330	374
<b>How Many Foreclosed Properties?</b>					
Just one	NA	15.7	9.3	9.5	15.3
Two or three	NA	30.5	27.1	27.8	18.0
Four or five	NA	12.5	15.5	13.1	32.5
More than five	NA	41.3	48.1	49.6	34.2
N =		173	168	169	86
<b>How many "For-Sale" Signs?</b>					
None	NA	23.2	32.1	16.7	41.5
One to Two	NA	22.7	14.8	27.1	21.1
Three to Five	NA	22.6	20.3	23.9	18.9
Over Five	NA	31.4	32.8	32.3	18.4
N =		480	407	348	427

	2005	2009	2009 Zip Codes		
Survey Question*	General Sample	City Wide Sample	32822	32808	32805
<b>How many "For Rent" Signs?</b>					
None	NA	32.7	37.3	34.1	34.7
One to Two	NA	27.3	15.3	20.6	30.9
Three to Five	NA	18.9	25.1	21.1	15.5
Over Five	NA	21.0	22.3	24.2	18.9
N =		478	390	355	432
<b>Any Vacant Homes?</b>					
Yes	NA	61.7	61.9	75.3	65.0
No	NA	38.3	38.1	24.7	35.0
N =		460	390	349	424
<b>Condition of the Vacant Homes?</b>					
Excellent	NA	10.1	11.0	7.3	12.2
Good	NA	46.3	42.3	40.2	32.2
Fair	NA	26.9	33.8	33.7	28.3
Poor	NA	16.6	12.8	18.7	27.3
N =		275	216	255	269
<b>Are you personally or any neighbors foreclosing?</b>					
Yes	NA	7.8	12.5	6.8	3.7
No	NA	92.2	87.5	93.2	96.3
N =	NA	495	421	366	433

\* To allow for comparisons with the 2005 data the 2009 response options for the ten neighborhood ratings variables were recoded so that higher values equate to a better evaluation (i.e. 4=Excellent).

### Housing Quality and Housing Conditions

The main point of the survey was to estimate general housing conditions for the city of Orlando as a whole and for three specific zip code areas identified by representatives from the City's Housing Department. Marginal results for all items are shown in Appendix 2. Table 8 summarizes some of the findings on objective housing conditions. We have classified housing problems into three categories: those mentioned by more than 20% of the city wide sample; those mentioned by 10-19% of the city wide sample; and those mentioned by 5-10% of the city wide sample. Problems are rank-ordered according to the frequency of mentions in the city wide sample, and the four columns contain the proportions who mentioned each problem in the city wide and targeted zip code samples respectively. A fifth column contains the comparable data from the 2005 general sample survey administration.

Focusing first on the city wide sample results, the single most common housing problem reported is "Unit not adapted for physical disability"-- mentioned by 36% of respondents who indicated someone with a disability lived in their home. In 2005 this was mentioned by 55% of city respondents. The next most common problem was "roaches, mice, rats or other vermin" mentioned by 22.4% of city residents (Note: in the 2005 survey the city wide percent was identical at 22.4%). Vermin infestation was also mentioned by respondents from the three targeted zip codes ranging from a low of 15% (32822) to a high of 30% (32805).

Objective housing problems cited by 10-19% of the city wide sample include: unsafe interior stairs, leaky windows, windows that do not open freely, uneven floors, malfunctioning electrical switches, exterior and interior chipping paint, interior wall cracks and moisture or mold on interior walls. The percentage of respondents in the three targeted zip codes reporting these problems exceeded that of the city wide sample for all but three items (freely opening windows, uneven floors, interior cracks) [the exception is 32805].

Less common but still significant are problems cited by 5-10% of the city wide sample: exterior wall cracks, windows that do not lock or work, mold, poor exterior stairs, slow drains, toilets that do not flush properly, outlets not working, and an AC unit that does not cool comfortably.

Although the differences are usually small, in most cases the percentages mentioning each item as a problem are lower in 2009 than in 2005, indicating some improvement in city-wide housing conditions. The City's effort to upgrade homes with disabled people living in them seems to have been especially successful as in 2005 55% of the sample indicated their unit was not adapted for individuals with physical disabilities compared to 36% in 2009.

**Table 8**  
**Objective Housing Conditions**

Survey Question	2005	2009	2009 Zip Codes		
	General Sample	City Wide Sample	32822	32808	32805
<b>Problems mentioned by 20% or more of 2009 city wide sample</b>					
Q55a: Unit not adapted for physical disability	55.1	36.5*	61.4	50.2	53.0
Q44: Roaches, Mice, rats, or other vermin a problem	22.4	22.4	15.5	21.5	30.0
<b>Problems mentioned by 10-19% of city wide sample</b>					
Q36: Unsafe interior stairs**	22.2	16.6	38.0	20.4	25.6
Q28: Air leaks around at least a few windows in unit	18.7	14.1	11.4	19.8	22.0
Q26b: Not all windows open freely	15.4	12.8	8.7	4.9	11.1
Q35: Not all floors are level	11.3	12.0	6.6	9.5	11.4
Q25: Often pop the circuit breakers/blow fuses under normal use?	19.5	11.4	16.8	16.5	16.7
Q54b: Some chipping paint outside	12.2	11.3	7.7	12.6	14.0
Q54a: Some chipping paint inside	14.1	10.5	5.6	13.5	11.6
Q20: Cracks in Interior Wall	14.3	10.1	6.0	6.9	17.5
Q21: Have moisture/mold on interior walls	15.9	10.0	13.1	12.3	16.4
<b>Problems mentioned by 5-10% of city wide sample</b>					
Q18: Have minor/major cracks in unit exterior walls	12.3	9.8	11	12.5	16.6
Q29: No locks on windows or do not all work	12.1	8.9	3.9	6.0	8.2
Q45: Mold Problem	13.0	8.0	9.9	11.5	13.3
Q42: Exterior stairs in poor condition**	3.4	7.8	3.8	4.6	9.3
Q32: Not all sinks/bathrooms/showers drain properly	9.3	7.1	6.0	8.3	6.3
Q33: Not all toilets flush properly	5.4	6.4	3.3	6.8	4.9
Q24: Some outlets do not work	9.9	5.4	8.6	9.9	8.5
Q51: AC doesn't cool unit comfortably?	5.3	5.4	4.4	6.4	5.4

\*Percent of the sample who had this problem. \*\*This percent of calculated use only the number of individuals with interior/exterior stairs

### Index of Housing Quality

The data on housing problems cry out for summary and simplification and we have used the Index of Housing Quality (**IHQ**) for exactly that purpose. To refresh, the **IHQ** awards points based on the pattern of survey responses, with more points indicating less problematic (more satisfactory) objective housing conditions. Housing units with no reported problems at all receive a maximum score of 192 (by comparison the 2005 maximum score was 195); the more housing problems reported for a particular unit, the lower the overall score. Table 9 shows the **IHQ** distributions for both city wide and targeted zip code samples, along with other summary statistics describing those distributions. Also included in the table are the 2005 comparable figures.

As is apparent, the distributions are not *radically* different as indicated by the 2009 mean scores of 181, 183, 182, and 179, respectively. Median values in all distributions are higher than the mean values, implying that the distributions are skewed more towards more positive scores. Nine percent of the city wide sample, ten percent of the 32822 sample, and six percent of the 32808 and 32805 samples received the maximum possible IHQ score of 192. In 2005 12% of the general sample received the maximum score of 195.

The top panel of the table shows the percentage distributions of **IHQ** scores in convenient categories. The columns labeled “Percent” show the percentages of households that fall into each **IHQ** category. The columns labeled “Cumulative Percent” show the percentages *at or below* each category maximum. To illustrate, note the row labeled 171-180. This row of data shows that 27.5% of the households in the 2009 city wide sample had **IHQ** scores between 171 and 180 and 36.2% of the city wide sample households had **IHQ** scores of 180 or less.

The table also reports the 25<sup>th</sup>, 50<sup>th</sup>, and 75<sup>th</sup> percentile scores, another useful set of summary values. Again for purposes of illustration, note the row labeled 25<sup>th</sup> percentile. The numerical entries in that row mean that exactly 25% of the 2009 city wide sample had an **IHQ** score of 178 or less, whereas the exact same 25% of the 32822 zip code sample had an **IHQ** score of 180 or less, and so on. Note that the 50<sup>th</sup> percentile score is also the median score.

The table reports two additional summary values for each sample: the percent of units considered to be “substandard,” and the percent of units considered to be “dilapidated.” In the argot of housing professionals, “substandard” and “dilapidated” have precise definitions. Substandard units need extensive repairs; have maintenance defects in the principal structure; or are seriously non-compliant with applicable building codes; but the cost of rehabilitation does *not* exceed the appraised value of the unit. Dilapidated units are those with serious maintenance defects, damages, or code non-compliance and where the cost of rehabilitation does exceed the value of the unit. In short, substandard units are suitable for rehabilitation; dilapidated units are not.

Our survey data are not in themselves adequate to delineate units meeting these technical definitions, so in consultation with City housing officials for the 2005 Housing Conditions Survey, we developed useable statistical approximations. We have used these approximations for the 2009 survey as well. In our data, a unit is considered “substandard” if its **IHQ** falls below



85% of the maximum **IHQ** and is considered “dilapidated” if its **IHQ** is four or more standard deviation units below the mean **IHQ** score. Specifically:

The maximum **IHQ** is 192 points. 85% of 192 = 163.2. So any unit with an **IHQ** lower than 163.2 is considered substandard. As the table shows, 6.1% of the city’s general housing stock meets that criterion, as does 3.9% of the stock in the 32822 zip code, 4.2% in the 32808 zip code, and 8.1% of the stock in the 32805 zip code. In 2005 7.5% of the city’s general housing stock met the criteria for substandard housing. Here again is another indicator (albeit a small change) that the city housing conditions have improved.

In the city wide sample, the mean **IHQ** score is 181.0 and the standard deviation = 9.4. Four standard deviation units therefore = 4(9.4) = 37.6. In turn, 181.0 - 37.6 = 143.4. The entries in the row for dilapidated units for the city wide sample are therefore the numbers and percentages of households in the city sample with **IHQ** scores of 143.4 or lower. For the zip code 32822 the cutoff is 149.8 points, for the zip code 32808 the cutoff is 140.5 points and for the zip code 32805 the cutoff is 136.7 points.

Also in 2005 less than one percent of the housing stock met the criteria for dilapidated housing. By comparison, in 2009 0.8% of the city housing met the same criteria. The zip code 32822 contains the greatest proportion of dilapidated housing with 1.4% of the housing stock meeting the criteria.

**Table 9**  
**Index of Housing Quality**

	2005	2009		2009 Zip Codes					
	General Sample	City Wide Sample		32822		32808		32805	
	Percent	Percent	Cum. Percent	Percent	Cum. Percent	Percent	Cum. Percent	Percent	Cum. Percent
IHQ Scores									
100 or less	-	-	-	-	-	-	-	-	-
101 – 120	0.1	-	-	-	-	-	-	-	-
121 – 140	0.9	.3	.3	.4	.4	2.0	2.0	1.1	1.1
141 – 150	1.0	1.2	1.5	0	.4	.7	2.7	.7	1.8
151 – 160	2.7	4.1	5.6	3.0	3.4	.5	3.3	4.3	6.1
161 – 170	9.2	3.2	8.7	4.0	7.5	5.1	8.4	5.7	11.8
171 – 180	17.2	27.5	36.2	19.2	26.7	15.3	23.8	25.7	37.5
181 – 184	10.4	22.4	58.7	19.1	45.8	24.7	48.5	15.0	52.5
185 – 189	24.4	26.9	85.6	41.2	87.0	42.4	90.9	39.3	91.8
190 – 191	22.1	5.1	90.7	3.1	90.1	208	93.7	2.2	94.0
192	12.0*	9.3	100	9.9	100	6.3	100	6.0	100
Mean	183.3	181.0		182.6		181.7		179.9	
SD	11.7	9.4		8.2		10.3		10.8	
Median	186.5	183.0		185.0		184.5		193.3	
Minimum Score	118	129		128.5		124		129	
Maximum Score	195	192		192		192		192	
N =	480	444		380		317		367	
25 <sup>th</sup> Percentile	177.5	178		180		180.5		176	
50 <sup>th</sup>	186.5	183		185		184.5		183.3	

Percentile								
75 <sup>th</sup> Percentile	192.0	187		187		187		187
% Substandard <sup>1</sup>	7.5	6.1		3.9		4.2		8.1
Dilapidated Units <sup>2</sup>								
Number	2	4		1		6		4
%	0.3	0.8		.04		1.9		1.1

\*in 2005 the highest possible score was 195; <sup>1</sup> Units were identified as substandard if they received fewer than 85% of the maximum possible criteria. <sup>2</sup> Units were identified as dilapidated if their IHQ score was four standard deviations from the mean.

### **Which Orlando residents suffer the worst housing conditions?**

Correlation analyses of the IHQ scores revealed the following patterns for the city wide sample: There were no significant differences by housing type or material. In the 2005 survey, differences did emerge for type of housing structure with single family detached units having slightly higher IHQ scores than other housing types. Also in 2005 wood frame homes had lower IHQ scores than housing units made from other materials.

Square footage was positively associated ( $r = .166$ ) with IHQ scores. Number of floors and length of tenure in the unit were not significantly associated with IHQ score. Similar results were noted in 2005 for square footage and length of tenure in the unit.

Owner occupied units scored higher (mean = 182.28) than renter occupied units (mean = 179.54). Similar results were observed in 2005.

In contrast to the 2005 survey administration, in 2009 there were gender differences with male respondents having higher mean IHQ score (mean = 182.23) compared to female respondents (mean = 179.70).

Respondents who were cohabiting had the highest mean IHQ score (mean = 185.0) while those who were divorced had the lowest mean score (mean = 179.5).

Similar to the 2005 survey findings, age was positively associated with IHQ score ( $r = .105$ ) indicating that the older the respondent the higher their housing quality.

In contrast to the 2005 survey of housing conditions, in 2009 education ( $r = .187$ ) and income ( $r = .342$ ) were both positively associated with IHQ score. In other words respondents with greater levels of educational attainment and higher income also reported higher housing quality.

In eight of ten comparisons IHQ score was significantly associated with neighborhood ratings. In all but one of these the relationship was positive, indicating that respondents who rated their neighborhoods highly also had higher housing quality. The one exception was access to public transportation where the relationship was negative.

### **How about the targeted zip codes?**

#### **32822**

Square footage ( $r = .133$ ), number of floors ( $r = .175$ ) and length of tenure in the unit ( $r = .108$ ) were all significantly and positively associated with IHQ scores.

In contrast to the city wide sample there were no significant IHQ differences by gender, own versus rent, Hispanic ethnicity, or marital status. Similarly, housing type and material were also not significantly associated with IHQ score.

Age ( $r = .142$ ), education ( $r = .125$ ) and income ( $r = .135$ ) were all positively associated with IHQ score

IHQ scores were significantly and positively associated with six of the ten neighborhood rating comparisons.

### **32808**

Square footage, number of floors and length of tenure in a unit were not associated with IHQ scores for respondents in the 32808 zip code.

Respondent age ( $r = .157$ ), educational attainment ( $r = .250$ ) and income ( $r = .132$ ) were all significantly and positively associated with IHQ score.

There were no differences in IHQ score by gender or Hispanic ethnicity.

Renters had a significantly lower mean IHQ score (mean = 179.89) than homeowners (mean = 183.40).

Housing type was associated with IHQ score in the 32808 zip code with mobile homes (mean 187.0) having the highest mean IHQ score compared to single family homes (mean 182.65) and duplexes (mean = 171.58).

Housing construction type was also associated with IHQ score with the highest mean score for steel homes (mean = 184.5) and the lowest for brick homes (mean = 175.72).

Respondents who were cohabiting reported the highest mean IHQ score (185.04) and those who were never married reported the lowest mean IHQ score (mean = 179.43).

### **32805**

Number of floors ( $r = .168$ ) were positively and significantly associated with IHQ score.

Education was negatively ( $r = -.120$ ) and income ( $r = .272$ ) was positively associated with IHQ score. Male respondents has a higher mean IHQ score (182.20) compared to female respondents (178.01) and Hispanic respondents had a higher mean IHQ score (182.78) compared to non Hispanic respondents (179.57).

Own versus rent differences were not statistically significant.

In eight of ten comparisons IHQ scores were significantly and positively associated with neighborhood ratings.

**Table 10**  
**Multiple Regression Analyses of IHQ scores Regressed on Selected Household and Respondent Characteristics**

	Zip Code Samples							
	City Wide Sample		32822		32808		32805	
	b	p	b	p	b	p	b	p
Constant	171.541	.000***	182.444	.000***	178.045	.000***	177.753	.000***
Rent (Rent = 1)	-.364	.726	1.440	.144	-.948	.516	.709	.631
Male (Male = 1)	.797	.387	.413	.646	.704	.525	4.131	<b>.001**</b>
Black	-.123	.928	-.486	.722	1.663	.175	-3.105	<b>.044*</b>
Asian	-2.508	.462	1.659	.594	-1.244	.804	4.311	.607
White	-	-	-	-	-	-	-	-
Hispanic	2.394	<b>.035*</b>	.330	.734	.855	.502	1.522	.409
Domestic Partnership	4.749	.069	1.653	.388	5.408	<b>.039*</b>	-5.694	<b>.021*</b>
Widowed	-.548	.819	-.277	.889	.499	.849	-.534	.841
Not Married	-2.037	.185	-2.684	<b>.038*</b>	3.252	.068	-2.163	.212
Never Married	-1.403	.279	-.817	.471	-.230	.889	-.097	.950
Other Marital	-19.009	<b>.000***</b>	-5.097	<b>.039*</b>	.220	.948	-10.052	<b>.000***</b>
Married	-	-	-	-	-	-	-	-
Duplex	.911	.645	-4.687	.051	-9.149	<b>.000***</b>	1.323	.583
Tri/Quadplex	3.341	.412	3.715	.356	-	-	-	
Mobile Home	-2.826	.644	-3.469	.141	5.910	.628	2.845	.898
Multi-Family Home	-.054	.961	-2.480	<b>.023*</b>	.732	.610	-1.140	.441
Single Family Home	-	-	-	-	-	-	-	-
Concrete	.650	.568	.134	.894	.429	.764	1.321	.469
Other Construction	3.819	<b>.027*</b>	1.854	.207	-7.395	<b>.000***</b>	1.530	.481
Wood Frame	-	-	-	-	-	-	-	-
Employed (Employed = 1)	.754	.431	2.399	<b>.009**</b>	.084	.941	-.361	.775
Education	.921	<b>.005**</b>	.059	.841	.632	.087	.263	.490
Age	.024	.524	.060	.082	.001	.981	-.025	.578
Income	.234	.254	.185	.276	.163	.452	.447	<b>.023*</b>
Number Residents	-.065	.872	-1.505	<b>.000***</b>	-.259	.587	-.214	.658
R2 =	.175		.127		.230		.143	
N =	443		379		316		366	

Table notes: Several of the independent variables in these equations are what statisticians call “nominal” variables. Regression analysis as employed here is used to estimate the *linear* relationships among a set of

variables. But many of the variables we seek to examine are not linear, for example, race, marital status, housing type, etc. So rather than entering these variables as single variables (like we do with age, education, income, and so on), each category of the variable is expressed as its own variable. Thus, the variable of race is expressed as white vs. non-white, black vs. non-black, other vs. non-other, etc. Note moreover that in a variable with, say, three categories (e.g., race expressed as black, white or other), if you know a respondent's value on any two, the third is fixed (i.e., non-white and non-black implies other). So in all such variable series, one category must be omitted from the regression and the coefficients for the non-omitted categories are expressed as deviations from the mean value in that omitted category. Omitted categories are noted in the table cells with dashes (-).

To illustrate, note the coefficients in the above table for the general sample listed for the variables Black (= -.123) and Asian (= -2.58). These two coefficients express the average **IHQ** scores for blacks and Asians as deviations from the average **IHQ** for whites (net of all other variables in the model). In other words, holding all other factors constant, blacks average .123 fewer **IHQ** points than whites. Note finally the corresponding p-values for these two coefficients. Both are larger than .05 and are therefore not statistically significant.

Multiple regression analyses results are presented in Table 10. In the regressions summarized in the table, **IHQ** score is the dependent variable (the "outcome" we are trying to predict), with the independent variables ("regressors," the variables whose effects on **IHQ** we want to estimate) as indicated. Cell entries are raw (unstandardized) regression coefficients and their associated p-values (degree of statistical significance against the null hypothesis that the true coefficient is zero). Thus, the cell entries show the predicted change (increase or decrease) in **IHQ** score associated with a one-unit change in each regressor, net of all other variables in the model (i.e., holding all other variables statistically constant).

To illustrate, please note that in the city wide sample, the coefficient for Hispanic is 2.394 and the associated p-value = .035. What this means is that when all other variables in the model are held constant statistically, the average **IHQ** for Hispanic respondents is 2.394 points *more* than the average **IHQ** for respondents who are not Hispanic. Such a result would only be expected 35 times in a thousand in independent probability samples drawn from a population where the true coefficient is zero (i.e. the coefficient is "statistically significant").

Results in Table 10 are presented separately for each of the four samples (city wide and three zip codes).

Only one variable (OTHER MARITAL) was statistically significant across all the samples. That is, respondents who are in the "other" category for marital status had significant *lower IHQ's* than married respondents in all four samples, with the magnitude of the effect varying from -5 to -19.

Two variables were statistically significant across two of the samples. Housing units that had some "other construction" had significantly *higher IHQ* scores than housing units than wood frame units. Domestic partnerships or cohabiting couples had higher **IHQ** scores in the 32808 zip code but lower **IHQ** scores in the 32805 zip code compared to married couples.

Variables significant in at least one of the models:

In the city wide sample:

- Hispanic respondents had higher **IHQ** scores compared to non Hispanic respondents.
- Greater educational attainment was associated with higher **IHQ** scores.

In zip code 32822:

Respondents who were not married had lower **IHQ** scores compared to married respondents.

Multi-family units had lower **IHQ** scores compared to single family units.

Employed respondents lived in housing units with higher **IHQ** scores compared to unemployed respondents.

Housing units with more people living in them had lower **IHQ** scores.

In zip code 32808:

Respondents who lived in duplexes had lower **IHQ** scores compared to respondents who lived in single family homes.

In zip code 32805:

Male respondents had higher **IHQ** scores than female respondents.

Black respondents had lower **IHQ** scores than white respondents.

Respondents with higher incomes had higher **IHQ** scores.

Table 11 provides an overview of housing conditions as observed in the various income groups (all data are for the city wide sample). In the 2005 survey we examined housing conditions for single person households versus households with multiple people because the lowest income category contained the greatest proportion of single person households. In 2009 one third of those with incomes below \$15,000 were single person households. Consequently we decided to replicate the 2005 analysis and examine the relationship between housing conditions separately for single and multiple person households. The top half of the table considers the entire city wide sample and the bottom half of the table considers those households with multiple persons. The largest proportion of substandard housing units were located among households in the lowest income group. However housing units in this income group did not have the smallest amount of space per person, the largest number of persons per bedroom or the lowest mean **IHQ** score. These designations fell to housing units in the next to lowest income group. When we consider housing units with multiple persons only, the bottom two income groups look more similar. Similar patterns were observed in the 2005 sample (Table 12).

**Table 11**  
**Poverty and Housing Conditions – 2009 City Wide Sample**

City Wide Sample				
Income Group	Space/Person	Persons/Bedroom	Mean IHQ	% Substandard
Less than 15K	745.7	1.18	176.9	15.0
15k – 30K	543.5	1.26	175.3	13.1
30-50K	741.1	1.00	180.8	5.6
Greater than 50K	879.2	.93	182.6	4.1
Total	811.7	1.01	181.0	6.1
Multiple Person Households Only				
Income Group	Space/Person	Persons/Bedroom	Mean IHQ	% Substandard
Less than 15K	590.8	1.35	174.1	15.4
15k – 30K	418.0	1.41	174.9	15.4
30-50K	516.5	1.16	181.0	5.6
Greater than 50K	749.0	1.01	183.0	2.9
Total	672.7	1.11	181.2	5.6

**Table 12**  
**2005 Poverty and Housing Overview General Sample**

<b>All Respondents</b>				
<b>Income Group</b>	<b>Space/Person</b>	<b>Persons/Bedroom</b>	<b>Mean IHQ</b>	<b>% Substandard</b>
Extremely Poor	630.0	1.15	179.5	14.5
Poor	530.0	1.18	177.5	16.7
Moderate Income	629.2	1.13	178.9	13.2
\$40-60K per year	685.3	1.03	180.9	12.5
Above \$60k per year	756.6	0.95	184.1	5.4
Total	650.1	1.11	179.9	12.9
<b>Multiple Person Households Only</b>				
<b>Income Group</b>	<b>Space/Person</b>	<b>Persons/Bedroom</b>	<b>Mean IHQ</b>	<b>% Substandard</b>
Extremely Poor	460.9	1.41	179.3	15.6
Poor	400.1	1.36	177.1	17.8
Moderate Income	451.1	1.29	178.9	12.6
\$40-60K per year	528.5	1.18	180.8	12.8
Above \$60k per year	670.8	1.02	184.1	5.1
Total	515.4	1.27	179.9	12.9

Table 13 considers housing conditions for the different income groups separately for the three targeted zip codes. In general the same patterns are observed in the three targeted zip codes as in the city wide sample, that is housing conditions are better in the higher income groups. Notable in the table, however, is the high proportion of substandard units in the 32805 zip code for both the entire zip code sample (23.4%) and for multiple-person households only (30.2%).



**Table 13**  
**Poverty and Housing Conditions – 2009 Targeted Zip Code Samples**

	Space/Person			Persons/Bedroom			Mean IHQ			% Substandard		
	32822	32808	32805	32822	32808	32805	32822	32808	32805	32822	32808	32805
Less than 15K	672.1	698.4	679.3	1.17	1.30	1.25	179.8	180.7	174.9	8.9	8.2	23.4
15k - 50K	633.4	595.4	611.1	1.08	1.10	1.17	181.9	180.1	177.7	5.8	4.9	12.4
30-50K	653.8	893.1	582.0	1.12	1.06	1.08	183.6	181.5	184.6	2.1	8.7	0
Greater than 50K	650.3	788.3	917.0	1.04	.94	.93	183.6	184.6	183.3	1.2	2.6	0
Total	651.0	748.0	730.0	1.09	1.09	1.14	182.6	181.8	179.2	3.8	5.5	10.6
<b>Zip Codes with Multiple Person Households Only</b>												
	Space/Person			Persons/Bedroom			Mean IHQ			% Substandard		
	32822	32808	32805	32822	32808	32805	32822	32808	32805	32822	32808	32805
Less than 15K	481.5	572.2	595.7	1.39	1.61	1.45	177.2	178.7	172.0	13.3	9.1	30.2
15k – 30K	473.6	465.8	534.7	1.21	1.117	1.28	181.0	179.0	178.0	7.0	5.7	15.1
30-50K	459.7	628.2	467.2	1.30	1.26	1.16	183.2	182.8	184.4	2.8	6.3	0
Greater than 50K	573.4	719.4	815.8	1.11	.98	1.05	183.1	184.5	182.7	1.4	2.8	0
Total	512.8	620.0	640.3	1.23	1.19	1.27	181.8	181.4	178.8	4.9	5.3	12.4

### **Research Implications and Recommendations**

Throughout the text of this report we have discussed the survey results and their implication for the city's housing stock. Here we note briefly upon what we see as the major research implications that ensue from this work.

The use of telephone surveys only was an effective data collection method for information on the housing conditions in the City of Orlando.

Using the 2005 survey for baseline comparisons allowed us to examine changes in the housing conditions over a five year period. In general housing conditions have slightly improved in the city. Including new questions on housing foreclosures, for-sale signs and vacant homes allows a glimpse of the impact of the national recession on the local housing stock. Follow-up surveys should continue to include these questions to better evaluate the long term impact of the economy on housing conditions.

**Appendix 1**  
**Survey Instrument**

**City of Orlando**  
**Survey of Housing Conditions, 2009**

Hi, my name is \_\_\_\_\_. I'm a student at UCF and we're doing a survey about housing conditions for the City of Orlando. I am not selling anything! The survey takes about 15 minutes and asks you questions about your housing unit and your neighborhood.

**[INTERVIEWER: Add as necessary to assure respondent: Let me stress that your participation in this survey is completely voluntary and confidential. The survey is being sponsored by the City of Orlando. Do you have any questions you want to ask about the survey? Your number was chosen at random to participate in this survey. You will not be identified by name in any document we produce. We are interviewing approximately 1000 people and your answers will be combined with everyone else's. You have the right to refuse to answer any question you want. You may also terminate the interview at any time.]**

I can only interview people who are 18 years of age or older. Are you at least 18?

1 Yes → Continue

0 No → May I please speak to anyone in the household who is at least 18?

Also, I can only interview people who are residents of Orlando. Are you a resident of the City or do you live in unincorporated Orange County, that is, outside the Orlando city limits.

1 Live in Orlando

0 Live outside Orlando → Apologize for the interruption and terminate interview

OK, let's get started:

1. First, which of the following best describes the kind of **residence or dwelling unit** you and your family live in? Is it a:

1 single family detached home

2 duplex

3 triplex or quadra-plex

4 a mobile or manufactured home

5 a multi-family structure containing five or more units →

Is that a

1 multi-unit apartment building

2 town home

3 condominium or co-op building

4 single-room occupancy (SRO) building

5 Something else → Follow up as necessary and record response verbatim

2. How many stories or floors are there in the building you live in?

\_\_\_\_\_ stories or floors

3. Which of the following best describes the construction of the building?

1...Wood frame

2...Concrete block

3...Brick

4...Steel frame

5...Other (please specify) \_\_\_\_\_

6...I don't know

The next several questions ask about specific characteristics of your dwelling unit.

4. What is the approximate square footage of living space in your unit? \_\_\_\_\_ SQ FT

5. How many bedrooms are there in your unit? \_\_\_\_\_ bedrooms

6. How many full bathrooms and half bathrooms? \_\_\_\_\_ full  
\_\_\_\_\_ half

7. Including you, how many people, altogether, regularly live in your dwelling unit?  
\_\_\_\_\_ RECORD NUMBER

8. How many are adults and how many are children under the age of 18:

\_\_\_\_\_ ADULTS  
\_\_\_\_\_ CHILDREN

9. How many are males and how many females?

\_\_\_\_\_ MALES  
\_\_\_\_\_ FEMALES

10. Is anyone in the household using a dining room, living room, or garage as a bedroom?

1 YES  
0 NO

11. Does your unit have its own cooking facilities or do you share cooking facilities with another unit?

1 I have my own cooking facilities  
2 I share cooking facilities with another unit or units  
3 I do not have any cooking facilities  
9 All missing

12. Does your kitchen or cooking area have...

YES NO a working kitchen sink?  
YES NO an attached or unattached cook top?  
YES NO oven, range or microwave?  
YES NO a working refrigerator?

The next several questions deal with various problems that you may or may not currently experience with your dwelling unit. If you live in a structure containing more than one dwelling unit, please remember that **these questions refer just to your dwelling unit.**

### Roof

13. Does the roof leak into your living space?

0...No  
1...Yes  
2...Does not apply, no roof

14. Does the ceiling sag noticeably?

0...No  
1...Yes

15. Does the roof have missing tiles or shingles?

0...No  
1...Yes, a few (less than 12)  
2...Yes, many are missing  
3...Yes, most are missing  
9...I don't know

### Slab or Foundation

16. Does the foundation or slab leak anywhere?  
0...No  
1...Yes  
9...I don't know/does not apply
17. Is the building's foundation level?  
0...No  
1...Yes  
9...I don't know/does not apply

### Exterior Walls

18. Are there visible cracks in the exterior of the building?  
0...No,  
1...Yes, minor cracks  
2...Yes, major cracks (cracks which are at least 1/4 inch wide)  
9 All Missing
19. Are there any holes, breaks, or loose or rotting boards or timbers on any of the exterior walls?  
0...No  
1...Yes, a few  
2...Yes, many  
9 Missing

### Interior Wall

20. Are there visible cracks in the interior walls?  
0...No  
1...Yes, minor cracks  
2...Yes, major cracks (cracks which are at least ¼ inch wide)
21. Do you ever feel or see moisture/mold on the interior walls?  
0...No  
1...Yes, but rarely  
2...Yes, frequently

### Gas, Electricity, Utilities

22. Which of the following utilities do you have in your home?
- |                        |     |    |
|------------------------|-----|----|
| Natural gas.....       | Yes | No |
| Propane gas.....       | Yes | No |
| Electrical service.... | Yes | No |
| City water.....        | Yes | No |
| City sewer.....        | Yes | No |
23. Are there at least two working electrical outlets in each room (not including bathrooms and laundry rooms)?  
0...No  
1...Yes, with a few exceptions  
2...Yes, in all rooms
24. Do the electrical outlets and switches work?  
0...No, most or all of them don't work like they're supposed to  
1...Most of them work  
2...All of them work
25. Do you ever blow fuses or pop the circuit breakers under normal use?

- 0...No, never
- 1...Yes, from time to time
- 2...Yes, frequently

#### Windows

- 26. Do the windows in the unit open and shut freely?
  - 0...No, most of the windows are hard or impossible to open
  - 1...Yes, most of them open and shut freely but some do not
  - 2...Yes, all of them open and shut freely
  - 3...Does not apply, no windows
- 27. Are there any cracked, broken or missing windows in your unit?
  - 0...No
  - 1...Yes, a few
  - 2...Yes, many
- 28. Can you feel air leaking in around your windows?
  - 0 No
  - 1 Yes, around a few of them
  - 2 Yes, around all of them
- 29. Do your windows have locks?
  - 0...No
  - 1...Yes
  - 2...Yes, but not all work properly

#### Kitchen Bathrooms and Plumbing

- 30. Do you have a hot water heater in your unit?
  - 0...No
  - 1...Yes, but it is not working
  - 2...Yes, and it works
  - 3...We have a hot water heater but it is not in the unit
- 31. Is there hot and cold running water in the kitchen and all the bathrooms?
  - 0...No
  - 1...Yes
  - 2...Yes, but currently the running water is not working
  - 3...Not applicable, no water service
- 32. Do all the sinks, bathtubs and shower stalls drain properly?
  - 0...No
  - 1...Yes, some do
  - 2...Yes, all of them do
  - 3...Not applicable, no water service or bathroom facility
- 33. Do all the toilets flush properly?
  - 0...No
  - 1...Yes, some do
  - 2...Yes, all of them do
  - 3...Not applicable, no water service or bathroom facility

34. Are there any leaks in any of the plumbing?  
0...No  
1...Yes  
2...Not applicable, no water service or plumbing

#### **Floors, Doors, and Stairways**

35. Are the floors of the unit level?  
0...No  
1...Yes, some are  
2...Yes, all of them are
36. Are the interior stairs safe and solid?  
0...No  
1...Yes  
9...Not applicable. No interior stairs. (All one story)
37. Are there any holes in your flooring?  
0...No, none  
1...Yes, some minor holes  
2...Yes, major holes
38. Do the **inside** doors open and close easily?  
0...None of the inside doors open and close easily  
1...A few open and close easily but most do not  
2...Most open and close easily but a few do not  
3...All of them open and close easily  
4...I have no inside doors
39. Do the **outside** doors open and close easily?  
0...None of the inside doors open and close easily  
1...A few open and close easily but most do not  
2...Most open and close easily but a few do not  
3...All of them open and close easily  
9...I have no outside doors
40. Do all of the exterior doors have locks?  
1...No  
2...Yes  
3...Yes, but not all work properly
41. Are there any obstructions in or around the outside doors that make it hard to get in and out of the building?  
0...No  
1...Yes
42. Are the outside stairs and porches in good condition?  
0...No  
1...Yes  
9...Not applicable, no outside stairs or porches  
8...No exterior stairs but they are needed

#### **Health and Safety**

43. Does your dwelling unit have any obvious termite damage?  
0...No, none  
1...Yes, minor damage only  
2...Yes, major damage  
3...I don't know
44. Are roaches, mice, rats or other vermin a problem?



- 0...No, not a problem
- 1...Yes, a minor problem
- 2...Yes, a major problem
- 3...I don't know

45. Is mold a problem in the dwelling unit?

- 0...No
- 1...Yes, a minor problem
- 2...Yes, a major problem
- 3...I don't know

46. Has anyone living in the dwelling unit developed health problems or experienced worsened problems due to the unit's condition?

- 0...No
- 1...Yes
- 2...I don't know

47. Does your dwelling unit or building have lighting around the exterior?

- 0...No
- 1...Yes
- 9...I don't know

#### **Heating and Air Conditioning**

48. Is your unit heated? If yes, how?

- 0 No, unit is not heated
- 1 Central heating unit
- 2 Wall or window heating unit(s)
- 3 Space heaters
- 4 Fireplace
- 5 Propane or oil

49. IF YES: Does your heating system keep your unit comfortable even on the coldest days?

- 0...No
- 1...Yes
- 2...Not applicable, no heat

50. Is your unit air-conditioned?

- 0 No
- 1 Central AC unit
- 2 Wall or window AC unit(s)
- 3 Portable units

51. IF YES: Does the AC keep your unit comfortable even on the hottest days?

- 0...No
- 1...Yes
- 2...Not applicable, no air conditioning

#### **Paint**

52. To the best of your knowledge, is there any lead paint in the **interior** of your unit?

- 0...No
- 1...Yes
- 9...I don't know

53. To the best of your knowledge, is there any lead paint on the **exterior** of your unit?

- 0...No
- 1...Yes
- 9...I don't know

54. Do you have any chipping or peeling paint on the **inside** or **outside** of the unit?

*Inside*

- 0...No
- 1...Yes, a little
- 2...Yes, a lot

*Outside*

- 0...No
- 1...Yes, a little
- 2...Yes, a lot

**Disabilities**

55. Does anyone living in your household have any sort of physical disability that limits their mobility?

- 0...No
- 1...Yes

56. If YES: Has the unit or building you live in been adapted to accommodate that person's needs?

- 0...No, and there is no need to do so
- 1...No, but it needs to be
- 2...Yes

56-A. 65. In general, how would you rate the overall condition of your dwelling unit?

- 1...Poor
- 2...Fair
- 3...Good
- 4...Excellent

Now let me ask some questions about your neighborhood...

57. How would you rate your neighborhood on the following dimensions – excellent, good, fair or poor?

	Excellent	Good	Fair	Poor	N/A
a. City services.....	4	3	2	1	9
b. Place to raise children.....	4	3	2	1	9
c. Local schools..... 4	3	2	1	9	
d. Convenience to shopping..... 4	3	2	1	9	
e. Convenience to services.....	4	3	2	1	9
f. Access to public transportation....	4	3	2	1	9
g. Police protection.....	4	3	2	1	9
h. Fire protection..... 4	3	2	1	9	
i. Recreation, community facilities..	4	3	2	1	9
j. Trash collection.....4	3	2	1	9	

58. Do you own or rent your dwelling unit?

- 1...Rent
- 2...Own
- 3...Some other arrangement → PROBE AND RECORD

## Approximate Monthly Housing Costs

### RENTERS

59. What is your monthly rent payment? \$\_\_\_\_\_

60. And about how much do you pay each month for utilities? \$\_\_\_\_\_

\*If the rent payment includes utilities, enter zero. If R says "it varies," ask for a best guess about the average cost of utilities over the year.

### OWNERS

61. If your home went onto the market today, approximately what do you think it would sell for?

\_\_\_\_\_ THOUSAND DOLLARS

What are your:

62. Monthly mortgage payments\* \$\_\_\_\_\_

63. Monthly utilities\*\* \$\_\_\_\_\_

\*If R owns the home outright and does not have a mortgage, enter a zero on the "monthly mortgage payment" line.

\*\*Enter the approximate average monthly utilities payments (electricity, gas, sewer and water bills). If R says "it varies," ask for a best guess about the average cost of utilities over the year.

64. Are there any foreclosed properties in your neighborhood?

0 NO

1 YES→ About how many foreclosed properties are there:

1 Just one

2 Two or three

3 Four or five

4 More than 5

65. About how many "For-Sale" signs are there in your neighborhood?

0 None

1 1-2

2 3-5

3 Over 5

9 All missing

66. About how many "For Rent" signs are there in your neighborhood?

0 None

1 1-2

2 3-5

3 Over 5

9 All missing

67. Are there any vacant homes in your neighborhood?

- 0 No
- 1 Yes
- 9 All missing

68. IF YES to 67: What condition are those vacant homes in – would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 All missing

69. Are you personally or are any of your neighbors currently experiencing a foreclosure?

- 0 No
- 1 Yes
- 9 All missing

IF YES to the above: There are free resources offered by the City and the County to assist in avoiding foreclosure. Would you like me to give you a number that you can call for help?

City of Orlando Housing and Community Development Department 407-246-2708  
 Orange County Housing and Community Development Department 407-836-5150

Now, just a few more questions for classification purposes and we'll be finished.

70. RECORD R'S GENDER as MALE or FEMALE

71. In what year were you born? I don't need the exact birthday, just the year. RECORD YEAR OF BIRTH.

72. Are you currently:

- 1...Married
- 2...Domestic Partnership/Civil Union/Cohabiting
- 3...Widowed
- 4...Divorced
- 5...Separated
- 6...Never married
- 7...Other: \_\_\_\_\_

73. Please identify the relationship of yourself to the head of household

- 1...I am the head of household
- 2...I am the Spouse/Domestic Partner
- 3...Child
- 4...Other relative
- 5...Other: PROBE AND RECORD

74. Are you currently:

- 1...Employed full time outside of the home
- 2...Employed part time outside of the home
- 3...Employed in the home
- 4...Not employed
- 5...Retired
- 6...Disabled
- 7...All other \_\_\_\_\_

75. How long have you lived in your current dwelling unit? RECORD NUMBER OF YEARS. 0 = LESS THAN ONE YEAR. 99 = ALL MISSING

76. What is the last grade or class you completed in school?

- 0 None, or grades 1 to 8
- 1 Grades 9 – 11, no high school degree
- 2 High school graduate, grade 12, GED
- 3 Business, technical or vocational school after high school
- 4 Some college, but no four-year degree
- 5 College or university graduate
- 6 Post-graduate schooling
- 7 Other. PROBE AND RECORD

77. What do you consider to be your main racial identification? Are you...

- 1 White
- 2 Black/African-American
- 3 Asian
- 4 American Indian/Alaskan Native
- 5 Native Hawaiian/Other Pacific Islander
- 6 Bi-racial or multi-racial
- 7 Other → Please specify \_\_\_\_\_

78. Do you consider yourself to be of Hispanic, Latino, Caribbean, or Central or South American heritage?

0...No

1...Yes → Which of the following best describes your national origin?

- 1 Mexico
- 2 Puerto Rico
- 3 Cuba
- 4 Other Caribbean
- 5 Central America
- 6 South America
- 7 Other → PROBE AND RECORD

80. And finally, just so we know how the participants in our survey are doing, which of the following categories comes closest to your overall family or household income this year, before taxes?

- 1...Less than \$15,000
- 2...\$15,000 - \$19,999
- 3...\$20-29,999
- 4...\$30-49,999
- 5...\$50-74,999
- 6...\$75-99,999
- 7...\$100,000-\$149,999
- 8... \$150,000 or more

**That completes the survey! Thank you for your participation. [TERMINATE INTERVIEW]**

## **Appendix 2**

### **Weighted Marginals**

**2009 Survey of Housing Conditions**  
(Orlando and Zip Codes 32822, 32808 and 32805)

Weighted N

Which of the following best describes the kind of **residence or dwelling unit** you and your family live in? Just check the appropriate box.

Single family detached home	58.8	33.7	53.7	55.9
Duplex	4.3	4.9	9.0	7.6
Triplex or quadraplex	2.9	1.1	---	0.4
Mobile or manufactured home	0.5	4.7	0.4	1.5
Multi-family structure (4 or more units)	32.8	55.7	37.0	34.6
DK/NA/Refused/Missing	0.8	---	---	---

How many stories or floors are there in the building you live in?

One	50.2	38.8	65.9	69.2
Two	32.8	41.4	23.3	20.3
Three	11.8	19.6	9.2	6.3
Four	0.6	---	1.0	0.1
Five-Ten	1.8	0.1	0.2	4.1
More than ten	2.8	---	---	---
DK/NA/Refused/Missing	---	.01	.02	---

Which of the following best describes the construction of the building?

Wood frame	15.7	21.1	16.6	11.3
Concrete block	67.5	53.0	65.1	67.9
Brick	5.3	4.5	8.5	17.3
Steel frame	1.3	1.9	1.0	0.7
Other (please specify)	3.2	6.4	3.0	0.4
DK/NA/Refused/Missing	7.0	13.2	5.9	2.5

What is the approximate square footage of living space in your unit?

Less than 500	0.9	0.3	0.1	1.7
500-749	1.7	3.1	1.6	2.8
750-999	4.2	11.3	5.6	3.7
100-1199	12.5	14.4	4.5	1.6
1200-1499	13.6	12.8	11.0	6.6
1500-1999	14.4	12.0	16.6	8.3
2000-2499	10.2	3.3	6.6	5.3
2500-2999	4.8	1.0	3.2	1.6
3000 or more	8.4	10.6	1.6	2.0
DK/NA/Refused/Missing	26.4	31.2	49.2	66.4

How many bedrooms are there in your unit?

One	9.7	10.5	8.1	15.6
Two	26.3	46.5	29.1	32.3
Three	43.3	32.3	42.5	40.3
Four	17.9	9.0	18.5	10.4
Five or more	2.6	1.7	1.4	1.4
DK/NA/Refused/Missing	0.3	0.1	0.3	---

How many full bathrooms?

One				
Two				
Three or more				
DK/NA/Refused/Missing				---

How many half bathrooms?

None	72.0	72.3	69.4	73.7
One	23.1	17.4	22.0	16.0
Two or more	1.3	0.3	---	0.1
DK/NA/Refused/Missing	3.6	10.0	8.6	10.2

Including you, how many people, altogether, regularly live in your dwelling unit?

One	21.7	20.5	19.3	24.9
Two	31.9	34.9	25.3	29.4
Three	19.6	19.3	20.4	19.9
Four	16.7	12.1	17.4	14.9
Five	7.1	8.3	9.2	6.2
Six or More	3.0	3.8	8.1	4.6
DK/Refused/Missing	0.1	1.1	0.2	0.1

How many are adults?

One	28.7	25.7	24.7	34.2
Two	53.4	53.4	46.0	46.1
Three	9.4	14.2	20.7	12.8
Four	6.9	3.7	6.4	3.5
Five	1.7	0.8	1.5	2.8
Six or More	---	0.1	0.3	---
DK/Refused/Missing	---	2.1	0.4	0.6

And how many are children under the age of 18?

None	59.6	55.3	51.1	56.9
One	17.3	18.2	16.4	17.1
Two	13.3	9.1	17.1	7.0
Three	6.1	8.3	5.5	8.2
Four	---	0.7	2.9	2.3



Five	0.3	---	1.2	---
Six or More	---	0.8	0.2	0.8
DK/Refused/Missing	3.4	7.6	5.6	7.6

How many are males?

None	12.9	14.8	15.5	18.7
One	53.8	45.0	42.5	48.8
Two	25.9	26.7	24.9	22.3
Three	3.0	7.2	12.6	6.2
Four	3.2	2.7	2.3	1.6
Five	0.1	0.5	0.6	0.7
Six or More	---	0.5	---	---
DK/Refused/Missing	1.0	2.5	1.6	1.8

And how many are females?

None	13.7	13.6	12.5	14.5
One	50.9	53.1	43.1	47.6
Two	18.7	23.3	26.7	18.9
Three	12.6	4.6	9.1	10.3
Four	2.3	2.5	5.4	2.7
Five	0.1	0.9	2.3	1.5
Six or More	0.3	---	---	1.0
DK/Refused/Missing	1.3	2.1	0.8	3.3

Is anyone in the household using a dining, living room or garage as a bedroom?

Yes	2.6	3.4	6.2	5.1
No	95.8	96.2	93.8	94.5
DK/Refused/Missing	1.6	0.4	---	0.4

Does your unit have its own cooking facilities (a stove, range, oven, cook top, etc.) or do you share cooking facilities with another unit?

I have my own cooking facilities	98.0	99.8	99.4	98.1
I share cooking facilities with another unit or units	1.4	---	---	0.2
I do not have any cooking facilities	0.5	0.2	0.6	1.7
DK/Refused/Missing	---	---	---	---

Does your kitchen or cooking area have a working kitchen sink?

No	0.1	1.6	1.2	1.7
Yes	99.9	98.4	98.8	97.6
Missing	---	0.1	---	0.7

Does your kitchen or cooking area have an attached or unattached cook top?

No  
Yes  
Missing

Does your kitchen or cooking area have an oven, range or microwave?

No	1.0	0.5	0.5	0.4
Yes	99.0	99.5	99.5	99.6
Missing	---	0.1	---	---

Does your kitchen or cooking area have a working refrigerator?

No	---	0.8	0.8	1.2
Yes	100.0	99.2	99.2	98.8
Missing	---	0.1	---	---

The next several questions deal with various problems that you may or may not currently experience with your dwelling unit. If you live in a structure containing more than one dwelling unit, please remember that **these questions refer just to your dwelling unit.**

Does the roof leak into your living space?

No	95.0	93.6	91.5	92.4
Yes	4.7	5.2	8.5	7.4
Does not apply, no roof	0.2	0.1	0.1	0.1
All Missing	0.1	1.2	---	---

Does the ceiling sag noticeably?

No	97.1	94.8	94.3	89.8
Yes	2.3	5.2	8.5	7.4
All Missing	0.5	0.1	0.1	0.3

Does the roof have missing tiles or shingles?

No	93.4	93.7	91.4	89.3
Yes, a few	2.5	2.0	3.6	3.4
Yes, many are missing	---	0.1	0.4	0.4
Yes, most are missing	0.2	---	0.4	0.4
DK/NA/Refused/Missing	3.8	4.2	4.5	6.5

Does the foundation or slab leak anywhere?

No	91.8	92.2	94.2	90.2
Yes	4.2	5.0	3.8	5.6

Don't know	3.2	2.8	2.0	4.2
All other missing	0.8	0.1	---	---

Is the building's foundation level?

No	8.1	5.1	4.1	9.2
Yes	87.7	90.1	93.3	86.7
Don't know	4.2	4.8	2.1	4.0
Missing	---	0.1	0.5	---

Are there visible cracks in the exterior of the building?

No	89.9	87.9	85.5	82.7
Yes, minor cracks	9.2	8.7	9.3	12.1
Yes, major cracks	0.6	2.2	2.9	4.3
DK/NA/Other	0.4	1.2	2.3	0.8

Are there any holes, breaks, or loose or rotting boards or timbers on any of the exterior walls?

No	96.5	93.9	87.8	87.2
Yes, a few	2.5	5.5	8.5	8.4
Yes, many	1.0	---	3.5	2.5
DK/NA/Other	---	0.7	0.2	1.9

Are there visible cracks in the interior walls?

No	89.9	94.0	92.8	82.1
Yes, minor cracks	9.1	5.5	4.1	13.8
Yes, major cracks	1.1	0.4	2.8	3.7
DK/NA	---	0.1	0.3	0.4

Do you ever feel or see moisture/mold on the interior walls?

No	89.9	86.8	87.3	83.3
Yes, but rarely	7.0	9.8	8.9	10.7
Yes, frequently	3.0	3.3	3.3	5.7
DK/NA	0.1	0.1	0.4	0.3

Which of the following utilities do you have in your home?

Natural gas

No	90.0	90.4	88.5	86.5
Yes	9.5	9.0	11.1	12.5
Missing	0.5	0.6	0.4	1.5

Propane gas

No	93.7	97.7	96.5	91.9
Yes	5.5	1.6	3.1	6.6
Missing	0.8	0.6	0.4	1.5

Electrical Service

No	1.5	0.1	---	2.2
Yes	98.5	99.5	100.0	97.8
Missing	---	0.4	---	---

City Water

No	2.8	1.9	1.3	1.1
Yes	95.9	96.8	97.9	98.3
Missing	1.3	1.3	0.8	0.7

City Sewer

No	2.6	1.6	2.4	5.2
Yes	94.8	96.7	96.7	94.2
Missing	2.6	1.7	0.9	0.7

Are there at least two working electrical outlets in each room (not including bathrooms and laundry rooms)?

No	0.9	2.1	1.9	3.1
Yes, with a few exceptions	1.7	1.1	1.3	3.0
Yes, in all rooms	97.4	95.5	95.8	93.3
DK/NA	---	1.2	1.0	0.6

Do the electrical outlets and switches work?

No, most or all of them don't	0.4	1.7	3.3	2.7
Most of them work	5.0	6.9	6.0	5.8
All of them work	94.7	91.4	90.5	91.6
Missing	---	---	0.2	---

Do you ever blow fuses or pop the circuit breakers under normal use?

No, never	87.7	82.4	83.2	82.7
Yes, from time to time	10.4	13.4	14.3	14.6
Yes, frequently	0.9	3.2	2.1	2.0
DK/NA	1.0	1.0	0.4	0.7

Do the windows in the unit open and shut freely?

No, most of the windows are hard or impossible to open	5.0	3.4	1.5	5.5
Yes, most of them open and shut freely but a few do not	7.8	5.2	3.3	5.6
Yes, all of them open and shut freely	87.1	90.3	93.8	88.7
Does not apply, no windows	---	---	0.2	---
Other missing	0.1	1.1	1.3	0.3

Are there any cracked, broken or missing windows in your unit?

No	95.4	94.2	93.7	92.0
Yes, a few	4.2	5.8	5.6	7.5
Yes, many	---	---	0.2	0.6
All missing	0.3	---	0.4	0.6

Can you feel air leaking in around your windows?

No	85.7	88.0	79.3	77.9
Yes, around a few of them	10.5	8.7	13.2	12.7
Yes, around all of them	3.6	2.7	6.3	9.
Missing	0.3	0.6	1.2	0.2

Do your windows have locks?

No	5.6	2.5	4.6	6.3
Yes	90.9	95.8	93.6	91.8
Yes, but not all are working properly	3.3	1.4	1.4	1.9
All missing	0.3	0.2	0.4	---

Do you have a hot water heater in your unit?

No	1.3	1.8	1.7	3.9
Yes, but it is not working	1.1	0.7	0.3	0.6
Yes, and it works	95.3	95.2	93.5	93.0
We have a hot water heater but it is not in the unit	0.1	0.4	2.1	---

Is there hot and cold running water in the kitchen and all the bathrooms?

No	---	0.7	0.3	---
Yes	99.5	97.0	97.0	98.8
Yes, but currently the running water is not working	0.5	2.3	2.5	1.0
Not applicable, no water service	---	---	0.2	---

Do all the sinks, bathtubs and shower stalls drain properly?

No	3.9	2.9	2.9	2.3
----	-----	-----	-----	-----

Yes, some do	3.2	3.1	5.4	2.6
Yes, all of them do	92.9	93.7	91.7	95.1
Not applicable, no water service or bathroom facility	---	0.3	---	0.1
Do all the toilets flush properly?				
No	1.9	1.9	1.2	2.3
Yes, some do	4.4	1.4	5.5	2.6
Yes, all of them do	93.6	95.7	92.8	95.
Not applicable, no water service or bathroom facility	---	0.4	0.2	0.1
Other missing	---	0.5	0.3	---
Are there any leaks in any of the plumbing?				
No	94.0	94.6	88.4	90.6
Yes	4.6	4.5	11.4	9.3
Not applicable, no water service or Plumbing	---	---	---	0.1
Missing	1.4	0.8	0.2	---
Are the floors of the unit level?				
No	6.3	4.2	2.6	8.1
Yes, some are	5.7	2.4	6.7	3.3
Yes, all of them are	87.5	93.2	87.8	88.0
Missing	0.5	0.2	2.9	0.6
Are the interior stairs safe and solid?				
No	7.5	5.9	5.1	7.2
Yes	37.6	31.3	19.5	21.1
Not applicable (no interior stairs)	54.6	62.8	75.4	71.6
Missing	0.3	---	---	---
Are there any holes in your flooring?				
No, none	98.6	97.5	97.7	94.1
Yes, some minor holes	0.8	1.9	1.8	5.1
Yes, major holes	0.6	0.1	0.4	0.8
Missing	---	0.5	---	---
Do the <b>inside</b> doors open and close easily?				
None of the inside doors open and close easily	0.3	---	---	1.1

A few open and close easily but most do not	0.3	0.8	1.2	---
Most open and close easily but a few do not	1.1	2.8	0.2	1.7
All of them open and close easily	98.3	96.4	98.0	97.1
I have no inside doors	---	---	0.3	0.1
Missing	---	---	0.2	---

Do the **outside** doors open and close easily?

None of the inside doors open and close easily	1.0	0.6	0.2	0.7
A few open and close easily but most do not	0.2	0.6	0.5	1.1
Most open and close easily but a few do not	3.0	1.6	1.5	3.4
All of them open and close easily	93.7	96.6	97.8	94.3
I have no outside doors	2.1	0.5	---	0.5

Do all of the exterior doors have locks?

No	0.5	1.0	1.2	2.4
Yes	99.2	97.5	96.8	95.7
Yes, but not all work properly	0.3	1.5	2.0	1.4
Missing	---	---	---	0.5

Are there any obstructions in or around the outside doors that make it hard to get in and out of the building?

No	98.9	98.8	99.4	94.7
Yes	1.1	1.1	0.6	5.2
Missing	---	0.1	---	---

Are the outside stairs and porches in good condition?

No	6.6	3.4	4.1	8.2
Yes	79.6	89.0	84.2	79.1
Not applicable, no outside stairs or porches	---	---	10.1	12.7
No exterior stairs but they are needed	13.7	7.4	1.7	---
Missing	0.1	0.2	---	---

Does your dwelling unit have any obvious termite damage?

No, none	95.9	97.5	94.2	86.3
Yes, minor damage only	2.1	1.3	3.8	7.4
Yes, major damage	0.3	0.7	0.6	3.0
I don't know	1.4	0.5	1.4	3.5
Missing	0.3	0.1	---	---

Are roaches, mice, rats or other vermin a problem?

No, not a problem	77.3	84.3	88.0	69.7
Yes, a minor problem	17.6	11.4	8.0	19.0
Yes, a major problem	4.6	4.1	3.4	10.8
I don't know	0.3	0.1	0.1	---
Missing	---	---	1.0	0.4

Is mold a problem in the dwelling unit?

No	92.0	90.3	88.0	85.5
Yes, a minor problem	4.9	7.3	8.0	7.6
Yes, a major problem	3.1	2.2	3.4	5.4
I don't know	---	0.2	0.1	1.5
Missing	---	---	0.4	---

Has anyone living in the dwelling unit developed health problems or worsened problems due to the unit's condition?

No	95.0	94.7	93.2	91.3
Yes	1.8	3.8	5.1	6.9
I don't know	3.1	1.3	1.7	1.3
Missing	0.1	0.2	---	0.5

Does your dwelling unit or building have lighting around the exterior?

No	2.6	4.8	5.1	8.3
Yes	97.4	95.0	94.4	89.8
I don't know	---	0.2	0.5	0.9
Missing	---	---	---	1.0

Is your unit heated?

No	0.7	0.9	0.9	3.7
Central heating unit	96.2	94.0	94.8	79.4
Wall or window heating unit(s)	2.0	2.6	2.7	9.8
Space heaters	0.1	1.1	0.8	5.0
Fireplace	0.2	0.9	0.1	---
Propane or oil	0.6	0.5	---	1.4
Missing	0.3	---	0.7	0.6

If you have a heating method, does it keep your unit comfortable even on the coldest days?

No	3.0	1.8	3.6	4.2
Yes	94.0	96.1	94.7	95.7
Not applicable, no heat	1.5	---	---	---
Missing	1.5	2.1	1.8	0.1

Is your unit air-conditioned?



No	---	---	0.1	3.4
Central AC unit	96.5	95.8	96.0	80.0
Wall or window AC unit(s)	3.3	3.9	3.7	15.2
Portable units	---	---	0.2	1.1
Missing	0.2	0.3	---	0.3

If you have air conditioning, does it keep your unit comfortable even on the hottest days?

No	5.4	4.4	6.3	5.0
Yes	94.6	95.6	93.3	94.6
Not applicable, no air conditioning	---	---	---	0.4
Missing	---	---	0.3	---

To the best of your knowledge, is there any lead paint in the **interior** of your unit?

No	82.0	86.0	86.1	80.9
Yes	3.9	0.5	1.2	3.5
I don't know	13.8	13.4	12.7	15.1
Missing	0.4	0.1	---	0.4

To the best of your knowledge, is there any lead paint on the **exterior** of your unit?

No	81.1	84.1	83.2	80.8
Yes	2.2	1.7	2.6	2.3
I don't know	16.3	14.1	14.2	16.5
Missing	0.4	0.1	---	0.4

Do you have any chipping or peeling paint on the **inside** of the unit?

No	89.4	92.3	86.5	88.4
Yes, a little	10.3	7.2	10.5	9.0
Yes, a lot	0.2	0.5	3.0	2.6
All missing	0.2	0.1	0.1	0.1

Do you have any chipping or peeling paint on the **outside** of the unit?

No	88.2	93.4	87.1	85.9
Yes, a little	9.4	4.8	8.0	9.2
Yes, a lot	1.9	0.8	4.6	4.8
All missing	0.5	1.0	0.2	0.1

Does anyone living in your household have any sort of physical disability that limits their mobility?

No	88.8	84.2	82.2	82.4
Yes	11.2	15.5	17.3	16.7
Missing	---	0.3	0.4	0.9

If YES: Has the unit or building you live in been adapted to accommodate that person's needs?

No, and there is no need to do so	23.2	37.5	40.8	25.6
No, but it needs to be	12.8	23.9	9.4	26.1
Yes	62.7	38.6	49.8	45.8
Missing	1.3	---	---	2.5

How would you rate your neighborhood on the following dimensions?

City Services?

Poor	1.0	4.9	17.9	8.0
Fair	13.5	12.0	21.3	21.2
Good	47.2	54.5	42.8	53.1
Excellent	37.0	26.3	12.0	15.5
Not applicable to me	1.2	1.9	6.0	2.2
Other missing	0.1	0.5	---	---

Place to raise children?

Poor	5.8	7.2	17.9	10.6
Fair	11.0	16.8	21.3	28.5
Good	43.6	45.1	42.8	38.8
Excellent	35.4	24.2	12.0	16.5
Not applicable to me	4.0	6.3	6.0	4.5
Other missing	0.3	0.4	---	1.1

Local schools?

Poor	5.9	5.7	15.1	7.7
Fair	9.6	11.6	18.0	17.5
Good	35.5	41.0	41.0	41.8
Excellent	52.7	19.1	12.6	18.5
Not applicable to me	0.1	17.2	9.7	12.3
Other missing	0.3	5.4	3.6	2.1

Convenience to shopping?

Poor	1.8	1.3	15.3	13.6
Fair	9.6	6.4	25.0	20.4
Good	35.5	47.6	46.5	47.8
Excellent	52.7	44.5	12.1	17.6
Not applicable to me	0.1	0.3	0.3	0.2
Other missing	0.3	---	0.8	0.4

Convenience to services?

Poor	5.0	1.0	10.2	9.2
Fair	10.4	9.7	56.6	19.2
Good	41.5	51.3	22.3	53.9
Excellent	42.1	36.2	10.2	16.6
Not applicable to me	0.6	0.3	0.2	0.7
Other missing	0.5	1.5	0.8	0.5

Access to public transportation?

Poor	10.8	4.1	5.5	4.2
Fair	13.7	7.4	12.1	9.6
Good	38.2	44.4	55.1	53.2
Excellent	30.0	38.6	22.3	29.3
Not applicable to me	5.9	4.6	4.1	2.5
Other missing	1.3	0.9	0.8	1.0

Police Protection?

Poor	4.9	5.0	9.3	6.8
Fair	8.1	8.4	15.7	16.8
Good	43.0	47.8	51.7	46.2
Excellent	41.2	34.2	20.7	29.0
Not applicable to me	1.9	3.0	1.2	0.8
Other missing	0.7	1.6	1.3	0.4

Fire Protection?

Poor	1.8	0.7	2.0	2.6
Fair	4.1	6.9	12.5	12.7
Good	48.3	48.8	54.2	54.3
Excellent	42.6	37.1	25.8	28.1
Not applicable to me	2.1	4.0	4.3	1.8
Other missing	1.1	2.4	1.2	0.5

Recreation and community facilities?

Poor	5.3	12.4	9.6	11.0
Fair	11.6	12.4	12.2	15.8
Good	39.4	43.9	52.6	46.3
Excellent	39.6	25.4	21.6	22.1
Not applicable to me	3.5	5.20	2.9	3.4
Other missing	0.6	0.7	1.2	1.5

Trash collection?

Poor	2.6	3.6	5.1	2.6
------	-----	-----	-----	-----

Fair	4.7	7.1	8.4	10.9
Good	41.5	51.2	55.7	54.2
Excellent	50.9	36.5	30.5	30.5
Not applicable to me	---	1.6	---	1.4
Other missing	---	---	0.3	0.4

Do you own or rent your dwelling unit?

Rent	47.4	56.2	51.5	72.9
Own	52.6	43.8	48.5	27.1
Some other arrangement	---	---	---	---
Missing	---	---	---	---

### For Renters

What is your approximately monthly rent payment?

\$299 or less	7.2	2.6	12.8	9.7
\$300-499	12.2	1.3	4.4	19.8
\$500-699	10.6	9.3	22.8	28.5
\$700-899	22.5	42.9	39.2	25.4
\$900-1099	17.2	26.4	13.9	11.4
More than \$1100	30.3	17.7	6.8	4.5

What are you monthly utilities?

Utilities included in rent (zero)	4.0	1.4	4.5	4.5
\$50 or less	---	2.0	6.1	3.2
\$51-100	15.3	12.2	8.3	9.4
\$101-150	17.9	22.4	16.0	19.1
\$151-200	22.8	19.1	12.0	25.9
More than \$200	40.0	42.8	53.0	38.5

### For Homeowners

If your home went onto the market today, approximately what do you think it would sell for?

\$50,00 or less	5.0	13.1	6.9	7.6
\$50,001-\$100,000	11.4	28.1	23.0	22.1
\$100,001-\$150,000	10.8	26.7	27.4	22.6
\$150,001-\$200,000	21.4	17.9	26.4	20.6
\$200,001-\$250,000	12.9	6.1	7.0	14.1
\$250,001-\$300,000	10.3	2.8	4.1	7.8
\$300,001-\$399,999	7.5	0.4	2.8	2.3
\$400,000 and up	20.7	1.6	2.2	3.1

Percent of homeowners without

a mortgage	22.2	27.3	17.4	29.1
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What is your approximate monthly mortgage payment?

\$300 or less	1.2	2.2	0.5	5.1
\$301-499	2.5	16.4	7.6	7.6
\$500-699	8.9	20.7	13.1	29.7
\$700-899	8.3	21.3	23.3	24.6
\$900-1,499	45.2	30.2	40.5	16.8
\$1,500 and up	33.9	9.2	14.6	17.9

What are your monthly utilities?

\$50 or less	0.6	0.5	0.2	---
\$51-100	8.0	18.6	7.3	1.3
\$101-150	10.5	20.1	12.3	12.6
\$151-200	20.7	21.6	18.7	25.8
More than \$200	60.2	38.9	61.8	59.9

Are there any foreclosed properties in your neighborhood?

No	48.4	42.8	36.2	58.3
Yes	38.3	40.0	46.9	21.9
Missing	13.2	17.2	16.9	19.8

How many foreclosed properties are in your neighborhood?

One	13.2	8.5	8.6	12.8
Two-Three	25.2	24.8	25.2	15.1
Four-Five	10.5	14.2	11.9	27.2
More than five	34.8	44.0	45.1	28.6
Missing	10.4	11.3	12.5	8.5

How many "For Sale" signs are in your neighborhood?

None	20.8	28.4	14.6	38.0
One-Two	20.4	13.2	23.7	19.3
Three-Five	20.3	18.0	20.9	17.3
More than five	28.2	29.1	28.3	16.8
Missing	10.4	11.3	12.5	8.5

How many "For Rent" signs are in your neighborhood?

None	29.2	31.7	30.5	32.1
One-Two	24.3	13.0	18.4	14.4
Three-Five	16.9	21.3	18.9	17.5
More than five	18.8	18.9	21.6	17.5
Missing	10.9	15.1	10.6	7.5

Are there any vacant homes in your neighborhood?

No	32.9	32.3	21.7	31.9
Yes	53.0	52.6	66.2	59.1
Missing	14.1	15.1	12.1	9.1

If there are vacant homes in your neighborhood, what is their condition?

Excellent	9.8	9.9	7.1	11.9
Good	44.9	37.9	39.0	31.5
Fair	26.1	30.3	32.7	27.6
Poor	16.1	11.5	18.2	26.6
Missing	3.2	10.4	3.1	2.3

Are you or do you know of any neighbors who are experiencing foreclosure?

No	85.2	80.2	85.8	89.3
Yes	7.2	11.4	6.3	3.4
Missing	7.6	8.4	8.0	7.3

Respondent gender

Male	51.9	50.7	52.1	43.7
Female	48.1	49.3	47.8	56.3

Age

18-34	40.7	40.5	40.9	26.9
35-64	47.8	47.6	48.0	61.7
65 and older	11.6	11.9	11.1	11.4

Are you currently

Married	45.1	38.2	31.1	26.8
Domestic Partnership/Civil Union	0.3	5.8	4.8	6.1
Widowed	5.8	5.1	5.8	7.2
Divorced	10.3	13.0	14.1	10.8
Separated	1.6	3.2	2.1	5.7
Never married	31.4	31.0	37.3	36.7
Other	1.5	3.0	2.8	5.3
Missing	1.5	0.6	2.0	1.5

What is your relationship to the head of household?

I am the head of the household	63.0	66.9	62.3	71.8
Spouse/Partner	16.9	15.9	14.8	10.9
Child	10.7	8.2	14.0	9.5

Other Relative	5.0	3.0	5.4	4.1
Other	3.0	5.2	2.3	2.9

Are you

Employed full time outside of the home	44.6	43.0	33.9	34.6
Employed part time outside of the home	9.4	11.0	9.8	10.8
Employed in the home	3.8	11.0	3.0	3.1
Not employed	19.9	17.7	23.8	18.2
Retired	13.4	14.8	15.0	13.2
Disabled	4.5	6.3	8.0	15.9
All other	4.1	4.7	4.1	2.5
Missing	0.3	0.5	2.4	1.6

How long have you lived in your current dwelling unit?

Less than one year	6.5	12.1	10.7	6.0
1-3 years	33.5	38.7	25.1	34.0
4-5 years	16.0	12.4	10.5	9.0
6 to 10 years	13.1	15.4	22.0	17.4
11 to 20 years	11.3	13.8	16.5	14.2
More than 20 years	12.1	4.9	9.4	13.6
Not answered	1.4	2.8	6.1	5.6

What is the last grade or class you completed in school?

None, or grades 1 to 8	1.2	0.9	0.5	2.8
Grades 9 – 11, no high school degree	3.5	5.0	7.5	14.7
High school graduate, grade 12, GED	21.5	23.3	37.1	32.2
Business, technical or vocational school	3.4	4.9	5.7	4.7
Some college, but no four-year degree	26.4	29.4	20.8	22.5
College or university graduate	29.6	28.7	19.6	14.2
Post-graduate schooling	13.9	6.3	5.4	6.9
Other	0.1	0.4	0.1	---
Missing	0.5	1.1	3.3	1.9

What do you consider to be your main racial identification? Are you...

White	59.7	49.7	28.8	12.2
Black/African-American	20.3	12.9	51.6	75.2
Asian	2.7	2.5	0.9	0.8
American Indian/Alaskan Native	0.4	1.4	1.2	---
Native Hawaiian/Other Pacific Islander	---	---	---	---
Bi-racial or multi-racial	8.1	9.4	8.0	2.4
Other	7.3	16.7	5.6	6.0
Missing	1.5	7.5	3.8	3.4

Do you consider yourself to be of Hispanic, Latino, Caribbean, or Central or South American heritage?

No	73.2	59.7	70.1	86.7
Yes	26.3	38.7	26.5	7.7
Missing	0.5	1.6	3.4	5.6

Among those who answered yes:

Which of the following best describes your national origin?

Mexico	7.0	1.2	3.6	2.1
Puerto Rico	29.5	51.1	14.1	43.0
Cuba	5.3	3.1	5.5	5.6
Other Caribbean	22.9	13.4	49.1	26.7
Central America	5.9	3.6	0.6	1.3
South America	17.8	15.6	9.3	8.9
Other	3.0	9.2	17.2	12.9
Missing	8.9	2.9	0.6	---

And finally, just so we know how the participants in our survey are doing, which of the following categories comes closest to your overall family or household income this year, before taxes?

Less than \$15,000	10.3	11.8	15.7	23.1
\$15,000-19,999	8.3	11.0	9.5	13.5
\$20,000-29,999	5.4	12.4	16.4	14.6
\$30,000-49,999	13.9	22.4	14.0	11.1
\$50,000-74,999	14.4	14.2	10.3	6.4
\$75,000-99,999	13.0	4.3	4.4	3.5
\$100,000-149,000	7.2	2.1	5.4	1.9
\$150,000+	7.0	2.0	1.4	0.7
Missing	20.4	19.8	22.8	25.2



## Appendix 3 Index of Housing Quality Computations

\*\*\*\*\*computations for housing conditions quality index - high score equals better housing\*\*\*\*\*  
\*\*\*\*\*Total of 2005 index = 195. However, expect 192 in 2009 as one question was excluded from survey.

\*\*\*\*\*Substandard = less than 85% of the total (05 = less than 166). For 192, it would be less than 163.2

\*\*\*\*\*kitchen items - 3 items 12a, c, and d from list total possible points 13\*\*\*\*\*

```
if (rq12a eq 1) kitchen1=4.  
if (rq12a eq 0) kitchen1=0.  
if (rq12c eq 1) kitchen2=4.  
if (rq12c eq 0) kitchen2=0.  
if (rq12d eq 1) kitchen3=5.  
if (rq12d eq 0) kitchen3=0.  
compute kitchenx=kitchen1+kitchen2+kitchen3.  
fre kitchenx.
```

\*\*\*\*\*bathroom items - used items 32 & 33, with total possible points 8\*\*\*\*\*

```
if (rq32 eq 3) bathq1=4.  
if (rq32 eq 2) bathq1=2.  
if (rq32 eq 1) bathq1=0.  
if (rq33 eq 3) bathq2=4.  
if (rq33 eq 2) bathq2=2.  
if (rq33 eq 1) bathq2=0.  
compute bathq=bathq1+bathq2.  
fre bathq.
```

\*\*\*\*\*plumbing items - used items 30a, 30b, 31a, 31b and 34 with total possible points 22

\*\*\*\*\*

```
if (rq31a eq 2) plumbq1=5.  
if (rq31a eq 1) plumbq1=0.  
if (rq31b eq 2) plumbq2=4.  
if (rq31b eq 3) plumbq2=2.  
if (rq31b eq 1) plumbq2=0.  
if (rq31b eq 4) plumbq2=0.  
if (rq30a eq 2) plumbq3=5.  
if (rq30a eq 1) plumbq3=0.  
if (rq30b eq 2) plumbq4=4.  
if (rq30b eq 1) plumbq4=0.  
if (rq34 eq 1) plumbq5=0.  
if (rq34 eq 2) plumbq5=4.  
if (rq34 eq 3) plumbq5=0.  
compute plumbq=plumbq1+plumbq2+plumbq3+plumbq4+plumbq5.  
fre plumbq.
```

\*\*\*\*\*Heating, airconditioning and ventilation -used items 48,49,50,51- total possible points =16

```
if (rq48 eq 2) hacv1=5.  
if (rq48 eq 1) hacv1=0.
```

```
if (rq49 eq 1) hacv2=4.  
if (rq49 eq 2) hacv2=0.
```

```

if (rq49 eq 3) hacv2=0.
if (rq50 eq 2) hacv3=4.
if (rq50 eq 1) hacv3=0.
if (rq51 eq 1) hacv4=3.
if (rq51 eq 2) hacv4=0.
if (rq51 eq 3) hacv4=0.
compute hacvq=hacv1+hacv2+hacv3+hacv4.
fre hacvq.
*****windows- used items 26a,26b,27,28,29 - total possible points - 22*****
if (rq26a eq 1) windq1=5.
if (rq26a eq 2) windq1=0.
if (rq26b eq 3) windq2=5.
if (rq26b eq 2) windq2=(1*2.5).
if (rq26b eq 1) windq2=0.
if (rq26b eq 4) windq2=0.
if (rq27 eq 1) windq3=5.
if (rq27 eq 2) windq3=(1*2.5).
if (rq27 eq 3) windq3=0.
if (rq28 eq 1) windq4=3.
if (rq28 eq 2) windq4=(1*1.5).
if (rq28 eq 3) windq4=0.
if (rq29 eq 2) ndq5=4.
if (rq29 eq 3) windq5=2.
if (rq29 eq 1) windq5=0.
compute windq=windq1+windq2+windq3+windq4+windq5.
fre windq.
*****2009*electrical items- uses 23,24,25 - total possible points-12*****
*****In 2005, they included 4 questions equaling 15points. So they decreased the overall index
sum by 3 points
if (rq23 eq 3) elecq1=4.
if (rq23 eq 2) elecq1=2.
if (rq23 eq 1) elecq1=0.
if (rq24 eq 3) elecq2=4.
if (rq24 eq 2) elecq2=2.
if (rq24 eq 1) elecq2=0.
if (rq25 eq 1) elecq3=4.
if (rq25 eq 2) elecq3=2.
if (rq25 eq 3) elecq3=0.
compute elecq=elecq1+elecq2+elecq3.
fre elecq.
*****slab and structural elements - used 16,35,18,19,20,21,37,13,15,14,41,36,42,39,40,38- total
possible points 65*****
if (rq16 eq 2) struc1=5.
if (rq16 eq 1) struc1=0.
****For Q16, Don't know and Does not apply is treated as missing

if (rq35 eq 1) struc2=0.
if (rq35 eq 2) struc2=2.
if (rq35 eq 3) struc2=4.

```

if (rq18 eq 1) struc3=4.  
if (rq18 eq 2) struc3=2.  
if (rq18 eq 3) struc3=0.  
if (rq19 eq 1) struc4=4.  
if (rq19 eq 2) struc4=2.  
if (rq19 eq 3) struc4=0.  
if (rq20 eq 1) struc5=4.  
if (rq20 eq 2) struc5=2.  
if (rq20 eq 3) struc5=0.  
if (rq21 eq 1) struc6=4.  
if (rq21 eq 2) struc6=2.  
if (rq21 eq 3) struc6=0.  
if (rq37 eq 1) struc7=4.  
if (rq37 eq 2) struc7=2.  
if (rq37 eq 3) struc7=0.  
if (rq13 eq 2) struc8=5.  
if (rq13 eq 1) struc8=0.  
if (rq13 eq 3) struc8=0.  
if (rq15 eq 1) struc9=4.  
if (rq15 eq 2) struc9=2.  
if (rq15 eq 3) struc9=0.  
if (rq15 eq 4) struc9=0.  
if (rq14 eq 2) struc10=4.  
if (rq14 eq 1) struc10=0.  
if (rq41 eq 2) struc11=5.  
if (rq41 eq 1) struc11=0.  
if (rq36 eq 1) struc12=5.  
if (rq36 eq 2) struc12=0.  
if (rq36 eq 3) struc12=0.  
if (rq42 eq 1) struc13=5.  
if (rq42 eq 2) struc13=0.  
if (rq42 eq 3) struc13=0.  
if (rq42 eq 4) struc13=0.  
if (rq39 eq 4) struc14=4.  
if (rq39 eq 3) struc14=2.  
if (rq39 eq 2) struc14=0.  
if (rq39 eq 1) struc14=0.  
if (rq39 eq 5) struc14=0.  
if (rq40 eq 1) struc15=0.  
if (rq40 eq 2) struc15=5.  
if (rq40 eq 3) struc15=2.  
if (rq38 eq 4) struc16=3.  
if (rq38 eq 3) struc16=2.  
if (rq38 eq 2) struc16=0.  
if (rq38 eq 1) struc16=0.  
if (rq38 eq 5) struc16=0

Compute  
strucq=struc1+struc2+struc3+struc4+struc5+struc6+struc7+struc8+struc9+struc10+struc11+struc12+struc13+struc14+struc15+struc16.

```

fre strucq.
*****painting - used 54a, 54b, 52, 53 - total possible points - 12*****
if (rq54a eq 1) paintq1=3.
if (rq54a eq 2) paintq1=(1*1.5).
if (rq54a eq 3) paintq1=0.
if (rq54b eq 1) paintq2=3.
if (rq54b eq 2) paintq2=(1*1.5).
if (rq54b eq 3) paintq2=0.
if (rq52 eq 2) paintq3=3.
if (rq52 eq 1) paintq3=0.
if (rq52 eq 3) paintq3=0.
if (rq53 eq 2) paintq4=3.
if (rq53 eq 1) paintq4=0.
if (rq53 eq 3) paintq4=0.
compute paintq=paintq1+paintq2+paintq3+paintq4.
fre paintq.
*****health and sanitation - used 43a, 43b, 44, 45 - total possible points -18*****
if (rq43a eq 1) health1=3.
if (rq43a eq 2) health1=0.
if (rq43b eq 1) health2=5.
if (rq43b eq 2) health2=(1*2.5).
if (rq43b eq 3) health2=0.
if (rq44 eq 1) health3=5.
if (rq44 eq 2) health3=(1*2.5).
if (rq44 eq 3) health3=0.
if (rq45 eq 1) health4=5.
if (rq45 eq 2) health4=(1*2.5).
if (rq45 eq 3) health4=0.
compute healthq=health1+health2+health3+health4.
fre healthq.
*****computation of total housing quality index - total possible points 192*****
compute hqindx=kitchenq+bathq+plumbq+hacvq+windq+elecq+strucq+paintq+healthq.
fre hqindx.

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University of Central Florida

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**Institute for Social and Behavioral Sciences**  
Department of Sociology

# City of Orlando “Windshield Survey” of Housing Conditions:

Summary Report

By

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## Introduction

The 2011 City of Orlando “Windshield Survey” of Housing Conditions was done as a companion study to the 2009 Survey of Housing Conditions, a computer-assisted telephone survey focused on housing conditions in the City as a whole and in three targeted Zip Code areas. The telephone survey was conducted with 544 respondents in the city-wide portion, and with 466, 409, and 413 households in ZCAs 32822, 32808, and 32805 respectively. (These three areas were singled out for attention by authorities in the City’s housing department.) After completion of the phone survey, the City raised questions about the reliability of household self-reports and commissioned the present “windshield” survey as a means of confirming self-reported housing conditions by actual observations. This report presents and discusses the results of the windshield survey.

Only households in the targeted ZCAs were included in the windshield survey. Thus, the target sample size for the windshield survey was  $466+409+413=1,288$  dwelling units. In fact, somewhat more than a hundred of the originally sampled households (105) were never inspected by our observation teams. By far the largest share of these were units in gated communities to which our teams were denied access, but a few were the result of incorrect address information, the sheer inability of our teams to find particular units, and related reasons.

## Target Zip Code Areas

ZCA 32822 (2000 poverty rate: 11.6%)<sup>3</sup> is the area of the city along either side of South Goldenrod Road, roughly from Highway 408 in the north to the Beachline Expressway in the South. It is by far the most suburban and has the nicest housing of the three targeted areas. ZCA 32808 (poverty rate: 22.2%) is north and east of downtown and encompasses a portion of Pine Hills. Boundaries are roughly Clarcona-Ocoee Road to the north, Highway 408 to the south, John Young Parkway to the east, and Hiwassee Road to the west. ZCA 32805 (poverty rate: 34.5%) encompasses the neighborhoods just to the west of downtown and includes portions of the Parramore, Callahan, Lake Mann, and Lake Holden neighborhoods. The rough boundaries are Colonial to the north, I-4 to the east and south, and Bruton Boulevard to the west. Depending on specific indicator, 32805 and 32808 vie for worst housing conditions, with 32805 noticeably worse on most indicators.

## Observation Methodology

As indicated, we made an effort in the windshield survey to revisit every housing unit that was phone-interviewed in the original survey and we were successful in most cases. Teams of observers (each consisting minimally of two people: one to drive and one to record observations) were drawn from our interviewing staff and trained on the observation task. For purposes of training, the study principals created a training videotape by driving through the three target ZCAs and videotaping housing units from the street. We then used these videos, supplemented with a series of still photos, to train our observer teams on what to look for when inspecting sample units.

Teams worked from maps and household listings prepared by the project manager, drove by each sample unit, and recorded observations on a data extraction protocol that is reproduced below as Appendix One. Each unit and the surrounding block were observed for about ten minutes on average. Housing unit observations consisted of recording whether the roof sagged noticeably, whether there

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<sup>3</sup> ZCA data from the 2010 Census have yet to be released, so all poverty data in this paragraph are from the 2000 Census and are therefore a decade out of date.

was exterior lighting, whether there were any cracked, broken or missing windows, and the like. Observers also recorded various block conditions: abandoned homes and cars, for sale and for rent signs, vacant or unkempt lots, etc. "Block" was defined for observation purposes as the five contiguous dwelling units on either side of the target unit and on both sides of the street.

With the main exception of gaining access to gated communities, which was occasionally denied, there were no serious logistical problems encountered during the survey process.

## **Findings**

Raw observational data for the total sample and for each ZCA are shown below in Tables One and Two. Table One gives results for the housing units themselves; Table Two shows the results for the surrounding block.

Concerning units, the most frequently observed problem was breaks, cracks or holes in the driveway (45% of all units were observed to have these problems). "Needs paint" was in second place (32% of all units), followed by breaks, cracks or holes in the sidewalks (19% of all units). A range of exterior problems finished in fourth place (each with 16% of all observed units): poorly maintained yards, problematic exterior stairs and porches. A tenth of all units were observed to have sagging roofs. No other issue or problem was observed in as many as a tenth of all units. Restricted access was noted in 29% of all cases.

General housing conditions varied greatly across the three ZCAs (these differences were more pronounced in the windshield survey than in the telephone survey). In all cases, the best housing conditions were found in ZCA 32822. In contrast, 32808 and 32805 had noticeably poorer conditions, with 32805 worse off than 32808 on most indicators (if only by a small margin). Illustrative of the differences, our observers rated 92% of the units observed in 32822 as in "good" or "excellent" condition, vs. 68% of the units in 32808 and only 55% of the units in 32805. Forty percent of the units in both 32805 and 32808 were observed to need paint, but this was true of only 18% of the units in 32822. Similar patterns are found on almost all the observational variables.

Block conditions tended to mirror unit conditions. Aside from off-street parking issues, the most commonly noted block problem was dead trees, dead grass or other evidence of poorly maintained exteriors, observed in 25% of all cases. In 32822, this was problematic in only 7% of cases, vs. 32% of the units in 32808 and 38% of those in 32805. Visible trash was a problem in 23% of overall cases and this varied from 4% in 32822 to 29% in 32808 and 39% in 32805. Apparently abandoned homes were noted in 3%, 19%, and 23% of all cases in 32822, 32808 and 32805 respectively; apparently foreclosed homes: 0%, 9% and 10% respectively; apparently abandoned cars were visible in 1%, 10% and 11% of observed units respectively; and so on. Again, general block conditions were described as excellent or good in 93% of the 32822 cases, 67% of 32808 cases, and 47% of 32805 cases; and most of the specific block indicators followed this same general pattern.

Regardless of whether one focuses on unit conditions or block conditions, then, ZCA 32805 is generally most in need of significant rehabilitation and upgrading, and 32822 is generally least in need.

## **Do Observers and Respondents Agree on Housing Conditions?**

Since our observer teams returned to the exact same housing units that were included in the telephone survey, it is possible to compare what respondents reported against what our observer teams saw. One

would not expect these correlations to be perfect, or anywhere near perfect. First, the phone surveys were done in late 2009, whereas the windshield survey was undertaken in 2011. Objective conditions might have changed in the interim. Moreover, address data in the phone survey are based on the phone number's billing address; phone number portability means that the billing address and where the respondent is actually living may not be the same. And, of course, judgments of housing conditions require some sort of reference standard, and it is certainly possible (even likely) that our observers held out different standards than the people actually living in the units.

Table Three illustrates the problem by showing the cross-tabulation of observers' vs. respondents' overall ratings of the condition of the unit. Note first that the bottom category for observer ratings ("dilapidated") was not even an optional response for survey respondents. This alone constrains the correlation to be less than perfect. Note that 43 units were deemed to be dilapidated by our observers. Of these 43 units, just under half (45%) were also deemed by respondents to be in poor or fair condition, but 42% of the respondents felt their unit was in good shape and 14% even found their housing conditions to be "excellent." Keep in mind: observers rated units based entirely on what could be observed from the streets; respondents had information from both the inside and outside of the unit upon which to base their overall assessment. But still, one takes away from these findings the unmistakable impression that *people who live in marginal housing have much lower standards for what qualifies as acceptable housing conditions than people who do not.*

Note too that there is more agreement on the upper end of the scale than on the lower end. Our observers rated 358 units as being in excellent condition, and 96% of the people living in those units also described them as excellent or at least good. Note finally that the correlation coefficient *gamma* ( $\gamma$ ) for these two variables = .372, which is moderately strong for data of this sort. (As a comparison standard, the correlation between years of education and annual income is about .4 for the US adult population, or about the same as the correlation between observer and respondent ratings of the overall unit condition.)

Table Four shows the correlation coefficients for pairwise comparisons of roughly comparable specific indicators from the two surveys. In addition to the problems noted above, these comparisons also suffer from the fact that the questions were not precisely the same. For example, respondents were asked if their ceiling sagged; observers could only note sagging roofs, which are not necessarily the same thing. Still, levels of agreement between observers and respondents were respectably high for six of the eight specific indicators available for comparison. Whether there were visible cracks in the exterior of the building and whether the porches and exterior stairs were or were not in good condition generated less agreement than the other items. Perhaps this is because our observers were looking closely at housing exteriors whereas respondents were only giving vague general impressions; perhaps the difference is that our observers could only see the front of the house whereas respondents could report on front, back and sides. But on most indicators, agreement was respectably good, with coefficients ranging between .321 and .458.

Table Three contains 89 housing units that were considered to be in either poor or dilapidated condition by our observers but were rated as "good or excellent" by their inhabitants. These 89 households (call them "deniers") represent 7.6% of all households in the study. What are their characteristics? Who, that is, lives in objectively marginal housing but thinks their housing conditions are good or even excellent? By housing type, these "deniers" were disproportionately people living in duplexes (denial rate for duplex dwellers was 24%) or living in mobile homes (13%). Renters were higher (11%) than owners (6%). By employment status, all that stood out was a 15% denial rate among the disabled. Less educated respondents had higher rates than more educated respondents; low income respondents had



higher rates than more affluent respondents; blacks had higher rates (11%) than whites (3%). These patterns again suggest that persons living in objectively marginal housing have lower comparison standards than others.

Our initial plan was also to compare observer and respondent reports of “neighborhood” conditions, but it is entirely obvious from the data that respondents had more than the five houses on either side of their houses (i.e., their block) in mind in reporting on “the neighborhood.” By the observers’ definition of block, for example, only 6% of all observed blocks had one or more “apparently foreclosed homes.” In the phone survey, in contrast, about 40% of respondents told us there were “apparently foreclosed homes” in the “neighborhood.” Clearly, what people mean by their subjective definition of neighborhood is evidently a much wider tract of real estate than the 5 houses on either side of their unit!

## **Conclusions**

By direct observation in the three targeted Zip Code areas, the best housing conditions are found in 32822, while 32805 and 32808 vie for the dubious distinction of worst housing conditions. The ZCA pattern is much sharper in the observational data than in the telephone survey data. By observation, the most common unit problems are holes and cracks in driveways and sidewalks, followed by lack of a recent paint job. Exterior maintenance issues (dead trees or grass, visible trash, etc.) were the most commonly noted block problems as well. As a general rule, there was loose agreement between respondents and observers on housing conditions, although this agreement was well short of perfect.

Table One: Observational Data on Housing Conditions: Total Sample and Separately by Zip Code Area

	Total	32822	32808	32805	
Does the roof sag noticeably? % Yes	10 <sup>a</sup>	4	10	15	
Does the unit have lighting around the exterior? % No	5	2	6	8	
Does the roof have missing tiles or shingles? % Yes		9	4	9	14
Does it need to be painted? % Yes		32	18	40	40
Is the building's foundation level? % No	2	2	2	3	
Has the unit or building been adapted for handicapped? % Yes	8	4	12	9	
Is there a handicap ramp? % Yes		3	3	1	6
Are there visible cracks in the exterior? % Yes	14	6	15	21	
...any exterior holes, breaks, or loose or rotting boards? % Yes	10	5	11	15	
Does the building have gutters? % Yes	50	76	43	28	
If the building has gutters, are they in disrepair? % Yes	9	7	12	8	
Are there any cracked, broken or missing windows? % Yes		4	1	2	9
Are there any obstructions around the outside doors? % Yes	4	1	4	6	
Is the outside (well) maintained? % No	16	5	21	24	
Are the outside stairs and/or porches in good condition? % No	16	7	20	22	
Is the yard maintained? % No		16	5	23	23
Is the driveway busted, cracked or have pot holes? % Yes		45	34	50	54
Is the sidewalk busted, cracked or have pot holes? % Yes		19	7	23	31
Is there restricted access (e.g., gate) to the unit? % Yes	29	58	15	11	
Are there obvious upgrades or renovations in progress? % Yes	2	1	3	1	
All in all, how would you describe the general condition of the unit?					
Excellent	30 <sup>b</sup>	45	27	18	
Good		42	47	41	37
Fair		16	6	19	24
Poor		8	1	10	15
Dilapidated		4	1	4	7
N =		1183	429	376	378

Table Notes

a. Thus, of all households observed, 10% were noted to have sagging roofs, and this varied from 4% of the households in 32822 to 15% in 32805.

b. Here the percentages in the columns sum to 100% except for rounding error. So: Of 1,183 households included in the windshield survey, 30% were rated as excellent; 42% as good; 16% as fair; 8% as poor; and 4% as dilapidated.

Table Two: Observational Data on Conditions of Neighborhoods containing Sampled Dwelling Units: Total Sample and Separately by Zip Code Area

	Total	32822	32808	32805
Any obviously abandoned homes on the block? % Yes	15	3	19	23
Any apparently foreclosed homes? % Yes		6	0	9
How many for sale signs? % Any	13	9	17	13
How many for rent signs? % Any	10	5	9	17
Is off street parking available? % No	39	35	43	39
Are most of the cars parked on the street? % Yes	18	36	6	10
Are there any apparently abandoned cars? % Yes	7	1	10	11
Any vacant, unkempt lots? % Yes	16	3	18	30
Is there visible trash [on the block]? % Yes	23	4	29	39
Any dead trees, dead grass, other unmaintained exterior? % Yes	25	7	32	38
Any obvious upgrades or renovations in progress? % Yes	2	1	2	4
All in all, how would you describe the general conditions of the block you are observing?				
Excellent	29	44	29	12
Good	41	49	38	35
Fair	19	6	20	31
Poor	8	1	11	15
Dilapidated	3	1	2	8
N =	1183	429	376	378

(Table One, notes a and b, are apply to this table.)

Table Three: Crosstabulation of Respondent and Observer Overall Ratings of the Condition of the Unit.  
Total N = 1175

Observer Rating = Respondent Rating	Dilapidated	Poor	Fair	Good	Excellent
Poor	12	6	4	4	1
Fair	33	25	20	12	3
Good	42	42	42	49	40
Excellent	14	26	34	36	56
Column Total Percentage =	101	99	100	101	100
N =	43	95	185	494	358

Correlation (gamma) = .372

Table Four: Correlations (gamma) between Respondent and Observer Ratings of Specific Housing Conditions

Condition	Gamma =
Missing roof tiles or shingles	.458
Non-level foundation	.444
Does roof (ceiling) sag?	.321
Visible exterior cracks	.141
Exterior holes, breaks, rotting boards	.421
Cracked, broken, missing windows	.456
Porches, stairs in good condition	.133
Have exterior lighting	.346

## Appendix 1



UNIVERSITY OF CENTRAL FLORIDA  
INSTITUTE FOR  
SOCIAL AND BEHAVIORAL SCIENCES

City of Orlando "Windshield" Survey Questionnaire

Employee/ID#: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Complete address of unit: \_\_\_\_\_

Housing Unit Comment Box:

**Housing unit:**

1. Does the roof sag noticeably? Yes                      No	2. Does the unit have lighting around the exterior? Yes                      No
3. Does the roof have missing tiles or shingles? Yes                      No	4. Does it need to be painted? Yes                      No
5. Is the building's foundation level? Yes                      No	6. Has the unit or building been adapted to accommodate a handicapped person's needs? Yes                      No
7. Are there visible cracks in the exterior of the building? Yes                      No	8. Is there a handicap ramp? Yes                      No
9. Are there any holes, breaks, or loose or rotting boards or timbers on any of the exterior walls? Yes                      No	10. Does the building have gutters? Yes                      No
11. Are there any cracked, broken or missing windows? Yes                      No	12. If the building has gutters, are they in disrepair? Yes                      No
13. Are there any obstructions in or around the outside doors that make it hard to get in and out of the building? Yes                      No	14. Is the outside maintained? Yes                      No
15. Are the outside stairs and/or porches in good condition? Yes                      No	16. Is the yard maintained? Yes                      No
17. Is the driveway busted, cracked or have pot holes? Yes                      No	18. Is the sidewalk busted, cracked or have pot holes? Yes                      No
19. Is there restricted access (e.g., gate) to the unit? Yes                      No	20. Are there obvious upgrades or renovations in progress? Yes                      No
21. All in all, how would you describe the general condition of the unit you are observing? Excellent              Good                      Fair                      Poor                      Dilapidated	

**Block where the sampled housing unit is located:**

1. Are there any obviously abandoned homes on the block? None One Two Three or More
2. Any apparently foreclosed homes? None One Two Three or More
3. How many for sale signs are on the block? None One Two Three or More
4. How many for rent signs? None One Two Three or More
5. Is off street parking available? Yes No
6. Are most of the cars parked on the street? Yes No
7. Which of the following best characterizes the other houses on the block? a. Single-family b. Multi-family c. Townhouses d. Manufactured homes e. Nursing homes f. Mobile homes g. Identifiable subsidized housing (e.g., public housing) h. Other _____
8. Are there any noticeably or apparently abandoned cars? Evidence car hasn't been moved? Cars on blocks? None One Two Three or More
9. Any vacant, unkempt lots? None One Two Three or More
10. Is there visible trash on/in median/sidewalks/public spaces or in yards? Yes No
11. Any dead trees, dead grass, other evidence of unmaintained exterior conditions? Yes No
12. Are there any obvious upgrades or renovations in progress? (E.g., construction of sidewalks, roads) Yes No
13. All in all, how would you describe the general conditions of the block you are observing? Excellent Good Fair Poor Dilapidated

Block Comment Box:
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**HOPWA**  
Client Satisfaction  
Survey

June 1

**2010**

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This report has been prepared by the Health Council of East Central Florida for the City of Orlando HOPWA program in the Orlando MSA





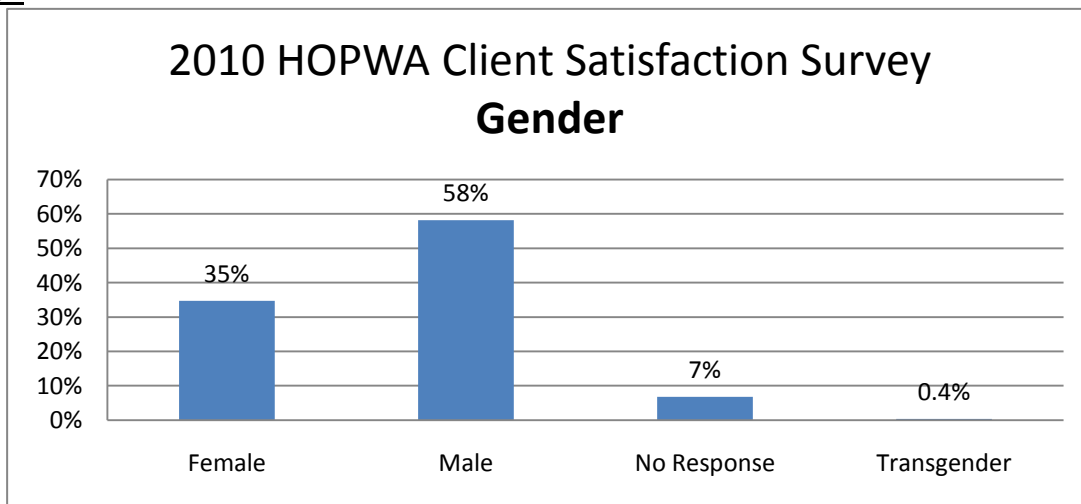
## Overview

The City of Orlando HOPWA program contracted with the Health Council of East Central Florida to conduct the 2010 HOPWA Client Satisfaction Survey. The survey process began on March 9, 2008 and ended on April 22, 2008. A total of 265 surveys were collected from eight HOPWA agency locations. This represents an increase of 7% in the number of clients surveyed in 2008.

HOPWA Agency	Number of Surveys Collected
Rachel's House (Spotlight Ministries)	4
Pathways To Care	5
NEED	15
Place of Comfort	19
Transition House	21
Miracle of Love	63
CMWP	67
Centaur	71
<b>Total</b>	<b>265</b>

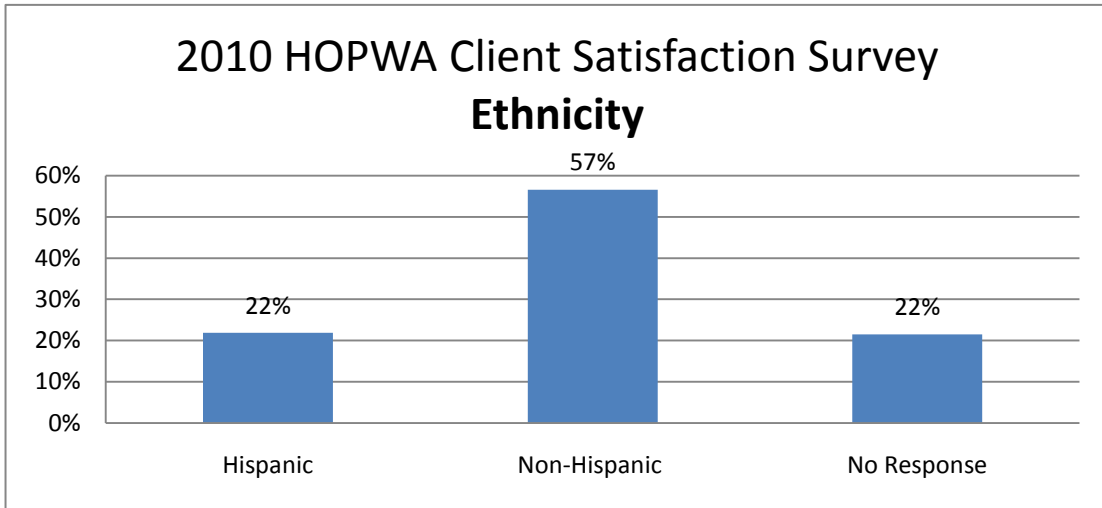
## Survey Results

**Gender:**



The HOPWA clients surveyed in 2010 were predominately male. The 2010 survey gender distribution is similar to the HOPWA clients surveyed in 2008 when 55% were male, 37% female, and 7% did not provide a response.

**Ethnicity:**



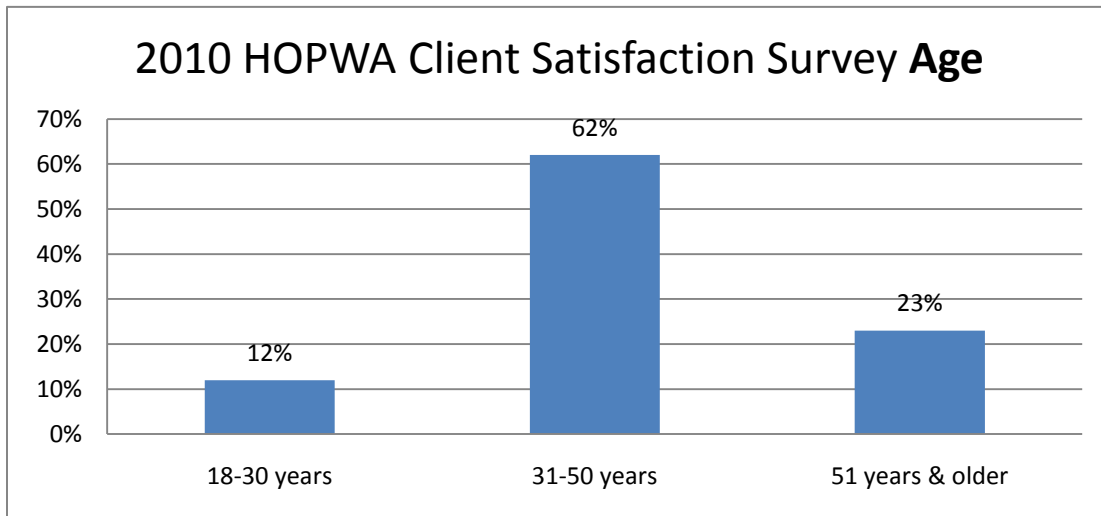
The percent of Hispanic respondents decreased from 27% in 2008 to 22% in 2010 while the percent of Non-Hispanic respondent increased from 47% to 57% in the same time period. The percent of clients who chose not to respond to this question was similar for both years at 24% and 22%, respectively.

**Race:**

Race	2010	2008
Asian and White	0.4%	1%
Am. Indian/Alaskan Native	1%	1%
Am. Indian/Alaskan Native & White	0.4%	1%
Am. Indian/Alaskan Native & Black/African American	2%	1%
Black/African American	46%	44%
Black/African American & White	4%	8%
White	26%	30%
Native Hawaiian/ Pacific Islander	1%	
Other Multi-Racial	12%	8%
Haitian	3%	*
Black/African American & Other Multi-Racial	0.4%	*
White & Other Multi-Racial	0.4%	1%
No Response	5%	5%

\*This race category was not an option in the 2008 survey

**Age:**



The majority of HOPWA clients surveyed in 2010 were 31-50 years of age. This is similar to clients surveyed in 2008, when 66% of respondents were middle-aged. The percent of older HOPWA clients increased from 13% in 2008 to 23% in 2010. The percent of younger clients receiving HOPWA services decreased from 18% in 2008 to 12% in 2010.

**Services Received:**

Services	2010	2008
Housing Case Management	47%	50%
Short term rent/Utility Assistance	27%	34%
Tenant Based Rent Assistance	13%	22%
Wm. Just Center	10%	13%
St. Francis/Damian	5%	4%
Transition House	4%	11%
X-Tending Hands	2%	2%
Covenant Apartments	2%	**
Pathways to Care	2%	**
No Response	9%	10%

\*\* Not available in 2008

**Called 2-1-1:**

Of the 265 surveyed HOPWA clients, 16% reported that they had called the Heart of Florida United Way 2-1-1 information and referral helpline for assistance. This is an increase from clients surveyed in 2008 when only 11% reported accessing this service. The majority of clients (45%) did not respond to this survey question and 39% indicated that they did not use this community resource.

**Ryan White Case Manager:**

42% of surveyed clients reported that they have a Ryan White Case Manager. This is an increase from the 2008 survey when only 32% of HOPWA clients reported having a Case Manager.

**Opinion Questions:**

Surveyed clients were asked to rate HOPWA services using the descriptor that most closely reflected their opinion.

Opinion Questions	Agree	No	Disagree	Change
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		Opinion		from 2008 for the 'Agree' Response
Easy to schedule an appointment	93%	4%	3%	+4%
Appointment times and days were convenient	95%	3%	2%	+1%
Understand how HOPWA works	92%	8%	2%	+3%
Understand the need for required paperwork	95%	4%	<1%	n/a
Easy to access HOPWA services	88%	9%	2%	+3%
Benefitted from HOPWA services	88	8	4	-1%
Healthy people with HIV can work full time	70%	22%	8%	n/a
I have a bank account and can manage my money	50%	32%	18%	n/a
Bad credit makes it difficult to get decent housing	61%	25%	14%	n/a
Criminal history makes it difficult to get decent housing	52%	28%	19%	n/a
The HOPWA Case Manager was helpful	92%	7%	2%	n/a
<b>Rate Your Experience</b>	<b>GOOD</b>	<b>BAD</b>	<b>No Opinion</b>	<b>Change from 2008</b>
Rate your experience accessing HOPWA services	94%	1%	5%	+9%

### Open-ended recommended improvements from surveyed clients:

HOPWA clients were asked to share any recommendations for improvements to the program, agency and/or HOPWA housing case manager. In 2008, a total of 67 comments were received. Of these, 9 (13%) were classified as negative comments and 58 (87%) were positive to the HOPWA program. In 2010, a total of 69 comments were received. Of these, 10 (14%) comments were negative and 59 (86%) comments were positive. The comments from the 2010 HOPWA client survey are listed below.

- Better Housing Opportunities
- CL needs more than 5 accesses because the program is very helpful.

- Help clients get into his/her own apartment.
- HOPWA can't help me because I received subsidize housing at Maxwell Gardens.
- HOPWA needs to be able to help everyone who is positive whether you have income or not. Even if you are over income guidelines. We too occasionally need assistance!!
- I believe people living with HIV and AIDS should be entitled to free bus pass every month without medical appointment.
- I did have a question concerning utilities. Why is it that your utility allowance is not compatible with your utility company?
- I think HOPWA should have their own houses so they can house people that need housing and they need to give out more information to the clients about what all they have to help the clients and more information about their programs.
- It is very hard to get someone to talk to. Not enough staff.
- It took a long time for someone to call me to help me.
- Just to help people become stable. Have a solid plan of recovery.
- More bilingual workers.
- Need better housing.
- Need more bilingual speaking counselors.
- Not enough staff.
- One improvement should really focus on undocumented clients and how we can become documented, especially when we have American children. There needs to be a program to assist us faster in becoming American citizens.
- People living with HIV do need more funding for financial assistance with rent and food. I think if you're HIV+ you should get food stamps with a workable pay scale. (Working people)
- Please add laundry room on facility.
- Reduce paperwork. Update rather than start from scratch each time over 3 months.
- St. Damian House needs more daily organized routine.
- The Barnes should be housing mother over all HIV housing.
- There should be a longer program instead of a 1 year program.
- There should be some kind of booklet outlining services available and procedure for obtaining those clients to read and understand. Thank you.
- More information about how to get and more area where to get help with HOPWA.
- Continue to listen as Juluan really did
- Centuar was unable to help prior to my receiving SSI and I was told because of my lack of income they turned me down for assistance.

### **Other comments from surveyed clients:**

- Continue very good love and support that they are given us. We really do thank you for all the best support a person has received from you all. God Bless you all.
- Chris Kuvis explain every detail about the housing program how it work and how this program can work for you getting a house.
- Denise takes time to explain things.
- Enil Rodriguez is very thoughtful human being.
- Everything good.
- Everything is all good.
- Everything was fine only if they had more than 21 weeks maybe 35 weeks.
- Give this man a raise!
- Good case manager I have
- Hire some volunteers haha
- I am completely satisfied with the HOPWA program and their services.
- I am happy with my housing manager and very happy with my apartment.
- I don't have nothing to say because every times I have a problem I call them and they receive me.
- I enjoy the visits I get with my case manager. He keeps me updated on what it is I'm suppose to do as far as keeping my file up to date and it saves me from having to make trips to the Centuar office.
- I feel the program is run good but I'm not very knowledgeable any improvements that would enhance the program at this time.
- I have been very satisfied with HOPWA services. I have just been approved for SSDI benefits to begin soon. Wm Just Center made getting on my feet possible. I would like to commend Chris K and Susan on an outstanding job. The counseling services offered by Brett and the interns are incredibly helpful and on target. I will forever be grateful to the entire HOPWA/CFDFL staff for helping me get my life back together. If anything I can suggest, more resources to continue and expand this fantastic program.
- I pray that you will continue to be great as everyone has said you were. God Bless and keep you forever.
- I thank you for helping with all my needs. Thank you.
- I was helped with getting an apt. Thank you.
- I wouldn't have any complaints or recommendation to improve the program because through my experience I couldn't have asked for more help than was given. Thank you HOPWA.
- I'm very grateful with the help of HOPWA and my case manager and the Director. I really appreciate the help and the assistance. Thanks a lot. God Bless.
- It's helped me.

- Maria Garcia is very helpful, detailed, warm and true gem under any circumstances. She made me feel comfortable in discussing my needs in order to help me. She makes me smile and feel better about my situation.
- Melody does a good job with people.
- My case manager and housing manager have been great. A real God send.
- My case managers were very helpful. I am happy with the help I got.
- Outstanding. Over the top.
- Thank God for my manager. She's always there when I need someone.
- Thank you.
- Thank you.
- Thank you.
- Thank you for the help.
- Thank you for your assistance.
- The program is good and the people who work in the capacities with our problems. My family and I are grateful for its help. Our thanks.
- The system is very satisfactoral. They are very acceptance to the client and their well being. I would tell other one about the program and let them know that it is a well thought program. Thank God.
- They are doing a fine job.
- They are very caring and supporting in all areas of our well being and we pray that you all will continue to be there for us in need. Thanks.
- They're very good with what they do.
- Very satisfied.
- When I was about to be homeless HOPWA helped me. Keep the good works.
- Yvette is very helpful in assistance in helping me and my son.
- My case manager is very interested in helping us and is very patient.
- All social workers should be as kind and helpful as Jamie at the Place of Comfort. She is a gem!