



**Consolidated Annual Performance and
Evaluation Report for the
City of Mesquite
Program Year 2019-2020**

**Presented to the
Department of Housing and Urban Development
Field Office of Community Planning and Development**

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TABLE OF CONTENTS

CR 05: GOALS AND OUTCOMES 91.520(A)	3
CR-10: RACIAL AND ETHNIC COMPOSITION 91.520(A)	6
CR-15: RESOURCES AND INVESTMENTS 91.520(A)	7
CR-20: AFFORDABLE HOUSING 91.520(B)	9
CR-25: HOMELESS AND OTHER SPECIAL NEEDS 91.220(D, E); 91.320(D, E); 91.520(C)	11
CR-30: PUBLIC HOUSING 91.220(H); 91.320(J)	13
CR-35: OTHER ACTIONS 91.220(J, K); 91.320(I, J).....	14
CR-40: MONITORING 91.220(D, E); 91.520(C)	17
CR-45: CDBG 91.520 (C)	19

CR-05 - Goals and Outcomes

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

The Consolidated Annual Performance and Evaluation Report (CAPER) is a summary of the progress made by the City of Mesquite to achieve the goals identified in the 2015-2019 Consolidated Plan and the Program Year 2019 Action Plan. The Consolidated Plan is a five-year plan that establishes objectives for the City's use of Community Development Block Grant (CDBG) funds received from the U.S. Department of Housing and Urban Development (HUD). The Action Plan is an annual plan that defines goals and strategies for the use of these funds in support of Consolidated Plan objectives. Program Year 2019 (PY2019) was the final year of the 2015-2019 Consolidated Plan.

CDBG funds received during PY2019 (October 1, 2019 through September 30, 2020) enabled the City of Mesquite to improve housing, strengthen neighborhoods, and provide necessary services for low- and moderate-income residents. The City is pleased to report significant accomplishments in meeting performance objectives, which are discussed below.

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)

The City began accepting applications for the Down Payment Assistance Program in October of 2019, and successfully assisted 1 qualified low to mod-income household with assistance. This number is lower than previous expectations, as housing sales prices have increased significantly and made it particularly difficult for some low-income clients to afford without increasing debt amount to cover the cost of a home in Mesquite. However, in PY2020 the city implemented changes to the program to better serve Mesquite residents who are interested in homeownership, and has already doubled the number of households who have received down payment assistance for PY2020.

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: \$245485	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	15947	13753	86%	8500	6280	74%
Code Enforcement	Non-Housing Community Development	CDBG: \$245485	Other	Other	46605	46605	100.00%			

Economic Development	Non-Housing Community Development		Facade treatment/business building rehabilitation	Business	3	2	66%			
Homeless Support	Homeless		Other	Other	5	0	0.00%			
Housing Rehabilitation	Affordable Housing	CDBG: \$400000	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	1	100.00%	0	1	100%
Housing Rehabilitation	Affordable Housing	CDBG: \$400000	Homeowner Housing Rehabilitated	Household Housing Unit	80	150	188.00%	30	35	116.00%
Housing Rehabilitation	Affordable Housing	CDBG: \$400000	Direct Financial Assistance to Homebuyers	Households Assisted	0	5	100%	5	1	20%
Infrastructure Improvements	Non-Housing Community Development		Other	Other	400	0	0.00%			
Neighborhood Development	Non-Housing Community Development	CDBG: \$357223	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	44600	14379	21.95%	45890	0	0%
Neighborhood Development	Non-Housing Community Development	CDBG: \$357223	Other	Other	46605	0	0.00%			
Problem Oriented Policing	Non-Housing Community Development		Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	57300	0	0.00%			

Public Service Programs	Non-Homeless Special Needs	CDBG: \$169324	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	500	13476	2700.00%	4798	1457	30%
Public Service Programs	Non-Homeless Special Needs	CDBG: \$169324	Homeless Person Overnight Shelter	Persons Assisted	0	34	100%	0	34	100%
Public Service Programs	Non-Homeless Special Needs	CDBG: \$169324	Homelessness Prevention	Persons Assisted	0	139	100%	0	139	100.00%

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 Mesquite uses CDBG funds city-wide to address the needs of low- and moderate-income families and individuals. The City targets funds in a comprehensive manner, incorporating public services and affordable housing activities to revitalize neighborhoods and create suitable living environments for individuals.

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	1,032
Black or African American	501
Asian	16
American Indian or American Native	6
Native Hawaiian or Other Pacific Islander	0
Black and White	12
Other	63
Total	1,630
Hispanic	477
Not Hispanic	1,153
Total	1,630

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

Narrative

CDBG data is presented in terms of persons served. A total of 1,630 families received public services by City of Mesquite subrecipients. The table shows the breakdown of the multiple races.

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	1,128,827	1,266,396
Other	public - federal	1,036,617	518,297

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
CDBG Eligible Neighborhoods - Code Enforcement and Neighborhood Development	39	32	CDBG funds were used for salaries of code inspectors and code support staff, overhead costs, and legal proceedings for the inspection and enforcement of nuisance and environmental codes within 33 deteriorated CDBG eligible neighborhoods consisting of 15,947 households. Public Works used CDBG funds to provide improvements and repairs to select sidewalk sections located within CDBG areas where 51% of more of the population in that area is low to moderate income. This service allows for elementary, middle, and high school age students to safely walk to schools which are located on or near the street being repaired. CDBG funding was used to cover the necessary and reasonable costs to repair the sidewalk sections.
CDBG Eligible Neighborhoods - Problem Oriented Policing	0	0	Program not active in PY2019
CITYWIDE	51	68	Citywide activities and projects are comprised of mostly public services carried out by our public service agencies.

Table 4 – Identify the geographic distribution and location of investments

Narrative

Total CDBG funds spent in Program Year 2019: \$1,266,396.79 (PR 26 report) - This amount is minus CARES Act reported in the PR 26. Total CARES CDBG-CV funds spent in Program Year: \$154,132.92 (PR 26 report).

CDBG Eligible Neighborhoods Code Enforcement and Public Works - Total **(\$357,223)**

CDBG funds were used for salaries of code inspectors and code support staff, overhead costs, and legal proceedings for the inspection and enforcement of nuisance and environmental codes within 33 deteriorated CDBG eligible neighborhoods consisting of 15,947 households **(\$245,485)**.

Public Works used CDBG funds to provide improvements and repairs to select sidewalk sections located within CDBG areas where 51% or more of the population in that area is low to moderate income. This service allows for elementary, middle, and high school age students to safely walk to schools which are located on or near the street being repaired. CDBG funding was used to cover the necessary and reasonable costs to repair the sidewalk sections **(\$111,738)**.

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.

The City of Mesquite is an entitlement city. There is no match requirements to fulfill.

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	34
Number of Non-Homeless households to be provided affordable housing units	291	174
Number of Special-Needs households to be provided affordable housing units	0	0
Total	291	208

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	261	139
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	30	35
Number of households supported through Acquisition of Existing Units	0	0
Total	291	174

Table 6 – Number of Households Supported

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

Problems encountered in meeting the goals set forth during the year, is largely due to a need for effective strategic planning. Planning for initiatives to meet the needs of affordable housing and rehabilitation has taken longer than expected, due to the City staffing and the time and costs associated with bringing about thorough and effective planning outcomes. The city is committed to partnerships and strategic planning which meet the needs of Mesquite residents. In PY2019 the City made extensive efforts to connect with entities which directly serve the homeless population to provide increased street outreach and housing services specifically for the homeless population. In addition the City submitted applications to HUD and TDHCA to expand the housing voucher options available to the

Public Housing Authority, including VASH vouchers for veterans, Mainstream vouchers for those with disabilities, Foster Youth to Independence vouchers for eligible youth, and increased mental health resources for the Mesquite Police Department through a partnership with local mental health and street outreach providers.

Discuss how these outcomes will impact future annual action plans.

For future annual planning, the City is making efforts to increase accuracy in gauging specific needs of homeless population in Mesquite, in order to reach goals set forth. Examples include increased collaboration with other city and county agencies and entities which provide increased services and housing specifically to vulnerable populations

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	673	0
Low-income	526	0
Moderate-income	431	0
Total	1630	0

Table 7 – Number of Households Served

Narrative Information

During Program Year 2019, the City Mesquite served 673 extremely low-income households, 526 low-income households, and 431 moderate-income households, totaling to 1630 households. We are particularly proud our progress in serving more extremely low-income and low-income households, mainly through our public services programs, during the COVID-19 pandemic. A large number of extremely low-income households received medical/dental/mental health services, rental assistance, and food security.

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 of Mesquite does not have any homeless shelters located within its city limits. While Mesquite continues to experience a lesser degree of homelessness, the City did implement a homeless street outreach team in PY2019 to locate and shelter homeless individuals to prevent the spread of COVID-19. The City also gives priority to programs conducted by the Housing Office. By continuing these programs, the City will continue to ensure that low-and moderate-income households are able to maintain affordable housing. The City is also participant of the Dallas County Continuum of Care (CoC) and supports the CoC through housing rehabilitation, the annual homeless count, and staff sitting on the Point-in-Time Count Committee, NOFA Committee, COC Board, Youth Committee, Street Outreach Committee, and CAS Committee.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City of Mesquite does not have any emergency shelters located within its city limits. However, in PY2020 the City plans to use CDBG-V funds to implement a new homeless street outreach team that will locate homeless persons and connect them to emergency shelters, perform family reunification, assist with critical document retrieval such as birth certificates and ID cards, and other case management services.

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 institution and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institution); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

CDBG funds used for homelessness prevention services were available to Mesquite's residents through additional providers such as Mission East Dallas, Hope's Door, Mesquite Social Services, and Sharing Life Community Outreach. These organizations provided various needs, such as health and medical services, rental assistance, utility assistance, and housing support of victims of domestic violence. CDBG-CV funds were used to provide COVID-19 relief and assistance services to Mesquite residents through providers such as AZAR Foundation, The Family Place, and Mesquite Independent School District. These agencies provided services such as mental health counseling, temporary emergency shelter for homeless Youth, and increased rental and utility assistance and access to domestic violence counseling and emergency shelters.

The City also helped low-income families through the Housing Rehabilitation program, which provides necessary repairs to prevent households at-risk from becoming homeless through maintenance of the affordable housing stock.

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

Mesquite continues to experience a lesser degree of unsheltered homelessness. In order to maintain this, programs conducted by the Housing Office will continue to be given a high priority. By continuing these programs, the City will continue to ensure that low-and moderate-income households are able to maintain and afford homes. The City is a participant of the Dallas County Continuum of Care (CoC) and supports the CoC through the annual homeless count, and CDBG staff sitting on the Point-in-Time Count Committee, Notice of Funding Availability Committee, Youth Committee, Street Outreach Committee, Coordinated Access System Committee, and the CoC Board of Directors.

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

Actions taken to address the needs of public housing.

The CDBG program does not own public housing. The City's Housing Division provides tenant-based rental assistance through the Housing Choice Voucher (HCV), HUD-VASH, Mainstream, and Foster Youth to Independence voucher programs.

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

The CDBG program does not own public housing. The City's Housing Division provides encourages HCV families to become more involved in homeownership through its Family Self-Sufficiency program and Home Ownership Program. In addition, CDBG staff worked along with the City's Housing Division to encourage HCV families to participate in the City's CDBG Down Payment Assistance Program and the Neighborhood Stabilization Program.

Actions taken to provide assistance to trouble PHAs.

Not applicable for the City of Mesquite.

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 investments.

Current public policies do not serve as substantial barriers to affordable housing and residential investment. The City has Building and Zoning Codes, which serve to protect the public interest and create safe and sanitary living conditions. The Zoning Code permits a wide range of development and housing types within a broad range of areas across the City.

In general, the housing stock in Mesquite provides a range of options. The City of Mesquite provided several solutions for low-income households to overcome barriers to affordable housing, including the Down Payment Assistance Program and the Neighborhood Stabilization Program. City of Mesquite's Housing Authority provides tenant-based rental vouchers to assist very low-income citizens with obtaining and maintaining access to decent housing, and offers the Family Self-Sufficiency Program and HCV Homeownership Option for HCV tenants seeking homeownership.

Actions taken to address obstacles to meeting underserved needs.

The City of Mesquite remained committed to meeting the underserved needs of Mesquite residents by funding social service agencies who provided services and meet needs that have not been traditionally funded in the past. For example, in Program Year 2019 the City began funding social service agencies who provide mental health services for all residents or outreach services to homeless households.

Actions taken to reduce lead-based paint hazards.

If a housing rehabilitation repair cannot be accomplished without disturbing any painted surface on any portion of the home's exterior, for properties built prior to 1978, the surfaces to be disturbed will be tested in order to detect the presence of lead-based paint or presumed to have lead-based paint present. Homes built prior to 1978 are tested by a certified lead-based paint inspector or risk assessor to determine the presence or absence of lead-based paint. If lead-based paint exceeding the acceptable limits is found, then the surfaces disturbed will be repaired utilizing safe work practices. A "Notice of Lead Hazard Evaluation" will be provided to the occupants of the home. This notice will summarize the nature, scope, and results of the evaluation.

The lead-based paint hazard reduction work will be performed by a contractor who is a certified EPA Lead Renovator and licensed in utilizing safe work practices. After the lead hazard reduction work is completed a clearance examination of the work site will be performed by a certified risk assessor. This involves a visual assessment, analysis of dust samples and preparation of a clearance report. A "Notice of Lead-Based Paint Hazard Reduction Activity" will be provided to the homeowner.

Actions taken to reduce the number of poverty-level families.

The City of Mesquite is committed to providing its lowest income residents with quality housing and neighborhoods, in addition to helping these residents move out of poverty and become self-sufficient. The City's housing and community development programs are targeted to improving the housing and neighborhood conditions of low-income residents.

The City continues its efforts to attract high paying jobs and industry to the community through the Economic Development Department. The City works with and through the Mesquite Chamber of Commerce and other similar bodies in the region to increase the quality and size of the labor force in Mesquite.

Actions taken to develop institutional structure.

The Grant Management staff team is part of the Housing and Community Services Department, and is the responsible entity for the development of the Consolidated Plan and Annual Action Plan. The team works in partnership with public institutions, private, and non-profit partners to implement activities and projects that require multiple funding sources. Staff members work with other City departments to develop coordinated plans and to leverage resources for infrastructure, code enforcement, clearance of substandard structures, housing development and other projects in the City of Mesquite. The team also coordinates with adjacent HUD entitlement grantees and regional planning groups such as the North Central Texas Council of Governments.

Actions taken to enhance coordination between public and private housing and social service agencies.

The team managed the Housing Rehabilitation program and enhanced coordination by fostering and maintaining the City's existing network, as well as establishing new partnerships, as described below:

- Hope's Door - The mission of Hope's Door is to foster an environment of safety, support and respect for families affected by domestic violence. This is achieved through crisis intervention, counseling, shelter, education, advocacy, and diverse community partnerships. The vision of Hope's Door is to promote social change that will lead to the elimination of domestic violence.
- Sharing Life Community Outreach—This program offers food/non-food necessities, clothing closet, rent and utility assistance, holiday programs, a 12-step addiction recovery program, and parenting and job skills training.
- Mesquite Social Services - This program offers emergency rent, mortgage, and utility assistance to qualified residents.
- Mission East Dallas – This program provides both dental and medical services to low income Mesquite residents who either have no insurance coverage, or insufficient coverage.
- Visiting Nurse Association – This Meals-on-Wheels program is funded to provide regular and shelf-stable meals to the elderly and disabled of Mesquite.
- The Senior Source – The Ombudsmen program is funded to provide assistance and care to vulnerable elderly and seniors who reside in long-term care facilities.
- Mesquite ISD – Mesquite Independent School District's Opening Doors is a partnership program with Dallas College at Eastfield that assists young adults who currently attend or recently graduated from an MISD high school and/or who are enrolled in the Eastfield location of Dallas College and are experiencing homelessness.

- The AZAR Foundation – This program offers services free-of-charge to all Mesquite residents who are in a mental crisis or in need of referral services.
- The Family Place - The Family Place empowers victims of family violence by providing safe housing, counseling and skills that create independence.

The City and local non-profits continue to seek collaboration opportunities that will maximize the effectiveness of many housing and social services available to Mesquite residents.

Identify actions taken to overcome the effects of any impediments identified in the jurisdiction analysis of impediments to fair housing choice.

The City of Mesquite completed an Analysis of Impediments (AI) in 2015 during the development of the City's PY 2015-2019 Consolidated Plan. The impediments identified were:

- Real Estate and Housing Market Related Impediments- Housing affordability and insufficient income;
- Public Policy and Fair Housing Infrastructure Impediments- Public awareness of Fair Housing and greater Outreach and Education are needed for the public, protected class members under the Fair Housing Act and industries such as landlords, finance, social service agencies and community organizations;
- Banking, Finance, Insurance and other Industry related impediments- Disparate Impacts of mortgage lending on minority populations and lower income areas; and the lingering impacts of the Subprime Mortgage Lending Crises and increased Foreclosures;
- Socio-Economic Impediments-Barriers to Fair Housing Choice Impacts on Special Need Populations, minorities and low income; and
- Neighborhood Conditions Related Impediments- Limited resources to assist lower income, elderly and indigent homeowners maintain their homes and stability in neighborhoods.

The following actions have been taken by the City to overcome these impediments:

- The City provides a link on its website to the Consumer Credit Counseling Service of Greater Dallas (CCCS) also known as Transformance, which has a location in Mesquite. CCCS is a non-profit, community service organization that provides financial education to consumers;
- The City has added information on its website to raise the visibility of fair housing and the complaint process;
- The City provides language assistance, documents and information to persons with Limited English Proficiency; and
- The City supports programs that provide Housing rehabilitation assistance and self-help assistance to low- and moderate-income households.

CR-40 - Monitoring 91.220 and 91.230

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

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

The City of Mesquite performed remote monitoring of its CDBG programs to ensure compliance with HUD regulations, subrecipient contracts, and attainment of Consolidated Plan goals. Annual Action Plan activities were set up and tracked in IDIS in addition to the creation of shared financial reconciliation spreadsheets, allowing ongoing review of activity expenditures. Data entry into IDIS was completed, on a monthly basis, and standard IDIS reports were reviewed, by the appropriate program staff, for the purpose of determining accuracy. IDIS reports were reviewed by staff and management either on a monthly basis or quarterly basis, depending on the type of report and the time of year as specified in the IDIS Standard Operating Procedure.

Action Plan activity outputs and outcomes were compiled and reviewed quarterly to determine which activities were on track to meet planned performance goals.

The City ensured timely expenditure of CDBG funds by the following actions:

- Establishing and tracking expenditure benchmarks for projects;
- Careful selection of qualified sub-recipients and ongoing technical assistance provided to new and experienced sub-recipients;
- Monthly desk monitoring and tracking of sub-recipient expenditures;
- Reprogramming of funds for activities as needed; and
- Annual on-site reviews of sub-recipients.

The City's CDBG Coordinator monitors internal operations and subrecipient agreements. Remote monitoring was conducted to assure compliance with Davis-Bacon construction project requirements, proper submittal of program reimbursements, adherence to national objectives and other federal requirements such as match requirements.

Procedures for monitoring subrecipients are detailed in a Standard Operating Procedure. Monitoring includes monthly desk reviews of all subrecipient performance reports and requests for reimbursement. The level of monitoring is often increased during the contract year as circumstances dictate. Provisions are in place which provide for the suspension of funds, termination of the contract, and request for repayment of funds at any time during the program year based on performance deficiencies.

As part of an ongoing initiative to increase the amount of business done with local companies, the City's purchasing team entered into an Inter Local Agreement with the North Central Texas Regional Certification Agency (NCP RCA) to work with disadvantaged, minority, and woman-owned business enterprises, known collectively as DBE and MWBE.

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

Residents, organizations, and elected officials were integrally involved in the development of the 2015-2019 Consolidated Plan which established the five-year objectives guiding the strategies proposed in this Action Plan. Community forums, neighborhood meetings, and community surveys were utilized to solicit public participation in the development of the Consolidated Plan and Action Plan, as well as the annual performance report.

A notice informing the public of the Consolidated Annual Performance Evaluation Report (CAPER) was published in the newspaper on February 18, 2021. The notice announced a public comment period from February 22nd through February 26, 2021. The proposed CAPER was made available for review and comment by residents, public organizations, and other interested parties. The CAPER Summary was available through the City website and the Community Services Building. A copy of the plan was also available to citizens and organizations upon request.

Review of public comments ensures that all perspectives are considered by the City Council when finalizing funding decisions that will impact the residents of Mesquite. Public comments are presented and reviewed by the City Council prior to plan approval. No public comments were received during the public 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.

The City of Mesquite met the established goals of the PY 2015-2019 Consolidated Plan and greatly impacted the priority needs and specific objectives identified therein to improve and preserve the City's housing stock, support organizations that assist the City's special needs populations, and improve and maintain the City's neighborhoods. The City is pleased with the progress toward meeting the stated high priority needs. The main change across all CDBG activities and projects was the increase in strategic planning because of experiences during PY2019, such as COVID-19.

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

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