



COMMUNITY DEVELOPMENT BLOCK GRANT

CITY OF BRISTOL, VIRGINIA

PROGRAM YEAR 2024

**CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION
REPORT**

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Home improvements/emergency home repairs continue to be in high demand; at the end of PY 2024, there was a waiting list of only four eligible projects - this is due to the fact that the City allocated more of its annual CDBG allocation to the Emergency Home Repair program. The City assisted nine (9) low-income families and individuals with emergency home repairs this program year. Improving the City's housing stock, particularly its older homes, and improving the quality of life of its residents, remains a priority for the City. It has found its emergency home repair program to be a growing need among its low to moderate income homeowners, particularly among seniors and disabled who live with limited incomes from Social Security or SSI. With CDBG assistance, the Appalachian Independence Center assisted 31 disabled individuals improve their self-sufficiency. Sidewalk improvements continue to be a need; the City constructed two necessary retaining walls at the end of the program year. The City moved forward on a project to construct a bus shelter along Martin Luther King Boulevard which is heavily used by public housing residents.

CDBG funding continues to support the City's public service providers that provide direct services to low to moderate income individuals residing in the City. The City's homeless population has been increasingly served through its agency partners, which includes Kings Mt. Permanent Supportive Housing, which 17 permanent supportive housing units, and Crossroads Medical Mission, which provides health care to the homeless and those uninsured. Family Promise of Bristol was able to support 1822 homeless individuals through its Homeless Daycenter at the Salvation Army, A Place to Be (this includes persons from both Bristol VA and Bristol TN - Bristol VA does not have a shelter). Providing stabilization and referral services to the homeless has become a priority of the City and it continues to put more of its CDBG grant funds to assist its partners serving this population.

The City's abused and neglected children have been assisted through the Children's Advocacy Center, providing 117 abused/neglected children in Bristol with forensic interviewing services, improving each child's outcomes to find safe and permanent homes. Two hundred and thirty-eight (238) unduplicated, uninsured persons received free medical care and prescriptions through Crossroads Medical Mission and 95 individuals received literacy and jobs skills through the Bristol City Library's Jones Creativity Center (newly renamed the Homer and Ida Jones Creative Arts, Technology, and Workforce Development Center). These numbers are demonstrating that service provision is picking back up as the pandemic becomes less of a barrier to service provision.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee’s program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Code Enforcement	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	0	0				
Code Enforcement	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	40	210	525.00%	25	91	364.00%
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		0	0	
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	5	6	120.00%	0	2	
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Rental units constructed	Household Housing Unit	0	0				

Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		0	0	
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	10	42	420.00%			
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	5	4	80.00%	1	2	200.00%
Housing Rehabilitation	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	45	63	140.00%	8	9	112.50%
Neighborhood Revitalization	Blight	CDBG: \$	Buildings Demolished	Buildings	8	9	112.50%	2	0	0.00%
Public Infrastructure/Sidewalks	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1000	2260	226.00%	1000	232	23.20%

Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3500	5054	144.40%	800	706	88.25%
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	200	259	129.50%			
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Direct Financial Assistance to Homebuyers	Households Assisted	0	0				
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	9				
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	60	63	105.00%	0	0	

Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Homelessness Prevention	Persons Assisted	30	180	600.00%			

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The City of Bristol utilizes its Entitlement CDBG funding to benefit the City's homeless, low income households, seniors and disabled populations, low income communities and neighborhoods, create economic development opportunities, and support infrastructure improvements that provide accessibility and increased safety. This year, the City has spent its funding on all of these activities as demonstrated in this report. The City continues to prioritize housing issues and economic development with its CDBG activities and funding. This year, the program assisted five (5) extremely low and four (4) income households with home repair/rehabilitation to make their homes more comfortable, safe and energy efficient. Some of these activities were provided to bring houses to code to meet home insurance requirements. Improvements included roof and window replacements, heat pumps, ADA accessibility, electrical repairs, etc.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	773
Black or African American	69
Asian	26
American Indian or American Native	1
Native Hawaiian or Other Pacific Islander	0
Total	869
Hispanic	18
Not Hispanic	851

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

Bristol, which is considered within the Southwestern Virginia footprint, exhibits demographics that are consistent with the region - i.e., not very diverse. The majority of persons provided services and assistance are predominantly white and approximately 11% are from other racial backgrounds. The majority of these individuals were served by sub-recipients who provide public service programs including healthcare, education, advocacy and case management. Many others not included above were served indirectly through public improvements and economic development activities; in this case, racial and ethnic composition were not tracked/recorded. Projects were in LMAs with a significant percentage of poverty.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	324,696	207,583

Table 3 - Resources Made Available

Narrative

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
all LMI neighborhoods and downtown district			
AREA SURROUNDING ALL PUBLIC HOUSING UNITS	2	5	
BRISTOL COMMERCIAL HISTORIC DISTRICT	8	5	
Census Tract 201, BG 2	10	5	Public Service, Admin
Census Tract 202, BG 2	10	5	Public Service, Admin
Census Tract 202, BG 3	15	10	Code Enforcement, Admin
Census Tract 202, BG 4	5	10	Public Service, Admin, Code Enforcement
Census Tract 203, BG 2	15	10	Public Service, Code Enforcement, Admin
Enterprise Zone	10	5	Econ Dev, Admin
LMI households	25	45	
Opportunity Zone CT 201, 204	0	0	

Table 4 – Identify the geographic distribution and location of investments

Narrative

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

CDBG funded eight (8) public service agencies this year and all of them receive outside funding including local, state, and federal grant funding, revenues from fundraising, and other private/public donations and contributions to carry out their respective missions and related activities. These agencies collectively leveraged \$739,959.79 in addition to CDBG funds to fully operate their programs and/or projects. Additionally, 5,261.25 volunteer hours were donated for these programs, which total an additional value of \$103,038.89 as in-kind leverage.

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	0	0
Number of Special-Needs households to be provided affordable housing units	0	0
Total	0	0

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	8	9
Number of households supported through Acquisition of Existing Units	0	0
Total	8	9

Table 6 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Kings Mountain PSH continues to house 12 chronically homeless men in the twelve rooms available, typically remain full year-round, the majority of residents remaining for several years. In addition, People Incorporated supports more individuals through six additional scattered site PSH. This provides the significant increase in actual homeless housed. No outcomes were for People Incorporated's PSH program were recorded this year since the organization did not receive CDBG funding this year as they missed the application deadline. The home rehabilitation program was slightly higher than the original

estimate. This is due to increased demand and the fact that the City allocated more funding this past year for this program due to such strong need and demand. The City continues to make emergency home repair a priority and to ensure there are sufficient funds available to serve most applicants. Typically, the City runs out of funds allocated to this program, leaving behind an average of ten applications typically for the following program year. This year, the City ran out of emergency housing rehab much earlier. The City will continue to add more funding to this program as they are able. Also hampering these activities is the rising cost of materials and construction.

Discuss how these outcomes will impact future annual action plans.

It is projected that the City will not be able to serve as many low-income homeowners through its CDBG-funded Emergency Home Repair program due to the continuous rising costs of materials and labor for construction. Additionally, the City continues to receive a relatively modest amount of CDBG funding each year through its entitlement grant which means fewer funding available for this program.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	5	0
Low-income	4	0
Moderate-income	0	0
Total	9	0

Table 7 – Number of Households Served

Narrative Information

Numbers above are only for those activities that provided direct housing support with CDBG funding- this includes only home rehabilitation. Demographics for other activities are reported under different categories in this CAPER.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City helps coordinate the Homeless point in Time Count each January with the regional Cumberland Plateau Continuum of Care in order to identify and assess the number of actual homeless persons. This activity assists communities in assessing individual needs in order to provide programs and activities to help address these needs. This past year, the City of Bristol VA had a PIT Count of 37 persons unsheltered which is a marked increase from past years. The City of Bristol TN, which shares a main street, has the only overnight shelters (4) available for both Bristols - their count totaled 121 unsheltered persons. These numbers are fairly low compared to previous years. This can be due to the fact that the 24-hour count period was extremely cold and, many of the persons who may have remained unsheltered, had to find shelter during this cold weather. Emergency shelters, food pantries, churches and the police department also participate in this effort in order to reach as many homeless individuals as possible. The Community Development Specialist serves on several committees and coalitions that seek to end homelessness in the City. These include the Bristol Housing Coalition, Cumberland Plateau Continuum of Care, the Northeast TN/VA HOME Consortium, and the Coordinated Community Response Team which was formed during COVID. The Community Development Specialist actively volunteers to assist with locally held Poverty Simulations which seek to educate and inform local policy makers, business professionals, residents, and service providers on the plight and barriers of low income and homeless individuals.

The Community Development Specialist continues to work with (and provide CDBG funding to) local organizations that provide services to the homeless including Family Promise of Bristol, which has opened a day center at the local Salvation Army three days a week, and Hunt Memorial Chapel (Proverbs 3:27) which provides a day center for the homeless two days a week. The City now has access to (and financially supports) a Homeless Coordinator within Family Promise of Bristol to quickly assist the homeless with housing and other case management services, which include referrals to the City of Bristol's EnVision Center operated by the Bristol Redevelopment and Housing Authority.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City of Bristol is currently served by four shelters, all of which are located on the Tennessee side of Bristol: the Salvation Army, the Haven of Rest Rescue Mission, Grace House and Abuse Alternatives Shelter for Women. Most guests are repeat visitors. The shelters continue to report that many clients refuse help from area service providers; some simply because they do not wish to abide by shelter rules, and others because they have substance abuse issues and fear they may be arrested. The shelters have been reporting lately that they are reaching capacity numbers, as opposed to past years where they were not filled except for wintertime. Both Bristol VA and Bristol TN in the past year have developed

ordinances prohibiting the unhoused from "settling" into public areas which has increased the numbers of persons staying at the shelters. Some persons may receive a voucher or money from local public service agencies to pay for a hotel room or other accommodations for a single night. This is typically used for unhoused families - there are no local shelters that can house families together.

Abuse Alternatives Shelter for Women can accommodate women and their children. Haven of Rest operates the Grace Housing for women and children who are victims of domestic violence. In addition to being served by these shelters, Bristol Virginia has 12 permanent supportive housing units for chronically homeless men in the City operated by People Incorporated, the local community action agency, as well as six (6) other scattered site PSH units. This project is annually funded through the City's CDBG allocation (except for PY 2024).

As previously mentioned, the Community Development Specialist continues to be involved with the community effort to establish services that meet the needs of its homeless and to support the current day centers. Typically, the homeless guests must leave the overnight shelters during the day with no place to go. There are still many homeless who do not live in the shelters but prefer to live out of doors in wooded areas around the City. Homelessness continues to be a growing and more visible issue within the City despite many successful efforts to provide resources and support. This has not changed even the PIT count was low.

The need for transitional housing is clearly demonstrated in the City; most recently, Highlands Community Services received funding that will enable them to provide some transitional housing units within the City. These units will only be available to mentally disabled clients however. Even when funds are available, however, for transitional housing, suitable units are very limited as rental costs are rising and many landlords are too expensive and/or are unwilling to accept vouchers.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

People Incorporated, the regional community action agency, and the Cumberland Plateau Continuum of Care collaborate with the Appalachian Independence Center, Crossroads Medical Mission, Highlands Community Services, Bristol Faith in Action, Beyond Housing (previously Bristol Redevelopment and Housing Authority), Abuse Alternatives, Frontier Health, Haven of Rest, Salvation Army, Healing Hands Healthcare Center, Virginia Employment Commission, Bristol Virginia Health Department, Southwest Virginia Legal Aid Society, Bristol Virginia Police Department, Bristol Department of Social Services,

United Way of Bristol TN/VA, Southwest Virginia Community Health Center and other public service agencies in Bristol that currently supply support and address needs of the homeless population. They have established referral networks in place to assist in the effort to collectively meet the needs of this high-risk population. Recently, as previously noted, Family Promise of Bristol has a Homeless Coordinator/Case Manager to provide case management services and referrals on an individualized basis to this sometimes difficult to serve population.

In addition to all of these existing networks, Beyond Housing (the PHA) is a designated EnVision Center which also provides case management, referrals and resources to individuals within public housing as well as any other otherwise distressed individuals in Bristol, Virginia and Bristol, Tennessee. This Center is key to matching existing community resources to those in need as well as to identify any needs that have not been addressed. The Center has recently expanded into a much larger space so that they can provide central and more comprehensive access to services. The United Way of Bristol TN/VA has also become more active in providing direct services to the low-income and homeless population.

As demonstrated by all of the essential service providers mentioned in this section, Bristol has very strong advocates and services targeted to low-income families and homeless, whatever their situations might be. By working together, the collective impact the region is having is much more effective than when connections and referrals are weaker. This collaboration has become stronger and remains a priority for our region.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

As previously mentioned, the City of Bristol works collectively with its local and regional partners to assist and encourage homeless individuals and families regain their independence and self-sufficiency. Many housing groups are now using the "housing first" model which houses homeless individuals and families faster than it used to. The City of Bristol relies on its many area and regional public service agencies to provide supportive services to homeless people and those at risk of becoming homeless. Many of these agency partners are supported through CDBG public service funding.

Services available to the homeless and those at risk of homelessness in the City of Bristol include:

- Medical services provided free of charge by Crossroads Medical Mission (who now has a physical location in addition to its mobile unit; there are also two new mobile units operated by a partnership between Highlnds Community Services and the Virginia Department of Health

- Scattered site transitional housing units
- Kings Mountain Permanent Supportive Housing for chronically homeless and disabled persons
- Permanent supportive housing provided by Highlands Community Services for mentally challenged persons
- Substance abuse and other mental/behavioral disorder treatment through Highlands Community Services, Frontier Health, Bristol Lifestyle Recovery for Men, and the new Mended Women Lifestyle Recovery
- Meals are provided by the Salvation Army, Haven of Rest, the Soup Kitchen, Sharing Christ Ministries, Proverbs 3:27, various churches, and vouchers provided through the Bristol Department of Social Services and Bristol Faith in Action
- The City continues to support People Incorporated, the regional community action agency, by participating with the Cumberland Plateau Continuum of Care and financially with CDBG funds, in its efforts to address homeless needs
- The City works in coordination with the Appalachian Regional Coalition on Homelessness which serves TN (ARCH) to ensure services for Bristol's homeless population to not end at the state line
- The City promotes community awareness of the presence and challenges of homeless individuals through its participation on various coalitions throughout the community and its assistance in activities that inform and educate the community
- The City solicits members from various businesses, associations and residents of the community to actively participate in efforts to find solutions for the homeless and address other housing and homeless issues

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

Beyond Housing (previously known as Bristol Redevelopment and Housing Authority) is the designated public housing agency in the City of Bristol. BRHA currently owns and operates 410 conventional public housing units located in five developments. These consist of 139 single family units (individuals), 264 family units and 77 senior units. The organization administers 307 Housing Choice Vouchers, 39 Mainstream Vouchers, 15 Emergency Housing Vouchers, and 74 tax credit/mixed finance units.

In addition to its primary mission to provide safe, attractive and affordable housing, Beyond Housing has adopted a secondary mission to provide opportunities for families and others in need to achieve a higher standard of living. In keeping with this secondary mission, BRHA has provided, and continues to provide, programs that provide linkages to secondary education, job training, job placement, drug prevention, health services and preparation for home-ownership. Known collectively as the “Find a Way” program, these activities help residents attain self-sufficiency, which means, getting out of public assistance programs of all kinds, including public housing.

Beyond Bristol has broken ground on a new housing development which will have 24 units. Beyond Housing is also developing 12 units to provide permanent supportive housing to a very vulnerable population through a HOME Consortium ARPA grant allocation. Jones Manor and Stant Hall are still slated to be either rehabilitated or demo'd for reconstruction.

Beyond Housing, in partnership with the City of Bristol, was recently awarded a Choice Neighborhood Planning Grant for a targeted area in the City, encompassing the public housing footprint. Beyond Housing and the City are working to develop a transformation plan for this area to promote healthy and happy communities.

Many of the older units in Rice Terrace, Johnson Court and Mosby Hall (for small families) have been painted and updated. The EnVision Center continues to meet the needs of those living in public housing. Need for public housing numbers are growing and they continue to assist their clients to live more securely.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

Beyond Housing has expanded its Family Self-Sufficiency (FSS) program that provides public housing residents the opportunity to participate in financial workshops, seeking and obtaining job training and skill enhancement, and aggressively taking advantage of the free or affordable local programs that assist them in becoming employable, giving them a better understanding of the importance of saving their money, instruction on proper nutrition and childcare, as well as homeownership education. In the past

year, 106 families participated in the FSS program and the Resident Opportunity and Self-Sufficiency (ROSS) program.

Beyond Housing was selected to participate in the United States Department of Housing and Urban Development (“HUD”) cohort #1 of the Moving to Work (“MTW”) expansion. This notification represents the PHA's intent to participate in the MTW demonstration. Participation in the MTW expansion will allow BRHA to develop local policies to enhance our resident/ participant’s self-sufficiency outcomes, improve access and availability of housing, and implement evidence-based strategies that promote program efficiency and efficacy.

Actions taken to provide assistance to troubled PHAs

Beyond Housing is not classified as troubled. No assistance is needed at this time.

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City of Bristol has policies in place to provide property tax exemptions to the elderly and disabled. The City's Code Enforcement Department collaborates with service providers and contractors in the area, and seeks to provide assistance to homeowners in need, recommending resources as needed and setting up compliance plans, prior to taking any action on a home. The City of Bristol, Virginia, has recently implemented a Rental Inspection Program that requires interior and exterior inspections of certain rental units (typically located in LMA areas). The program involves the inspection of rental properties in two established districts when a unit is offered for rent and every four years after the initial inspection. The program applies in areas with the highest number of complaints and code violations, the highest number of known rental units, and in areas with some of the oldest city housing that requires additional maintenance attention. Also, the Planning Commission has proposed an ordinance to regulate short-term rentals in the City of Bristol. It is a priority of the City to ensure there is available and affordable housing stock for its residents.

The City's Planning and Community Development Department continues to increase its efforts to provide support and continue development of a program to connect volunteer assistance to the elderly and disabled who cannot afford landscaping and/or simple maintenance efforts on their properties. Community Development staff assists in identifying these individuals in need.

The City's permit fee schedule generally reflects the investment and improvement in order to provide a progressive fee structure for permits. The City enforces its zoning restrictions which act to protect investment in personal property in residential areas, and has a planning commission which reviews, in coordination with public input, any changes in policy and code.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

The Community Development Specialist regularly participates in numerous coalitions and serves on committees whose objectives are specifically to identify and address needs of the underserved in our communities. Additionally, City CDBG monies support several public service agencies each year, such as the Bristol Public Library's Jones Creativity Center, which provides job training opportunities and job placement and A Place to Be, a homeless day center located within the Salvation Army. The City also financially supports agencies that provide free medical care to the uninsured within our communities, namely Crossroads Medical Mission. The City uses its CDBG funding to support neglected/abused children through the Children's Advocacy Center. Economically disadvantaged school-aged children are provided case management and childcare services through Communities in Schools, the Boys and Girls Club, and Girls Inc. Other programs supported by the City provide services to the homeless, including

food and shelter, rental assistance and basic life essentials. During COVID, the City provided masks, hand sanitizer and wipes to our non-profit partners free of charge. Many of these services are funded through City CDBG allocations or the local United Way via general fund contributions.

For the past few years, Bristol CDBG has been supporting the Appalachian Independence Center which provides advocacy and support to disabled persons to enable them to become more independent and self-sufficient in their homes. It is a City priority to keep individuals safely in their homes through its Emergency Home Repair assistance and providing referrals to public services that can assist them.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The Virginia Department of Health continues to screen children under the age of six in the public school system and through the Head Start program to identify and eliminate lead poisoning in Bristol. Lead poisoning in children does not appear to be an issue this year per the local health department.

All contractors hired for CDBG emergency home repair projects are required to follow safe work practices associated with lead-based paint work as needed. Each housing unit is assessed for lead-based paint hazards and whether abatement practices are required through the use of HUD's Lead Safe Housing Requirements Screening Checklist. In all instances, if lead-based paint were found, appropriate measures are taken to correct the problem.

Every applicant for the emergency home repair program is provided the informational pamphlet "Protect your Family from Lead in your Home", which furthers awareness of lead hazards. All applicants sign to verify that they have received this information on the Home Repair applications.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City continues to give property tax exemptions to elderly and disabled residents who live on fixed incomes. The Dept of Social Services, the Health Department, and other service organizations continue to provide assistance to families; not only direct assistance, but education and information that can help them achieve a better quality of life for themselves and their families. A collection of local and regional service organizations, through the leadership of the Bristol Housing Coalition, provide families in the City with an opportunity to connect service providers and other resources to improve the personal, financial and family well-being of those seeking assistance in a holistic manner. The City also provides direct financial assistance to public service agencies that provide job training, financial literacy and job placement services to economically disadvantaged families. City staff works very closely with the local community college, workforce boards and Southwest Virginia Alliance for Manufacturing to ensure that all people have access to cutting edge career resources to close skill gaps needed in the community.

Additionally, the City is continuously trying to recruit businesses that will bring well-paying jobs to the City. The newly opened Bristol Hard Rock Casino and Hotel has hired approximately 600 employees.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

The City of Bristol works with numerous agencies, both public and private, to provide services to Bristol residents. During the program year, the City has maintained productive relationships with the agencies that serve the people of Bristol and continues to develop new relationships with private developers, lenders, public institutions, public service providers, etc. The City works closely with Beyond Housing (the local PHA) by attending monthly Bristol Housing Coalition meetings. Through its partnerships and sub-recipients, Bristol maintains a high level of quality service provision to the populations served.

The Cities of Bristol VA and TN have been working very closely to ensure that all of their vulnerable citizens have access to assistance, particularly the unhoused population. There are coordinated meetings with City staff, council persons, public service agencies, and churches once a month (these meetings were established due to COVID) These meetings have been critical to collectively identify local needs and resources to address them.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The City communicates and collaborates with social service providers, lenders, builders, developers, and other housing providers as well as local governmental agencies on a regular basis, as active members of the Bristol Housing Coalition, Cumberland Plateau Continuum of Care, Northeast TN/VA HOME Consortium and the Coordinated Community Response team. These groups focus on services to the homeless, children, the elderly, disabled persons, veterans, and persons with HIV/AIDS and their families. Staff participates in Poverty Simulations which are designed to educate and inform various public and private institutions about the daily hardships low income individuals face. These simulations are held at least twice a year and attendees have included representatives from: the YMCA, YWCA, Bristol City staff and Council members, Bristol Public Schools, Bristol Police Department, Department of Social Services, Health Department, Bristol Housing and Redevelopment Authority, banks, hospitals, Chamber of Commerce, public schools, etc. The Community Development Specialist is a frequent volunteer in these sessions.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

No impediments were identified this past year. The Code Enforcement officer and Community Development Specialist provide renters with access and information pertaining to the Fair Housing Act if they are experiencing issues with their landlords.

Regarding Fair Housing activities, the City always provides its home repair applicants with a Fair Housing booklet and has pamphlets available at City Hall. The city continues to rotate its 6 foot portable Fair

Housing informational banner with willing organizations in order to provide fair housing information to residents. It is currently in the entrance to City Hall.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

The City has written policies and procedures for the CDBG program. The document has been updated recently to revise some of the home repair and home maintenance partnership programs, raising grant amounts and placing caps on amounts provided to each homeowner, and updating procurement policies. This manual includes Program Overview, Organizational Structure, Citizen Participation Plan (which was updated last year due to COVID), Calendar, Consolidated Plan adoption, Code Enforcement Guidelines, environmental review records, procurement policies, etc.

The Community Development Specialist continually monitors its public service sub-recipients by ensuring they submit timely and accurate quarterly reports and drawdowns. Monitoring visits this year typically take place in the fall. Most sub-recipients are repeat CDBG grantees and the Community Development Specialist finds it most important to provide specific monitoring activities to new grantees so they know exactly what is expected. Staff is available by phone or email to answer any questions that came up as the sub-recipients carried out their application processes.

Regarding homeless activities and objectives, the City's CDBG Emergency Home Repair program continues to successfully provide improvements to low income homeowners in the City, enabling them to continue living in their homes in safety and comfort. Many do not have the resources to relocate to more suitable dwellings. The Community Development Specialist continues to be involved with the initiative to maintain homeless day centers to serve Bristol. There are now two Day Centers open five days a week to serve, not only the homeless, but those economically or otherwise disadvantaged. Additionally, the Housing Authority has been designated as an EnVision Center which provides comprehensive case management services, referrals and other resources to both public housing residents and other vulnerable populations throughout the City; this will positively complement day center services. Family Promise of Bristol has a homeless coordinator/case manager who focuses specifically on homeless individuals and their issues. Family Promise has opened at day center at the Salvation Army that provides services and "a place to be" during the day for the unhoused population.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The Public Notice of Completion for PY 2024 and availability of the 2024 CAPER for review were posted on the City's website, in the Bristol Public Library, and via the CDBG Blog. This notice provided the date of a public hearing as well as a 15 day comment period beginning on August 25 2025. The CAPER was made available for review during this comment period per request in the office of the Community Development Specialist, at the Bristol City Library, and on the City website. The Community Development Specialist's contact information was in the notice and she was available during this time period to receive any questions or comments about the CAPER. A public hearing and brief presentation were held at a regularly scheduled Council Meeting on September 9 2025; no comments were received during the public hearing or during the comment period.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

Most of the City's objectives remain the same for its CDBG allocation. The most needed funds continue to be for emergency home repair. Demolition projects will be completed in PY 2025 as the two demolitions contracted were not completed by the end of the program year. The City plans to complete the transit bus shelter and pull-off in PY 202t. This project has been on hold, awaiting additional funding, but now is almost completed.

The team that reviewed and scored the competitive application for public service agencies prioritized those organizations providing basic needs services.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

CR-45 - CDBG 91.520(c)

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Most of the City's objectives remain the same for its CDBG allocation. The most needed funds continue to be for emergency home repair. Demolition projects will be completed in PY 2025 as the two demolitions contracted were not completed by the end of the program year. The City plans to complete the transit bus shelter and pull-off in PY 202t. This project has been on hold, awaiting additional funding, but now is almost completed.

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Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

CR-58 – Section 3

Identify the number of individuals assisted and the types of assistance provided

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	0	0	0	0	0
Total Labor Hours	0				
Total Section 3 Worker Hours	0				
Total Targeted Section 3 Worker Hours	0				

Table 8 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers					
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.					
Direct, on-the job training (including apprenticeships).					
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.					
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).					
Outreach efforts to identify and secure bids from Section 3 business concerns.					
Technical assistance to help Section 3 business concerns understand and bid on contracts.					
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.					
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.					
Held one or more job fairs.					
Provided or connected residents with supportive services that can provide direct services or referrals.					
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.					
Assisted residents with finding child care.					
Assisted residents to apply for, or attend community college or a four year educational institution.					
Assisted residents to apply for, or attend vocational/technical training.					
Assisted residents to obtain financial literacy training and/or coaching.					
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.					
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.					
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.					

Other.					
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Table 9 – Qualitative Efforts - Number of Activities by Program

Narrative

The Bristol City CDBG program did not have any construction/projects that exceeded the \$200,000 threshold required for Section 3. However, one of the contractors repeatedly used for our rehabilitation projects is a self-certified Section 3 contractor; many of the other contractors used for the emergency home repair program are more than likely eligible to become certified as Section 3 contractors but are not interested - they are very small and typically only utilize a part-time helper.