



**ORANGE COUNTY
GOVERNMENT**
F L O R I D A

Orange County Citizen Participation Plan

Draft: updated June 13, 2022

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INTRODUCTION

Orange County's Citizen Participation Plan (CPP) establishes the procedures and standards for citizen participation that Orange County must follow to be in compliance with the U.S. Department of Housing and Urban Development's rule 24 CFR 91.105. All Orange County citizens, in particular low and moderate-income persons and those living in slum and blighted areas, are encouraged to participate in the planning, implementation and assessment of the federally-funded housing and community development programs.

These programs are administered by the County's Housing and Community Development Division, and they are intended to develop viable communities with decent housing and a suitable living environment, and to expand economic opportunities, particularly for low- and moderate-income persons within the unincorporated County area and in the participating municipalities. The programs are implemented through a number of activities that are identified and selected annually. To conduct desired activities, Orange County seeks federal funding from the U.S. Department of Housing and Urban Development (HUD), primarily through the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Emergency Solutions Grant (ESG) programs.

Orange County recognizes the need for persons or groups affected by, or involved with community development projects under these programs to be given the opportunity to provide relevant and productive input to those tasked with program implementation and administration. To accomplish this goal, the Orange County Citizen Participation Plan is designed to gather input from persons with low- and moderate-incomes, persons living in slum and blighted areas, and in areas where funds are being used, or are proposed to be used, and from residents of primarily low- and moderate-income neighborhoods, as defined by HUD.

The CPP also seeks input from persons who are experiencing homelessness, members of minority groups, non-English speaking persons, persons with disabilities, and residents of public housing, to include the Orlando and Winter Park Housing Authorities, by publicly soliciting individual comments and by contacting groups and agencies that represent and/or serve these populations. Additionally, Orange County welcomes input from local community partners, faith-based organizations, local Continuum of Care (CoC FL-507), currently known as Central Florida Commission on Homelessness, and from those agencies that provide assisted housing, health services, and various public services. These partners can provide valuable insight on community needs and improvements.

To ensure citizens' participation in all stages of the planning process, the County will host public meetings, in-person at a variety of locations and/or virtually, and provide timely notification and appropriate information concerning the conduct and purpose of these meetings to allow full public participation.

CONSULTATION AND TECHNICAL ASSISTANCE

Orange County actively promotes neighborhood/community organizations and the regular conduct of neighborhood meetings by participating in meetings and maintaining ongoing contact with neighborhood organization representatives, especially in low- and moderate-income areas in need of community development assistance. These neighborhood meetings give County representatives an opportunity to share information about the Citizen Participation Plan process. Citizens and community leaders can interact with and share concerns or recommendations with

County representatives. Interested parties/groups may review old or new program issues or activities, and may solicit input on projects they are considering for their area under any programs covered by the Consolidated Plan (a five-year strategic plan for the use of federal dollars), prior to submitting a proposal through their organization to the Housing and Community Development Division.

Housing and Community Development Division regularly partners with Neighborhood Services and Planning Divisions to attend neighborhood and community meetings. Meetings organized by the Planning Division are primarily focused around land use changes and land development decisions. Those meetings are advertised on the County Calendar, which can be accessed by visiting the County's website at www.ocfl.net. Neighborhood Services Division participates in neighborhood meetings throughout Orange County, to include meetings of established Safe Neighborhood Groups (South Apopka, Tildenville, Azalea Park, Pine Hills, Pine Castle, South Goldenrod, South Orange Blossom Trail, Orlo Vista and Lee Road), meetings of the Pine Hills Neighborhood Improvement District Council, and meetings of various neighborhood organizations (Tangelo Park, North Lake Mann, People of Lockhart, Normandy Shores, etc.). Please contact Neighborhood Services Division (407-836-5621) to obtain a schedule of these meetings and additional details.

Additionally, the Housing and Community Development Division staff will provide guidance in the interpretation of relevant federal regulations, strategies and objectives of the Consolidated Plan and Annual Action Plan, and referrals to appropriate agencies and to HUD, if necessary. Orange County staff will provide technical assistance, to the greatest extent feasible, to all applicants or potential applicants and their constituents. Assistance may be in the form of one-on-one technical assistance to community leaders, or organizations and agencies that represent and/or assist minorities and disabled persons in developing proposals for funding assistance under any of the programs covered by the Consolidated Plan. Staff may also attend meetings to provide needed technical assistance and to respond to community questions and/or concerns, or both. Assistance with proposals is not a guarantee of funding.

Pre-award technical assistance sessions for annual Request for Applications (RFA) proposals are generally held in the beginning of March of each year, either virtually or in persons, at the Orange County Chambers (201 S. Rosalind Ave., Orlando, FL 32801). The exact dates and times are advertised in local newspapers in February, and the information is also emailed to the agencies and persons on the Division's distribution/contact list. To add their name(s) to the distribution list, agency representatives or interested individuals should email housing@ocfl.net. One-on-one technical assistance can also be requested via email (same email address) and provided upon availability of staff time.

All funding recommendations are heard and approved by the **Community Development Advisory Board (CDAB)** prior to being scheduled to be heard by the Board of County Commissioners. The CDAB serves as a liaison between the Housing and Community Development Division and County residents. The Board represents both, community-wide and neighborhood interests. Orange County's six District Commissioners each appoint a CDAB member for a particular district, and one CDAB member is appointed by the Mayor as an at-large representative. The Board convenes regularly (generally, 3rd Wednesday of each month), and members of the Board are also encouraged to attend neighborhood organization meetings in the district they represent. The CDAB meetings are open to the public, and agencies' representatives and interested parties are welcome to attend those meetings. Additional information about CDAB meetings, to include meeting dates, locations, times, agendas, and meeting minutes, can be found on the Orange County website (www.ocfl.net).

CONSOLIDATED PLANNING PROCESS

5-Year Planning Process

Every 5 years, the County will develop a new **Consolidated Plan**. It is a five-year strategic plan prepared as required by 24 CFR Part 91 in order to continue to receive entitlement funds from the U.S. Department of HUD. It is the planning document that identifies needs and goals for community planning and development programs, and housing programs, during the designated five-year period. The plan is submitted to HUD on or before August 15 prior to the start of the first year of the new five-year period. It allows the County to apply for funding under the CDBG, HOME and ESG programs.

The County will hold at least one public hearing before developing the Consolidated Plan to:

- Provide citizens, public agencies and interested parties with a forum for input on housing and community development needs and priorities as part of the preparation of the Plan;
- Discuss the amount of funding the County anticipates receiving from HUD for CDBG, ESG and HOME programs, and related program income, and the estimated amount of funding under these programs that will benefit persons of low and moderate income;
- Examine the range of activities that may be implemented;
- Give assurances of plans to minimize displacement of persons, assist any persons displaced, and specify the types and levels of assistance the County will make available (or require others to make available) to persons displaced, (even if no displacement is expected to occur) in keeping with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended; and
- Advise when and how the County will make this information available.

When developing the Consolidated Plan, the County will provide opportunity for citizen input on needs and priorities by such means as focus group sessions, a public survey at community locations and/or via a website, and/or a request for input and comments on the County's website, participation in community meetings, and by other means as feasible and appropriate.

Prior to adopting the Consolidated Plan, Orange County will make available to citizens, public agencies, and other interested parties information which includes the amount of assistance the County expects to receive (including grant funds and program income) and the range of activities that may be undertaken, including the estimated amount that will benefit persons of low and moderate income.

Draft Document and Public Comments: Orange County will ensure that citizens, public agencies, and other interested parties are provided with a reasonable opportunity to examine the contents of the proposed Consolidated Plan and to submit comments during the public comment period. A public notice of anticipated funding and proposed activities, as well as identified community needs and funding priorities, will be published in the local newspaper of general circulation. The notice will announce include dates for a public comment period, a date and time of a public hearing, and various ways to access the draft document or an executive summary of the document. A copy of the notice will be provided to community partners, particularly those in or serving low and moderate-income areas of the County, and faith-based, business and other agencies/organizations and associations, as well as agencies serving persons with disabilities and those with limited English proficiency, as appropriate.

The published draft document, or its executive summary, will describe the contents and purpose of the Consolidated Plan, funding anticipated, proposed activities, and locations where copies of the entire proposed Consolidated Plan may be examined by the public. A public review and comment period of not less than thirty (30) days will be established for the receipt of comments from citizens on the proposed Consolidated Plan. This period will be specified in the public notice at the time the summary of the plan is published.

Availability for Review: A copy of the proposed plan will be available for review at the Orange County Public Library, and at the Orange County Housing and Community Development Office, including its Planning and Development, Housing Development and Section 8 offices. The proposed Consolidated Plan will be posted on the County's website, and, to the extent possible, at such public places and other locations throughout the county that will facilitate examination by the general public. Upon request, the County will also make a reasonable number of copies of the Plan available to citizens and groups that request it, including copies to persons who are homebound. Locations and addresses of locations where the plan will be available are as follows:

Housing and Community Development Division Webpage

<http://www.orangecountyfl.net/NeighborsHousing/CommunityDevelopment.aspx>

Orange County Housing and Community Development Division

525 E. South St.
Orlando, FL 32801

Orange County Public Library

101 E. Central Blvd.
Orlando, FL 32801

Orange County Community Centers

[Various - Located in or serving current Target Areas and other Low/Mod Income Areas]

Annual Planning Process

Every year of the 5-Year planning period, the County will develop an **Annual Action Plan**. An annual action plan is prepared for each year of the five-year Consolidated Plan, and it specifies the amount of funding the County anticipates receiving from HUD, and related program income, under the CDBG, HOME and ESG programs. It describes the activities/projects to be undertaken to address the needs and priorities identified in the Consolidated Plan. An Annual Action Plan is submitted to HUD on or before August 15 of each year and serves as the annual application for funding for the grant year that begins October 1st and ends September 30th.

The annual planning process will largely follow the process established for the Consolidated Plan, and it will include an initial public input, issuance of the Request for Applications/Notice of Funding Availability, selection of projects and activities to be funded in order to meet goals and objectives of the 5-year plan, drafting of the document, establishment of the public comment period, making the document available for review and comments, and public hearings.

Consolidated Annual Performance and Evaluation Report (CAPER)

On an annual basis, Orange County will review and report on the progress it has made in carrying out its five-year strategic plan and Annual Action Plan. This will be done through completion of a

Consolidated Annual Performance and Evaluation Report (CAPER). The CAPER is an annual report that provides details on the County's performance in the administration of funding provided under the CDBG, HOME, and ESG programs during the previous grant year and tracks progress made towards five-year goals established in the Consolidated Plan. It describes how funds were actually used and the extent to which funds benefitted low and moderate-income persons. The CAPER is submitted within 90 days of the end of the grant year (by December 30th), and it is the basis for an evaluation of annual accomplishments and progress towards goals established in the Consolidated Plan.

The CAPER document includes a description of the resources made available, utilization of available resources, geographic distribution and location of funded projects, households and persons assisted (including racial and ethnic status of persons assisted), actions taken to affirmatively further fair housing, and other actions indicated in the five-year strategic plan and the Annual Action Plan. As required, the CAPER will be submitted to HUD within ninety (90) days after the close of the County's program year.

Public Review and Comments: A notice of not less than fifteen (15) day public review and comments period for the draft CAPER document will be published in a newspaper(s) of general circulation. The notice will also provide information on locations where copies of the entire proposed CAPER report may be examined by the public. Upon request, the County will also make free copies of the proposed CAPER report available to citizens and groups.

Amendments to Consolidated Plan and Annual Action Plan

Every amendment to the Consolidated Plan and/or Annual Action Plan must be defined as either a substantial or a minor amendment, based on the criteria listed below.

Substantial amendments to the Consolidated Plan must conform to 24 CFR 91.505. Orange County will consider the following changes to be substantial amendments to the Consolidated Plan/Annual Action Plan, and subject to the citizen participation process, in accordance with its Citizen Participation Plan and 24 CFR 91.505. A substantial change is defined as one of the following occurrences:

- A change that adds a new priority;
- A change that adds a new activity;
- A change that cancels an activity that involves more than 25% of the fiscal year's funding allocation;
- A change in the project location to one beyond the original census tract and block group;
- A change in the scope of an activity as it relates to beneficiaries, basic eligibility or changes in purpose/stated objectives of an activity.

When processing a substantial amendment, a notice concerning the availability of the proposed substantial amendment will be published in a newspaper of general circulation, and it will establish a thirty (30) day public review and comment period. The public notice will encourage all interested parties to participate, and solicit their comments and input on the proposed substantial amendment. Upon request, the County will also make copies of the proposed substantial amendment available to citizens and groups. All comments received in writing during the established public comment period will be considered in preparing the final substantial amendment. A summary of any accepted comments or views, and a summary of any comments or views not accepted and the reasons for, will be attached to the substantial amendment. Upon

conclusion of the public comment period, the substantial amendment must be submitted to the Board of County Commissioners for approval, and then submitted to the U.S. Department of HUD through the IDIS for the final approval. The amendment must be approved by HUD prior to completion of the CAPER for the corresponding year.

Minor Amendments to the Consolidated Plan, and the Annual Action Plan (in accordance with its Citizen Participation Plan and 24 CFR 91.505), is defined as:

- A change that cancels an activity that involves less than 25% of the fiscal year's funding allocation.

Minor amendments will not require public notices or submission to the Orange County Board of County Commissioners; however, these amendments must be submitted through IDIS and reviewed by HUD prior to completion of the CAPER.

Regardless of its type, an amendment should first be incorporated into the Consolidated Plan and, subsequently, into the Annual Action Plan.

Analysis of Impediments to Fair Housing Choice (AI)

The AI is a document that identifies barriers to fair housing choice. Title VIII of the Civil Rights Act of 1964 and implementing regulations in 24 CFR Part 1 prohibit discrimination in any program or activity funded in whole or in part with federal funds made available under this part. In addition to its responsibility for enforcing other Federal statutes prohibiting discrimination in housing, HUD has a statutory obligation under Section 109 of the HCD Act of 1974, Title I, prohibiting discrimination on the basis of race, color, national origin, disability, age, religion, and sex within CDBG programs or activities. As a requirement for receiving entitlement funds, jurisdictions must submit a certification to HUD to Affirmatively Further Fair Housing, the prerequisite to which is the completion of an Analysis of Impediments (AI) to Fair Housing Choice. In developing the AI, the County will follow some of the public participation procedures outlined in the Citizen Participation Plan. Additional participation tools might also be utilized by the County staff.

Anti-displacement and Relocation

In implementing its Consolidated Plan activities, the Orange County will make every effort possible to avoid or minimize the effects of displacement of persons affected by any CDBG, HOME, and ESG funded activities. If an involuntary displacement should occur, the County will provide housing referral assistance and, if required, make relocation payments in accordance with local, state and federal law within the required timeframe.

PUBLIC EMERGENCY AND DISASTER DECLARATION PROCEDURES

There have been situations that occur where the County experiences a natural disaster or emergency. Examples of these include major hurricanes and the 2020 COVID-19 virus pandemic. In these situations, either the Orange County Health Department, the Mayor of Orange County, the Governor of the State of Florida, and/or the President of the United States declared that emergency conditions existed. These events are not predictable as to when they will occur or what will be their impact on County residents, businesses, and/or the community resources. Events that qualify as a type of disaster or emergency would not constitute a substantial change, and thereby waive requirements for formal adoption of an amendment to the associated

Consolidated Plan/Annual Action Plan. In the event of a local, state, or federal disaster or emergency declaration, the County may fund new activities and/or the reprogram funds, including canceling activities, to meet needs resulting from said disaster or emergency. Therefore, Orange County may utilize CDBG, ESG or HOME funds to meet these needs with a five (5) day public notice and comment period instead of a thirty (30) day public comment period, which is otherwise required for substantial amendments.

Waiver Process: Upon determination of good cause, U.S. Department of HUD has the authority to waive certain regulatory provisions of the CDBG, ESG and HOME programs subject to statutory limitations. Examples of good cause for such waives include the following:

- Presidential disaster declarations under Title IV of the Stafford Act.
- Orange County may seek a waiver to its Citizen Participation Process, in emergency situations when expedited assistance offered through Consolidated Plan/Annual Action Plan covered programs is deemed necessary by the Mayor.
- U.S. Department of HUD issues notices to waive deadlines for submission and reduction of public comment periods.

Following HUD issuance of waiver notices or approval of a waiver requests, the County reserves the right to amend the Citizen Participation Plan comment period as follows:

- A reduction in the public comment period for Consolidated Plan/Annual Action Plan substantial amendments from thirty (30) calendar days to five (5) calendar days.
- A reduction in the public comment period from thirty (30) calendar days to five (5) calendar days in the event of a local “urgent needs” emergency or state/federally declared disaster.
- Flexibility in determining what constitutes reasonable notice and opportunity to comment.
- Forego public hearings when the emergency conditions dictate caution; however, the County, at its option, may hold virtual public hearings if determined to be necessary.

For CDBG funding under FY 2019-2020 and The Coronavirus Aid, Relief and Economic Security Act (CARES Act), Orange County may provide a five (5) day notice of a proposed change for public comments, as allowed under the HUD waiver. A special ESG Program funding under the CARES Act (referred to as ESG-CV) is not subject to the consultation and citizen participation requirements that would otherwise apply to the ESG funds. Instead, Orange County must publish how its ESG-CV allocation will be used, at a minimum, on the Internet at its website or through other electronic media. With respect to a declared disaster, the County may elect to use CDBG, ESG or HOME funds to address needs not provided for by the Federal Emergency Management Agency (FEMA) and the Small Business Administration (SBA), or other disaster relief efforts. Funding for disaster relief may not duplicate other efforts undertaken by federal or local sources unless allowed by the federal government. Potential eligible uses of funds are those that are included in this Citizen Participation Plan, the Consolidated Plan, or any other CDBG, ESG or HOME eligible use. HUD may provide new guidance on eligible uses in which the County will comply with and may utilize as well.

Virtual Meetings: In the event that Orange County is closed to the public, or has a declared emergency, or for as long as public health authorities recommend social distancing or limited in-person public gatherings for public health reasons, virtual public meetings and hearings may be used (via WebEx platform) to fulfill any public hearing requirements. Orange County still encourages the participation of all citizens, including elderly, minorities, and persons with limited

English speaking proficiency, as well as persons with disabilities. To the extent possible, public hearings and meetings will be held at times convenient to potential and actual beneficiaries, and with accommodation for persons with disabilities upon request. After the meetings, recordings of the proceedings may be provided upon advanced request (please email housing@ocfl.net to request).

PUBLIC MEETINGS

Orange County commits to providing its citizens with reasonable and timely access to public meetings regarding the Consolidated Plan, related Annual Action Plans and any amendments thereto, Consolidated Annual Performance and Evaluation Report (CAPER), and the Citizen Participation Plan.

The County may hold public meetings and public hearings in-person or virtually, with the option for attendees to call in using a telephone, upon request. All efforts will be made to accommodate participation for those who are disabled and/or non-English speaking.

The general public meeting procedures are outlined below.

- **Notice of Public Meetings:** Orange County will make every effort to ensure that the notice of these public meetings is published at least fifteen (15) days in advance of the meetings in a local newspaper of general circulation, and in minority or non-English language newspapers, where available and feasible. Notice of these public meetings will include the time, date, place and procedures of these meetings as well as topics to be considered. Notices will invite all interested parties to participate and give their comments and input on the proposed plans being developed.
- **Time and Location of Meetings:** Public meetings will be held at times and locations convenient to potential and actual beneficiaries. Unless otherwise noted, public hearings will be held at 6:00 p.m. at a central, accessible location. To the extent possible, public meetings will be held in locations that are wheelchair accessible and/or architectural barriers are not present. The County will also make an effort to hold public meetings in locations that are easily accessible by means of public transit.
- **Non-English Speaking Persons:** Orange County will make a translator available at public meetings where a significant number of non-English speaking persons or interest groups notify the staff at least two (2) business days prior to the public meeting and request appropriate translation services.
- **Accommodations for Persons with Disabilities:** Orange County staff will make accommodations for the attendance of persons with disabilities who notify the County at least two (2) business days prior to the public meeting and identify and request the accommodations needed, hearing, visual, or other.
- **Other Accessibility Accommodations:** With a 2-days notice, prior to any public meeting, the County will make an effort to provide the following services: an interpreter and audio equipment for the hearing impaired; a reader to review printed materials with the sight impaired; and a foreign language interpreter for non-English speaking residents. Arrangements for these services can be made by contacting the Communications Division.

Materials presented at the public hearings will be made available on the County website in a form of meeting minutes. Recording of public hearings may be made available upon an advanced request by sending an email to housing@ocfl.net.

During the development of a Consolidated Plan/Annual Action Plan, Orange County will hold at least two (2) public meetings annually to obtain citizen input and to respond to questions regarding program activities. These public meetings will be conducted at different times during the program year. These meetings, together, will obtain the views of residents on housing and community development needs, discuss proposed activities, and review program performance.

An initial public meeting will be held during the development of the Plan. A second public meeting will be held near the end of the fifteen (15) day public review period of the CAPER. Every five years, when the Consolidated Plan is being developed, the County will hold an additional public meeting before the proposed Consolidated Plan is published for review in order to obtain the input of citizens on housing and community development needs. These public meetings are intended to meet the guidelines required by the U.S. Department of Housing and Urban Development established in 24 CFR 91.105(e)1.

ACCESS TO DOCUMENTS, RECORDS AND INFORMATION

Orange County will provide citizens, public agencies or other interested parties, with a reasonable opportunity to comment on any of the consolidating planning documents produced by the Division, to include the Consolidated Plan, any amendments thereto, annual Action Plans, CAPER and the Citizen Participation Plan. These documents will be made available and accessible to the public, including various social service providers and groups that represent or serve persons with low and moderate-incomes, persons living in slum and blighted areas and in areas where CDBG funds are proposed to be used, persons with special needs, residents of public housing, persons who are homeless, members of minority groups, non-English speaking persons, and persons with disabilities. English-Spanish bilingual Division staff will be available to assist non-English speaking residents in accessing this information. The documents will also be made available for public inspection and review during regular business hours at the Orange County Housing and Community Development Division, located at 525 E. South St., Orlando, FL 32801, and on the Orange County Housing and Community Development web page at

<http://www.ocfl.net/NeighborsHousing/CommunityDevelopment.aspx>.

The applicable public comment periods for each of the documents and ways to provide comments to the Division staff will be advertised in the Orlando Sentinel or other newspaper of general circulation. Orange County will consider any comments or views of citizens received in writing in those documents. A summary of these comments or views will be attached to the applicable document and submitted to the U.S. Department of HUD.

It should be noted that comments that are not related to the documents being reviewed, or comments that contain derogatory and prejudicial language, might not be included in the final documents. However, those comments will be made available to the U.S. Department of HUD and to the public, upon request.

ADDITIONAL PUBLIC PARTICIPATION TOOLS

In addition to the strategies proposed in this document, Orange County will continue implementing other outreach tools in order to improve citizen participation. With regards to Public Notices, documents submitted for review may be summarized in the form of flyers or brochures and placed in public libraries and/or community centers in low-income areas for easy accessibility; these summaries will also be published on the County's website. Public Notices

may be provided in languages other than English and Spanish, upon request. Furthermore, advertisement will also be done through Spanish radio channels, when necessary, in order to reach larger audiences and improve access to information for Non-English speakers.

Email announcements will be shared with agencies and community leaders when documents become available for public review. Orange County will continue consultations with other local governments and jurisdictions in the region to discuss issues of regional importance, such as affordable housing and homelessness.

In an effort to reach out to various groups within the County and to ensure these public participation tools are put into place, Orange County staff will host topic-oriented stakeholder sessions and continue to be part of the Florida Community Development Association (FCDA). To reduce language barriers and allow for better communication, staff who are Spanish speaking, or who speak other languages, such as Haitian Creole or Russian, may be available to assist the public upon request.

Orange County is committed to ensuring that all people, including those who speak a language other than English, have full and equal access to the County's programs and services. As of the date of this plan, Orange County is currently in the process of updating its language accessibility tools, to include changes to the Resolution for Adoption of Title VI Policy and Plan to incorporate a section on the Limited English Proficiency, among other changes, the Mayor-led work to expand access to services for underserved populations, and development of "I Speak" cards. The "I Speak" cards provide access to verbal translation services (in 45 languages) to those in need. The Housing and Community Division will evaluate application of those tools to the community participation initiatives led by the Division staff. Furthermore, the Orange County website (www.ocfl.net), has the capability to translate the site with the 'Español' "button" feature – to provide for an expanded language access for those with limited English proficiency.

Finally, the Division staff fluent in Spanish often attends meetings of local Hispanic groups and make appearances at the radio and TV shows, as well as social media outlets catering to Spanish-speaking residents of Orange County, to provide information about the programs and activities administered by the Division, as well as the consolidated planning process.

COMPLAINTS AND GRIEVANCE PROCEDURES

Orange County will provide a substantive written response to all complaints received in writing, or orally at public hearings, if any, concerning the Consolidated Plan, the Annual Action Plan, and any amendment to these plans, or to the CAPER. Responses will be provided within fifteen (15) working days, where practicable. A record of complaints received will include the nature of the complaint, referrals made, and the final disposition. This record will be included with the final document submitted to HUD.

Comments and/or complaints should be submitted to the Housing and Community Development Division, which administers federal funding from the U.S. Department of HUD for the CDBG, HOME, and ES) programs (and other programs that may be administered on behalf of HUD from time to time as deemed necessary). The City of Orlando administers funding for the area under the HOPWA program. Comments and/or complaints should be submitted in writing, by mail, or fax to:

The Manager, Orange County Housing and Community Development Division
525 E. South St., Orlando, FL 32801 Tel: 407-836-5191 Fax: 407-836-5193