

| Program | Brief Description | Proposed New Total Allocation | Approx. Obligated* | Approx. Unobligated | Spent | Unspent | Deadline |
|---|---|-------------------------------|--------------------|---------------------|------------------|------------------|----------|
| Homeowner Assistance | Financial assistance for repair/reconstruction | \$49.5M | \$40M | \$10M | 37.28 | 12.22 | 8/16/24 |
| Homeowner Reimbursement | Reimbursement of out-of-pocket repair/reconstruction costs | 46.8 | 45.6 | 1.2 | 44.8 | 2 | 6/30/24 |
| Affordable Rental Housing | Affordable multi-family acquisition, rehab, reconstruction, new construction | 252.9 | 230 | 22.9 | 131.77 | 121.13 | 2/28/25 |
| Single-Family New Construction | Building/acquiring affordable new homes in amenity-rich, mixed-income areas | 59.6 | 50 | 9.6 | 17.9 | 41.7 | 2/28/25 |
| Mandatory Residential Buyout/Relocation | Buying homeowners/renters out of flood-prone properties; relocation assistance | 194.0 | 190 | 4.0 | 88.24 | 105.76 | 2/28/25 |
| Mandatory Commercial Buyout/Relocation | Acquisition of commercial properties in flood-prone areas; relocation assistance | 18.3 | 10 | 8.3 | 7.17 | 11.13 | 2/28/25 |
| Infrastructure - Method of Distribution (MoD) | Funding infrastructure and facilities with municipal partners based on MoD criteria | 129.2 | 120 | 9.2 | 22.44 | 106.76 | 2/28/25 |
| Infrastructure - Competitive Application | RFP-based infrastructure and facilities funding with nonprofit/municipal partners | 75.1 | 70 | 5.1 | 30.95 | 44.15 | 2/28/25 |
| Public Services | Services that support vulnerable populations to foster housing stability | 3.0 | 2.5 | 0.5 | 0.2 | 2.8 | 8/16/24 |
| Planning | Planning to identify needs and support effective program implementation | 37.0 | 30 | 7.0 | 25.2 | 11.8 | 8/16/24 |
| Administration | Program, financial, legal, compliance, and other staff support | 21.0 | 20 | 1.0 | 14.22 | 6.78 | 2/28/25 |
| Total | | \$886.3M | \$808.1M | \$78.2M | \$420.17M | \$466.23M | |
| Percentage of Total | | | 91% | | 47% | | |

Definitions: Allocation – Total allocation of DR funds to a specific program. Obligated – DR funds committed to a specific project within a program, some but not all of which has been spent. Unobligated – DR funds allocated to a specific DR program but not yet obligated to a specific activity within the program. Spent – DR funds spent to date (subset of Obligated). Unspent – Allocation minus Spent. These amounts represent the relevant benchmarks for timely spending under the DR programs.

* Obligated amount is approximated conservatively to prevent discrepancies in the data over time relating to contracts, purchase orders, and GLO data, and because obligated amounts may change due to evolving project need.

● HOMEOWNER ASSISTANCE PROGRAM

| Program Goals | Program Progress |
|--|------------------|
| 127 homes rehabilitated or reconstructed | 117 (92%) |
| \$49.5M of DR funds expended | \$37.28M (75%) |

The Homeowner Assistance Program (HAP) provides financial assistance and uses contractors to rehabilitate or reconstruct homes damaged by Hurricane Harvey. The program seeks to alleviate specific life, health, and /or safety hazards resulting from substandard conditions in a home directly affected by Hurricane Harvey and to mitigate the potential impact of future disasters.

HAP exceeded early contractual milestones before the COVID-19 pandemic caused delays in part due to precautions taken by participating residents (including hesitation about HAP contractors entering homes). In addition, coordination challenges among the various internal and external parties supporting this program caused delays.

The program is on track to complete construction activities on the last home in the pipeline in late Q2 2023. Program staff have received additional personnel from our Construction Management vendor to support and assist with building draw packets for submission to GLO. The increased assistance has begun to show a positive trend in packet submissions to second-level review conducted by GLO. We anticipate having draw submissions complete by December 2023, with close out by December 2023 and 133 homes completed. This final projected number is lower than the original goal largely due to withdrawal by some households (e.g., because some homeowners preferred not to demolish and rebuild their homes) and eligibility issues (e.g., duplication of benefits, homeowners association restrictions, and flood insurance requirements).

This program needs an additional \$5M due to more homes than originally anticipated requiring reconstruction rather than the less-costly renovation option (renovation costs an average of \$80,000 per home while reconstruction costs around \$300,000 per home).

● HOMEOWNER REIMBURSEMENT PROGRAM

| Program Goals | Program Progress |
|---------------------------|----------------------|
| 951 households reimbursed | 941 households (98%) |
| \$46.8M of reimbursements | \$44.8M (96%) |

The Homeowner Reimbursement Program (HRP) reimburses eligible expenses for homeowners whose primary home was damaged by Hurricane Harvey and who repaired or reconstructed their home using out-of-pocket funds. Reimbursing homeowners helps households stabilize their financial situation, increasing self-sufficiency and resilience.

Since receiving authority to implement a Harvey Disaster Recovery Program in 2019, HRP has made significant progress in reaching its contract goals. After meeting its original contract goal in Q3 2020 significantly ahead of schedule, GLO twice increased the contract award and service target, providing additional disaster recovery funds to Harris County (from \$15M to more than \$40M) to serve more households under this program. During Q2 2023, the Program reached an incredible achievement by having served 98% of all eligible households. The remaining 2% of households pending issuance of reimbursement checks are those that remain dual-enrolled with the GLO's HAP program. Program guidelines state that once GLO HAP construction activities begin, Harris County will be permitted to issue the HRP reimbursement checks. This process has already begun for the first few applicants and is expected to be complete by the end of Q2 2023.

Beginning in Q1 2023, and continuing into Q2, Program staff have been working with the GLO to begin formally closing out files and will continue to do so until complete. At present, this program is expected to have all files formally closed out well ahead of the mandated contractual obligations.

● AFFORDABLE RENTAL HOUSING PROGRAM

| Program Goals | Program Progress |
|--|------------------|
| 1,761 affordable housing units built/preserved | 1,109 (63%) |

| | |
|-------------------------------|-----------------|
| \$252.9M of DR funds expended | \$131.77M (52%) |
|-------------------------------|-----------------|

The Affordable Rental Housing Program (ARHP) provides funds for acquisition, rehabilitation, reconstruction, and new construction of affordable multi-family housing projects. In addition to new construction, properties purchased through this program will be developed/redeveloped to preserve affordable housing options for residents and create replacement housing for homes taken off the market through the Hurricane Harvey Buyout Program. Developments are intended to be mixed-income, with most units dedicated to tenants at 80% of median income or below for a 20-year period.

The COVID-19 pandemic caused supply chain disruptions, higher construction costs, and labor shortages. At the same time, the program team has experienced challenges regarding the streamlining of processes, coordination with internal and external stakeholders, and third-party compliance issues, all of which have at times caused delays. Nevertheless, prior to Round 4 project selection, this program is projected to exceed its original goal by creating 745 more units than originally planned, for a total of 2,506 apartments. In addition, while construction completion dates for projects have been pushed back to Q1 2025, all projects remain on track to be completed by the original deadline.

At this stage, CSD leadership and the program team are continuing to work to address inefficiencies, greatly enhance coordination and project management tracking, and improve relationships with external partners. Doing so will greatly increase the probability of avoiding delays and compliance issues and thus avoid financial and other risks for the County.

Round 4 for CDBG-DR is close to being finalized with at least one project that will be funded. Efforts to identify any additional funds that can be reallocated to Round 4 are still underway. Pinnacle Apartments was approved by Commissioners Court on April 4, 2023 for submission to GLO for approval. This project would add 248 affordable units and bring the total amount of affordable units projected to be created under CDBG-DR-ARP to 2,754 units.

● SINGLE-FAMILY NEW CONSTRUCTION PROGRAM

| Program Goals | Program Progress |
|--|---------------------------------|
| 160 new homes built or acquired | 23 (7%) homes built or acquired |
| 160 homes sold to qualified homebuyers | 5 homes sold to date |
| \$59.6M of DR funds expended | \$17.9M (30%) |

The Single-Family New Construction (SFNCP) program adds affordable, resilient new homes in mixed-income communities throughout Harris County. The program sells homes to qualified homebuyers (i.e., those with household income of 80% of the Area Median Income or lower) at prices significantly below market. This program began in September 2021 and has struggled to reach program milestones to date given the County's very limited experience in single-family housing development, community concerns, inspection delays, and construction constraints. The first program of its kind in Harris County, SFNCP aims to develop four County-owned acreage sites while also expanding beyond its original construction-only scope to include purchasing built inventory for expediency purposes.

To complete this program in the time remaining, which has recently been extended through February 2025, CSD leadership hired a new manager in mid-January 2023. The new manager has taken the lead to initiate better tracking of project-by-project progress, enhance coordination with other County departments, and increase engagement with industry experts. CSD leadership has consolidated single-family housing within one division and a key focus is on hiring staff with the relevant experience to execute this program successfully.

Acreage development

The four (4) acreage sites — Connorvale (Aldine), Ella (NW Houston), Kenswick (NE Houston), and Vista (Pasadena) — will have different start dates with the first beginning in April and the others occurring staggered, but concurrently. Infrastructure for the Vista project just began including detention, utilities, and paving. Infrastructure work is projected to take approximately six (6) to seven (7) months from procurement through final execution, and the goal is to have all of the infrastructure (detention, paving and utilities) finished by August and home building will start prior to the completion

of all infrastructure per the normal real estate development model. Following standard real estate practices, marketing and home sales will start in June/July as homes are being built and completed in segments (i.e., ten at a time for the projected 40-50 houses for each development). We project the first acreage development to be completed in March 2024. The other acreage developments will soon follow. All home sales must be complete by December 2024.

| Project Name | Number of Homes Projected | Workforce Units Available |
|--------------|---------------------------|---------------------------|
| Connorvale | 47 | 36 |
| Ella | 60 | 45 |
| Kenswick | 44 | 33 |
| Vista | 54 | 41 |
| Total | 205 | 155 |

Factors that could cause delays include the following:

1. Weather: Significant inclement weather could deter construction and land development.
2. Inspections and permitting requirements: Working with Harris County Engineering and outside engineers to work on ways to expedite the permitting process. Additionally, the program team is working to source an additional vendor to help speed up the inspection phase.

Purchasing newly built homes

In addition to acreage development, purchasing newbuild homes is another option for reaching the SFNCP goals. The Harris County SFNCP presently owns thirty-four (34) homes in Katy, Hockley, Tomball and Spring. Of the homes owned we presently have ten in the process of being sold with option agreements, or earnest money contracts. The remaining twenty-four (24) homes are available for purchase by our client base and we are working diligently to get this inventory sold. The following is the SFNCP home inventory:

| Project Area Name | # of Houses Owned by HC | Option Agreements |
|-------------------|-------------------------|-------------------|
| Gaston | 3 | 3 |
| Katy Crossing | 3 | 3 |
| Windrow | 9 | 3 |
| Tomball | 6 | 1 |
| Pinegrove | 13 | - |
| Total | 34 | 10 |

In our efforts to streamline and increase the throughput of clients into homes, we consistently work with the Texas General Land Office (GLO) to refine the buying and sales process to explore ways to provide greater benefits to clients, e.g., the extended warranty from the home builder.

Finding eligible homebuyers

In addition to ongoing construction and development efforts, the program team is accelerating the intake and eligibility process for prospective homebuyers. The program targets Low to Moderate Income ("LMI") clients, defined as those families with eighty percent (80%) of the Average Median Income ("AMI") for Harris County, who are having difficulty buying an affordable home because of the escalating real estate prices. To find our client base, the team is marketing strategically through real estate agent networks, financial institutions and targeted communication to Buyout beneficiaries to create a pipeline of clients to reach 10 – 20 closings per month. Some organizations the team has marketed to include advocates for LMI communities, e.g., Houston Black Real Estate Agents Association ("HBREA"), Hispanic Mortgage Lenders Organization ("HMLLO"), Avenue CDC, Chinese Community Center, and others. Additionally, Empower Financial, LLC, a real estate marketing firm, has been procured to augment and supercharge this marketing effort to attract buyers and match them to available homes and to assist in identifying new communities throughout Harris

County. However, our first and highest priority is to engage Buyout clients, and we are working closely with the Buyout group to market via newsletter, text, email, in person events on site at Buyout locations, and soon through social media.

Due to the delays to date, SFNCP has had \$30 million reprogrammed to mitigation funds. With this reduction, we anticipate the total to be approximately 200 newly constructed homes completed and sold by end of 2024. We are working with the GLO to update this goal. By June 2023, we aim to have much more clarity about whether this program has a significant probability of success under the mandated deadlines. Depending on that assessment, we may recommend reallocating more funds from this program to other DR programs.

● BUYOUT

Please see Appendix for a detailed update.

● INFRASTRUCTURE

| Program Goals | Program Progress |
|---|---|
| 36 infrastructure projects completed | 4 (11%) |
| 652,696 individuals benefitting from projects | 167,654 (26%) individuals benefitting from completed projects |
| \$129.2M of DR funds expended | \$22.4M (17%) |

The two Infrastructure programs (Method of Distribution and Competitive Application) fund infrastructure and facilities projects that provide disaster relief, long-term recovery, and restoration of infrastructure for communities impacted by Hurricane Harvey. They are operated jointly with Harris County Engineering, Flood Control, small cities, Municipal Utility Districts (MUDs), and non-profits. The Method of Distribution program selects projects based on a set of criteria developed through an expert- and community-driven process to identify infrastructure needs; projects are completed in partnership with cities within Harris County. The Competitive Application program selects projects based on RFP responses from nonprofits and local municipalities. Both programs have focused primarily on funding drainage improvements, sewer improvements, transit services, and healthcare and other community center investments.

Supply chain delays, labor shortages, cost increases, and related bidding and procurement process challenges have affected the speed of program execution. Acquisition and design phases have also taken significant time to complete. Nevertheless, two more projects are expected to be completed by July. Five projects are in the final stages of design and the remainder are beginning or in construction. The deadline for these programs has been extended to February 2025, and we expect to fully execute the program before that date. We have started the close-out process on 3 projects that have completed and will close out projects as they complete.

APPENDIX

● BUYOUT (DETAILED UPDATE)

Buyout/Acquisition Summary (data as of 5/5/23)

| Buyout Area | Pct | | Awaiting Offer | Updating Offer | In Eminent Domain Process | Offer Accepted, No Closing Date | Closing Scheduled | Acquired – ED | Acquired – Escrow | Total |
|-----------------|-----|--|----------------|----------------|---------------------------|---------------------------------|-------------------|---------------|-------------------|------------|
| Greens Rd MHC | 1 | | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 3 |
| Meadowview Land | 2 | | 1 | 0 | 2 | 0 | 0 | 11 | 2 | 16 |
| Allen Fields | 2 | | 1 | 0 | 37 | 5 | 1 | 74 | 71 | 189 |
| Aldine Place | 2 | | 0 | 0 | 4 | 0 | 0 | 6 | 12 | 22 |
| Hahl Sites | 2 | | 0 | 0 | 5 | 0 | 0 | 12 | 9 | 26 |
| Blue Bell | 2 | | 0 | 0 | 3 | 0 | 0 | 11 | 10 | 24 |
| Highland Shores | 3 | | 2 | 3 | 28 | 1 | 0 | 45 | 62 | 141 |
| Total | | | 4 | 3 | 81 | 6 | 1 | 159 | 167 | 421 |

The acquisition process is nearing completion. More than 75% of buyouts are complete, and all but seven of the remaining properties are either pending closing or pending eminent domain proceedings, which can take several months to reach their conclusion in court. With closings averaging just over 21 per month for the past 12 months, CSD anticipates completing the acquisition phase of the Buyout Program by September.

Relocation: Summary of Outstanding Cases (data as of approx. 5/5/23)

| Buyout Area | Pct | | Pending Site Occupant Record (SOR) | Pending Offer | Pending Notice of Eligibility (NOE) | In Search of Replacement Housing | Relocated | Total |
|-----------------|-----|--|------------------------------------|---------------|-------------------------------------|----------------------------------|------------|------------|
| Greens Rd MHC | 1 | | 41 | 0 | 100 | 28 | 51 | 220 |
| Meadowview Land | 2 | | 9 | 1 | 41 | 46 | 64 | 161 |
| Allen Fields | 2 | | 4 | 2 | 15 | 74 | 48 | 143 |
| Aldine Place | 2 | | 3 | 0 | 2 | 13 | 9 | 27 |
| Hahl Sites | 2 | | 3 | 0 | 7 | 27 | 14 | 51 |
| Blue Bell | 2 | | 0 | 0 | 4 | 11 | 9 | 24 |
| Highland Shores | 3 | | 0 | 0 | 0 | 0 | 1 | 1 |
| Total | | | 60 | 3 | 169 | 199 | 196 | 627 |

Definitions:

- Site Occupant Record: HUD intake document used to determine residency that also assesses special needs/statuses (e.g., disability, veteran) and includes acquisition benefits details.
- Notice of Eligibility: Notice that must be sent to a property owner within 10 days of receipt of offer and includes details about relocation benefits.

Many of the outstanding relocation cases are expected to move along through the process without any notable delay. For the more complicated situations, delay could be due to a wide variety of factors, including dissatisfaction with the benefits amount, insufficient documents, unwillingness to engage, mortgage issues, eligibility questions, and title issues, among many others. CSD is working to collect, organize, and analyze the relocation data more closely to facilitate a more targeted

approach to case management. Additionally, CSD is implementing or soon launching several efforts to improve case management; these efforts are described in the next section below.

Program Concerns and Actions

Based on the data we have and on conversations with and other input from community members, Commissioners Court offices, program staff, and other stakeholders, CSD leadership has identified the following key concerns regarding the buyout program, as well as actions to address those concerns.

Dissatisfaction with case management

Concern

Some residents have expressed dissatisfaction regarding their interactions with buyout program case managers, and certain cases require more robust engagement than what is currently available to them. There is a need to address issues such as repeat submissions of paperwork, some residents feeling like the process is rushed while others feeling like the process takes too long, and overall concerns about whether the program provides a customer-friendly experience for residents.

Actions:

- CSD is engaging a **third-party service provider to assist with relocation** in a more hands-on, customer-friendly way.
 - Northwest Assistance Ministries (NAM) was selected through a recent procurement process for a service provider that serves communities at lower income levels that have been left out of traditional systems. NAM's staff have the cultural competence, language skills, and empathy to provide more client-centered support. They will act as the program's community liaison with a focus on Greens Road residents to assist owners and tenants to navigate the buyout program, understand the benefits available and the process involved, complete paperwork, and troubleshoot challenges.
 - Start date is expected to be in late May to coincide with the eminent domain acquisition of Greens Road Mobile Home Park.
- CSD has initiated the **Supplemental Case Management Team (SCMT)**, which is made up of staff from other County departments and offices to supplement the case management work with residents who have not yet relocated under this program.
 - The SCMT will work to ensure that full attention and assistance is given to residents who have reached a bottleneck or are otherwise dissatisfied with the case management support they are receiving. The goal of the SCMT is to improve relationships with residents in the program, enhance the CSD team's problem-solving efforts, and increase all parties' knowledge of challenges residents are facing and the feasibility of solutions to those challenges.
 - In the process, the SCMT should help all parties better understand the context of outstanding relocation cases in terms of what bottlenecks are stalling progress and driving resident dissatisfaction. The SCMT may also help to address the lack of clarity about and understanding of benefits information, which has been reported as an issue to date.
 - The initial orientation for the SCMT took place on April 12, 2023, with kickoff meetings with Case Managers happening between April 27 and May 5. Each of the nine SCMT members, who are from several different County offices and departments, have been assigned to one case to start and will likely spend 2-5 hours per week on this work to ensure the efficacy of this initiative.
 - Weekly office hours have been established for SCMT members and staff to confer, clarify requirements and processes, and make improvements. In addition, monthly check-ins with the team will be set to assess learnings and identify potential adjustments.

- To make it easier for residents to meet in person, drop off paperwork and get status updates, CSD **established a Relocation Field Office**, located at 1003 Gulf Bank #9. Hours are 1pm-5pm on Monday, Tuesday, Wednesday, and Friday, and 1pm-6:30pm on Thursday. The Field Office is fully equipped to provide all services available to clients at the Program's main office on the Northwest Freeway, and approximately 8 to 10 residents visit the Relocation Center each afternoon.
- CSD is **offering weekly office hours with buyout program leadership** at CSD's Northwest Office for residents to elevate their concerns and accelerate the resolution of issues that have not been solved at the Case Manager level. Since December, approximately 8 such meetings have been held. Program leaders are also available to meet with residents at the Relocation Field Office.
- We have **shifted case managers for residents who are unsatisfied** with their case management experience. The stressful nature of the buyout, the difficulty of understanding program benefits, the lengthy process to determine eligibility, and varying communication contribute to residents feeling flustered and unsatisfied. As case managers make requests for documentation and communicate difficult to convey and, consequently, to interpret information, the tension escalates. Shifting to a different case manager can help facilitate a new start and improved dynamic without sacrificing the program's knowledge base. To date, 13 cases have been reassigned at the request of residents.

Insufficient benefits for residents who are ineligible for the standard benefits

Concern

Some individuals involved in the Mandatory Buyout Program are not eligible to receive relocation benefits under [§4605\(a\) of 42 USC Ch. 61 \(Uniform Relocation Assistance and Real Property Acquisition Policies for Federal and Federally Assisted Programs\)](#). The latest estimate from the program team and other community stakeholders is that there are approximately 47 ineligible individuals who have not yet relocated.

Action

The SAFE program was established with Commissioners Court approval in 2020 to provide relocation benefits to ineligible residents involved in the Mandatory Buyout Program. SAFE originally provided \$31,000 for home replacement and \$10,000 for rental assistance. Both amounts fall far short of what other residents typically receive for these relocation benefits.

To start to address the significant gap in benefits, the CSD team increased the relocation benefits under the SAFE program as follows:

| Type of assistance | Current Benefit | New Benefit | Variance |
|---------------------------|------------------------|--------------------|-----------------|
| Home replacement | \$31,000 | \$60,000 | \$29,000 |
| Rental assistance | \$10,000 | \$36,000 | \$26,000 |
| Moving of contents | \$2,500 | \$2,500 | \$0 |
| Moving of mobile home | \$12,000 | \$15,000 | \$3,000 |

To date, the SAFE program has utilized \$229,050 of Harris County funds and \$203,125 of philanthropic funds as follows:

| Type | # | \$ spent (avg) | Total |
|-------------|-----------|-----------------------|------------------|
| Owners | 15 | \$17,000 | \$255,000 |
| Tenants | 39 | \$4,543 | \$177,175 |
| | 54 | | \$432,175 |

Based on the original 2020 allocation, the SAFE program has \$1,270,950 of available funds remaining.

As communicated by CSD as part of the report transmitted to Commissioners Court for the April 4, 2023 meeting, there is already a potential shortfall related to SAFE program funding under the new benefit levels. The following table summarizes the remaining projected need to provide residents who are eligible only under the SAFE program the newly established benefits (including “making whole,” to the extent possible, those program participants who already received the original SAFE program benefit levels):

| Type | # | \$ spent (avg) | Total |
|-------------|------------|-----------------------|--------------------|
| Owners | 34 | \$55,987 | \$1,903,550 |
| Tenants | 67 | \$35,806 | \$2,398,975 |
| | 101 | | \$4,302,525 |

Accounting for the funding need in the table immediately above, a possible \$250,000 in additional philanthropic funding, and the \$1,270,950 of available SAFE program funds remaining, the program currently is projected to have a shortfall of up to \$2,537,482. (This estimate is based on conservative modeling intended to gauge the maximum potential funding need based on currently available information.)

CSD intends to address the potential significant shortfall as follows:

- Utilize surplus CSD budget as needed through the remainder of the current fiscal year
- As needed, prepare a one-time budget request for FY2024 to fund the remaining projected amount needed to continue to provide support via SAFE program based on updated projections
- As needed, consider developing a proposal for use of ARPA Flex Fund resources for the SAFE program

Greens Road access

Context

The owner of a mobile home community at 1710 Greens Road sought and received an injunction against Harris County to keep the County from entering the property, which has been in eminent domain proceedings. The eminent domain proceedings led to the judge determining a \$21M purchase price for the property on May 3, 2023. At the conclusion of the required objection period (21 business days), CSD can begin to engage face-to-face with tenants on the property. The injunction has greatly limited the program team’s ability to inform these residents about the relocation process and benefits available.

When resolution of the eminent domain proceedings results in the Flood Control District taking possession of the property, the in-person outreach process can begin in full. Until that time (early June), the program team is engaging with those tenants who are reachable via mail or by phone, or who contact the County directly for relocation information and assistance.

Program timeline and impact on residents

Concern

As some residents successfully relocate from each of the seven Mandatory Buyout Program areas, remaining residents may be concerned that they may have to leave their current home before finding a suitable new place to live given the limited amount of affordable relocation housing available in Harris County and the finite duration of the program itself. At the same time, they may feel less safe in their current home because safety risks may increase in the buyout areas as fewer residents remain and more properties are vacated.

Actions

- The continued implementation of the case management improvements described above should help residents to find relocation housing more quickly and to better understand the program timeline, including the possibility of

staying in their current home while paying rent to Harris County instead of the previous property owner for a limited time.

- Case management and other program improvements should help to move progress along so that we can close buyout sites at a quicker pace. In the meantime, CSD has been working with the Harris County Flood Control District (which controls properties acquired via eminent domain) to increase engagement with Engineering's Real Property Division to ensure that vacated homes are cleared quickly and with the relevant law enforcement agencies in the buyout areas to ensure that residents feel safer.
- CSD is more closely coordinating two of its disaster recovery programs to make more affordable housing available and to give Buyout Program residents first priority in purchasing the homes. CSD's Single-Family New Construction Program (SFNCP) is purchasing new build homes from developers and making them available at affordable prices to LMI households.
 - In March, the Buyout Program newsletter featured a story on the SFNCP, including photos of available homes and information on how to apply to the SFNCP. Promotion of the SFNC homes will continue in subsequent newsletters.
 - On April 20th, a Housing Fair at the Buyout Program Relocation Field Office introduced approximately 40 buyout residents to SFNCP staff, who explained the program, provided information on available homes and assisted residents in completing applications. During the first week of May, the first buyout resident was approved for a SFNCP home and the Buyout and SFNCP teams are working together to ensure a smooth relocation experience for this household.
 - A Buyout Program outreach campaign launching the week of May 15th will include information about the SFNC Program and how to access the homes it has available. This campaign will use weekly direct mail, email and/or text messages to provide Buyout Program residents with the information they need to settle into replacement homes over the summer.
- Relocations are currently projected to complete by September 2024 as residents are allowed 1 year to relocate to a replacement home after the acquisition of their buyout home.