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## **COUNTY OF SAN MATEO COMMUNITY PARTICIPATION PLAN**

**COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM  
EMERGENCY SHELTER GRANT PROGRAM  
HOME INVESTMENT PARTNERSHIP ACT PROGRAM  
(REVISED: November 15, 2023 by a vote of the Housing and  
Community Development Committee)**

## Table of Contents

|   |    |
|---|----|
| INTRODUCTION .....  | 3  |
| COMMUNITY PARTICIPATION STRUCTURE: HOUSING & COMMUNITY DEVELOPMENT COMMITTEE.....                 | 3  |
| A. Development of the HCDC Committee .....  | 3  |
| B. HCDC Functions .....   | 4  |
| C. HCDC Activities.....   | 5  |
| SUBMISSION OF PROJECT PROPOSALS.....  | 5  |
| TECHNICAL ASSISTANCE.....   | 5  |
| ROLE OF THE COMMUNITY IN THE IMPLEMENTATION OF THE HOUSING & COMMUNITY DEVELOPMENT PROGRAMS ..... | 6  |
| PLAN DEVELOPMENT .....  | 6  |
| A. The Five-Year Consolidated Plan (CONPLAN).....   | 6  |
| B. The Annual Action Plans (Action Plans) .....   | 8  |
| C. The Consolidated Annual Performance and Evaluation Report (CAPER) .....                        | 9  |
| D. Inclusive Public Process Techniques .....  | 9  |
| PLAN AMENDMENTS / REVISIONS.....  | 10 |
| A. Amendments to the Five-Year Consolidated Plan and the Annual Action Plans .....                | 10 |
| B. Revisions and Amendments to the Community Participation Plan.....                              | 12 |
| ANNUAL SCHEDULE.....  | 12 |
| PUBLIC MEETINGS.....  | 13 |
| ADEQUATE INFORMATION.....   | 14 |
| COMPLAINTS.....   | 15 |
| AVAILABILITY OF COMMUNITY PARTICIPATION PLAN AND AMENDMENTS THERETO .....                         | 15 |

## **INTRODUCTION**

In accordance with federal regulations, the County must adopt a Community Participation Plan (CPP) to structure the process of obtaining community input for the Community Development Block Grant (CDBG), and HOME Investment Partnership Act (HOME), and Emergency Solutions Grant (ESG) Programs (“three entitlement programs”). The Board of Supervisors adopted the first CPP in 1978 and has amended it from time to time since, most substantially on January 28, 2003, when the Board adopted Resolution #65783 creating the Housing & Community Development Committee (HCDC) and simultaneously dissolving its precursors, the Community Development Committee and the HOME Program Review Committee.

This current Community Participation Plan supersedes and replaces all previous plans adopted or amended for the CDBG, ESG and HOME Programs.

Note: Previous Community Participation Plans were entitled “Citizen Participation Plans.” The term “citizen” was used in prior CPP’s for consistency with the statutory language (i.e., “Citizen Participation Plan”). The County of San Mateo welcomes and solicits input from all county residents regardless of their citizenship or right-to-work status and has opted to use the word “Community” in place of “Citizen.”

## **COMMUNITY PARTICIPATION STRUCTURE: HOUSING & COMMUNITY DEVELOPMENT COMMITTEE**

### **A. Development of the HCDC Committee**

The Board of Supervisors of the County of San Mateo shall create a Housing & Community Development Committee (HCDC) to serve in an advisory capacity to the Director of the Department of Housing (DOH), to the Board of Supervisors, in matters relating to community participation for the three entitlement programs.

The HCDC shall comprise fifteen (15) persons representing a cross-section of individuals and groups that will ensure a representation of lower income residents and members of special needs groups, and a continuity of involvement of County residents and organizations. The HCDC shall include nine (9) persons appointed by the Board of Supervisors and six (6) Categorical members nominated by specifically designated representative agencies, subject to confirmation by the Board of Supervisors. The membership shall be as follows:

#### Members Appointed by the Board of Supervisors

- One (1) person residing in the unincorporated area of North Fair Oaks;
- One (1) person residing in the unincorporated Coastsides;
- One (1) person residing in a low-income community, with low-income as defined by the U. S. Department of Housing & Urban Development (HUD);
- Six (6) Members-at-Large, one of who shall have experience or expertise in real estate, real estate finance, real estate development or real property operations.

(To the extent possible, these members should reside in different jurisdictions not represented by the Council of Cities appointees);

### Categorical Members

- Two (2) persons nominated by the Council of Cities to represent the interests of the Urban County cities. (To the extent possible, these appointees shall represent cities in which no Members-at-Large reside);
- One (1) person nominated by the Commission on Aging;
- One (1) person nominated by the Commission on Disabilities;
- One (1) person nominated by the Executive Committee of the Homeless Continuum of Care Planning Board;
- One (1) person nominated by each Entitlement City in the County HOME Consortium. This member's participation will be directed specifically toward housing development. (As of the date of the Resolution approving this CPP, the City of South San Francisco and San Mateo are the only entitlement cities participating in the HOME Consortium. If the number of entitlement cities participating in the Consortium changes, the overall size of the HCDC may be modified to reflect the actual number of Entitlement Cities participating in the HOME Consortium.)

The HCDC may break down into subcommittees for the purpose of reviewing funding applications, in particular, major funding categories, provided that the findings and/or recommendations of the subcommittees are subsequently reviewed and approved by the HCDC as a whole.

### **B. HCDC Functions**

The functions of the HCDC are:

- To review, and provide a forum for public comment on, countywide and local community needs and priorities related to the use of the three entitlement program funds; and
- To review, and provide a forum for public comment on, program matters involved in the preparation of the Consolidated Plan (CONPLAN) and its associated Annual Action Plans that set priorities for addressing the identified needs; and
- To review, and provide a forum for public comment on, analysis and findings involved in the preparation of the Assessment of Fair Housing (AFH); and
- To review, and provide a forum for public comment on, applications for funding for activities that address these priorities.

### **C. HCDC Activities**

The HCDC will hold, at a minimum, two public meetings annually.

One public meeting shall be for the purpose of reviewing and obtaining public input into the identification of needs and priorities for the three entitlement program funds. The second meeting, which will be a public hearing, shall be to develop recommendations for the preparation of the CONPLAN and/or Annual Action Plan for expenditure of the three entitlement program funds.

From time to time, the HCDC may hold workshops and take tours of previously funded projects, as appropriate, to expand its awareness of community needs.

## **SUBMISSION OF PROJECT PROPOSALS**

DOH staff and the HCDC shall review all project proposals and/or project proposal summaries. At least ten (10) working days prior to the formal public hearing before the Board of Supervisors on the proposed Annual Action Plan, staff shall make every reasonable effort to notify each applicant or proposal sponsor by email of its and the HCDC's recommendations for the proposals and the date and time for the public hearing.

## **TECHNICAL ASSISTANCE**

The Director of the DOH shall assign liaison staff to provide technical assistance to the HCDC which shall include but not be limited to:

- Providing explanation and clarification of the federal rules and regulations with regard to program planning, development and implementation (e.g. eligible activities, funding, environmental policies, labor standards, and equal opportunity requirements, relocation provisions, and fair housing);
- Assisting in identifying and prioritizing community needs and objectives and the development of specific projects to meet those needs and objectives;
- Assisting in developing proposals and statements of views;
- Reviewing projects and programs proposed for funding;
- Providing timely and adequate data and information regarding the CDBG, HOME, and ESG Programs; and
- Providing general types of assistance such as preparing and sending meeting notices, agendas and minutes, and arranging for meeting locations.

DOH Staff shall provide similar technical assistance, as appropriate, to groups and representatives of lower income persons, particularly those living in distressed areas where the three entitlement program funds are likely to be used.

## **ROLE OF THE COMMUNITY IN THE IMPLEMENTATION OF THE HOUSING & COMMUNITY DEVELOPMENT PROGRAMS**

The HCDC shall provide a forum for community input and serve in an advisory capacity through the Director of the DOH to the Board of Supervisors on policy decisions concerning the implementation of the three entitlement programs.

Whenever feasible and appropriate, projects may be implemented by eligible community-based, non-profit organizations.

### **PLAN DEVELOPMENT**

#### **A. The Five-Year Consolidated Plan (CONPLAN)**

- The Document: DOH shall prepare a CONPLAN to identify housing and community development priorities in San Mateo County that align with identified needs. The CONPLAN will specify priorities for allocating funding for the three entitlement program funds during the five years covered by the CON PLAN. The plan will identify a strategy with goals and activities for addressing the development priorities and include detailed information about the financial resources that will be utilized to implement the strategy. Any HUD-provided data and other supplemental information DOH plans to utilize in determining housing and community development needs and priorities in the CONPLAN will be made available to residents, public agencies, and any other interested parties. The data and information will be sourced in the CONPLAN and cross-referenced to HUD's and other publicly available websites.
- Consultation: DOH shall consult with other public and private agencies that provide assisted housing, health services, and social services, including those focusing on services to children, elderly persons, persons with disabilities, persons with HIV/AIDS and their families, and homeless persons. DOH shall consult with community-based and regionally based organizations that represent protected class members and organizations that enforce fair housing laws when preparing the CONPLAN. DOH shall also consult with public housing authorities (PHAs) operating in the jurisdiction. DOH's consultation process will include consultation with regional government agencies in addition to adjacent units of general local government and local government agencies. This includes local government agencies with metropolitan-wide planning and transportation responsibilities, particularly for problems and solutions that go beyond a single jurisdiction. DOH will also consult with broadband service providers, as well as agencies that work to plan for and mitigate natural hazards. This consultation will occur as interviews, focus groups, and community meetings.
- Community Meetings: Public meetings will be held at a time and location

convenient to the general public, with reasonable accessibility and/or accommodations for persons with disabilities and, when requested, accommodation of non-English interpretation. Meetings will be held in-person, virtually, and/or in a hybrid format to maximize participation. DOH shall encourage participation from households of color. Additionally, DOH shall encourage, in conjunction with public housing agency consultations, participation of residents of publicly supported and assisted housing developments, including any resident advisory boards, resident councils, and resident management corporations, in the process of developing and implementing the CONPLAN, along with other low-income residents of targeted revitalization areas in which housing and community development activities are anticipated. DOH shall also ensure that community participation activities take place within each respective CDBG entitlement community that is part of the Consortium.

- Other forms of engagement: DOH may select to use additional forms of engagement, such as focus groups and community surveys to gather input from residents and stakeholders on housing community development needs and priorities.
- Public Hearings: Two public hearings are required during the development of the CONPLAN. One of the required public hearings must occur before the proposed CONPLAN is published for comment and one during the public comment period. DOH shall publish a draft CONPLAN, together with an electronic notice of the second public hearing before the Board of Supervisors or HCDC thereon. This public hearing shall also specify the amount of funds to be used for activities benefiting lower income persons; indicate the activities likely to result in displacement, if any; indicate how the County plans to minimize displacement of persons as the result of the three entitlement program-funded activities and how the County plans to assist persons actually displaced as a result of the funded activity.
- Public Comment: The CONPLAN shall be provided to the HCDC and to other interested organizations and individuals for public review and comment during a 30-day comment period prior to submission of the CONPLAN to HUD. Copies of community comments shall be included in the CONPLAN submitted to HUD.
- Public Notice: Public Notices shall be published for at least 15 days to notify the public about any hearing related to the CONPLAN. This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and in a local newspaper of general circulation. At the DOH's discretion, the DOH may send an electronic notification to DOH's email list of providers, stakeholders, and others. The DOH, at its own discretion, may place a physical copy of the document in the DOH's lobby for review by the public.

DOH shall consider any comments or views received from the public in preparing the final CONPLAN and shall submit such comments to the Board of Supervisors as appropriate for their consideration in adopting the final CONPLAN. A summary of any comments or views shall be attached to the final CONPLAN.

## **B. The Annual Action Plans (Action Plans)**

- The Document: The Annual Action Plan will guide and implement the objectives, goals, and strategies developed in the Five-Year CONPLAN. The Annual Action Plan shall outline the amount and source of funding available, the activities for each objective, the measurable targeted goal for each of these activities for the year, and proposed projects for annual funding.
- Community Meetings: Public meetings will be held at a time and location convenient to the general public, with accessibility and/or accommodations for persons with disabilities and, when requested, accommodation of non-English interpretation. Meetings will be held in-person, virtually, and/or in a hybrid format to maximize participation. DOH shall also encourage the participation of households of color. DOH shall consider any comments or views received from the public in preparing the final Annual Action Plan and shall submit such comments to the Board of Supervisors as appropriate for their consideration in adopting the final Annual Action Plan. A summary of any comments or views shall be attached to the final Annual Action Plan.
- Public Hearing: DOH shall publish a draft Annual Action Plan, together with an electronic notice of the public hearing before the Board of Supervisors thereon. This public hearing shall also specify the amount of funds to be used for activities benefiting lower income persons; indicate the activities likely to result in displacement, if any; indicate how the County plans to minimize displacement of persons as the result of the three entitlement program-funded activities and how the County plans to assist persons actually displaced as a result of the funded activity.
- Public Comment: The Annual Action Plan shall be provided to the HCDC and to other interested organizations and individuals for public review and comment during a 30-day comment period prior to submission of the Annual Action Plan to HUD. Copies of community comments shall be included in the Annual Action Plan submitted to HUD.
- Public Notice: Public Notices shall be published for at least 15 days to notify the public about any hearing related to the Annual Action Plan. This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and in a local newspaper of general circulation. At the DOH's discretion, the DOH may send an electronic notification to DOH's email list of providers, stakeholders, and others. The DOH, at its own discretion, may place a physical copy of the

document in the DOH's lobby for review by the public.

### **C. The Consolidated Annual Performance and Evaluation Report (CAPER)**

- The Document: DOH shall prepare a CAPER on the use of the three entitlement program funds, including the performance of subrecipients.
- Public Comment: The CAPER shall be provided to interested organizations and individuals for public review and comment during a 15-day comment period prior to submission of the CAPER to HUD. Copies of community comments shall be included in the CAPER submitted to HUD.
- Public Notice: Public Notices shall be published for at least 15 days to notify the public about any hearing related to the Consolidated Annual Performance and Evaluation Report (CAPER). This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice a local newspaper of general circulation and placing a physical copy of the document in the DOH's lobby for review by the public. At the DOH's discretion, it may post the document and notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and/or the DOH may send an electronic notification to DOH's email list of providers, stakeholders, and others.

### **D. Inclusive Public Process Techniques**

- DOH embraces HUD's intent to "...explore alternative public involvement techniques..." and develop a "shared vision for change in communities and neighborhoods" that could benefit from block grant programs (91.105(a)(2)(iv). Where capacity, resources, and regulations allow, DOH will utilize inclusive public process techniques work to "meet people where they are" and broaden resident participation. This could include providing easy access to participation (e.g., through virtual meetings at times when children are in school); thanking participants for their time by providing light snacks at meetings (as allowed by HUD block grant regulations); holding meetings in various locations - in spaces accessible to people with disabilities – and at different times, participating in meetings or community events held by other entities (e.g., cities, towns, or community-based organizations); possibly utilizing basic technology for engagement (e.g., online surveys that can be taken on a smartphone); and by providing translation and interpretation services for limited English proficiency (LEP) populations and persons with disabilities (e.g., sign language) upon request.

### **E. Language Access**

- To ensure that all County residents have meaningful access to participation in the development of the Five-Year Consolidated Plan, Annual Actions Plans, and Consolidated Annual Performance and Evaluation Reports, DOH shall take reasonable steps to provide language assistance to (LEP) populations through the Department of Housing, Housing and Community Development Department Language Access Policy.
- The County collects countywide demographic data about languages spoken,

which DOH relies on to prioritize the most prevalent languages spoken. DOH shall follow all procedures outlined in the County's policy related to providing interpretation and translation services to County residents.

## PLAN AMENDMENTS / REVISIONS

### A. Amendments to the Five-Year Consolidated Plan and the Annual Action Plans

- The Documents: The CONPLAN and Annual Action Plans may be amended to add or remove action items or objectives or additional federal block grants (for example, CDBG/ESG-CV). The Plans must be amended through the community participation process, if any changes meet the definition of "Substantial Amendment." Substantial amendments are subject to the community participation process in accordance with this CPP.
- CONPLAN:
  - Substantial Amendment: Changes 1) in allocation priorities or in the method of distribution of funds, 2) carrying out an activity, using funds from any program covered by the CONPLAN (including program income), not previously described in the Action Plan, 3) changes in the purpose, scope, location, or beneficiaries of an activity, and 4) any change in use from one eligible activity to another eligible activity. Any amendment above shall be determined to be substantial if it totals an increase in funding by more than \$100,000 for any activity and will require a public notice with a 30-day review period. This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and electronic notification to DOH's email list of providers, stakeholders, and others. At the DOH's discretion, the public noticing may include a supplemental publication in a local newspaper of general circulation.
  - Minor Amendment: Any minor amendments to the Consolidated Plan will be made administratively and will be incorporated into the County's CAPER at the end of the program year. Minor amendments maintain the integrity of the plan and do not include any substantial change to policy or in funding priorities.
- Annual Action Plan: New activities and changes to activities generally require public noticing, unless the activity is part of the County's housing rehabilitation program. An activity is defined as a project or program that has or will have its own IDIS activity number. Changes may involve a change in the purpose, scope, location, or beneficiary of a project or an activity to the extent that it would be considered a new project or an activity. Changes that do not involve funding increases of an activity or that only increases an activity funding up through \$25,000 will not require public

noticing other than posting the changes on the DOH website.

A new activity not previously described in the Action Plan will be treated as either a Substantial Amendment or Minor Amendment in accordance with the proposed funding amount. A slate of new activities (including those that have resulted from an Off-Cycle NOFA process) in which each individual activity meets the parameters for a Minor Amendment may be treated as a Minor Amendment in its entirety. For a group of activities comprising funding amounts that meet criteria of Substantial and Minor Amendments, DOH may undertake a single Substantial Amendment for the entire group of activities or undertake separate Substantial and Minor Amendments.

- Substantial Amendment: Changes that result in an increase in funding by more than \$100,000 for any activity will require a public notice with a 30-day review period. This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and electronic notification to DOH's email list of providers, stakeholders, and others. At the DOH's discretion, the public noticing may include a supplemental publication in a local newspaper of general circulation.
- Minor Amendment: Changes that result in an increase in funding by more than \$25,000 but not more than \$100,000 for any activity will require a public notice with a 15-day review period. Format and distribution requirements for noticing shall be the same as for a Substantial Amendment. Changes involving the County's allocation priorities or method of distribution of funds will be treated as a minor amendment, described above. After the lapse of the required comment period, the revised Action Plan will be posted on the DOH website, emailed to the DOH interested parties list, and provided to HUD in accordance with HUD requirements. A summary of the comments or views, and a summary of any comments or views not accepted and the reasons why, shall also be attached to the Plan.
- Amendments Under Extenuating Circumstances: In the event of extenuating circumstances and/or declarations of a state of emergency, and undertaking the process to submit an amendment to a CONPLAN or Annual Action Plan is determined to be infeasible and/or any public participation requirements are waived by the County, the State of California, and/or any other government entity, then DOH shall undertake the following process for any substantial and minor amendments to the CONPLAN or Annual Action Plan.
  - Reasonable notice and opportunity to comment: Any Amendment will require a public notice with a 10-day review period. This notice will be in electronic format and will involve a posting on the DOH internet website at <https://www.smcgov.org/housing/doh-public-notice> and electronic notification to DOH's email list of providers, stakeholders, and others. At the DOH's discretion, the public noticing may include a supplemental

publication in a local newspaper of general circulation.

## **B. Revisions and Amendments to the Community Participation Plan**

- The Document: HUD regulations require that the County provide reasonable opportunity to the public to comment and present their views on the original CPP and substantial amendments to it. Amendments may be made in concurrence with the CONPLAN or through the Community Participation process, if meeting the definition of "Substantial Change." Upon request, the Community Participation Plan will be made available in a format accessible to persons with disabilities.
- Substantial Change: A change in the participation process stated in the original CPP for the CONPLAN, Annual Plans, amendments and revisions to them and the CAPER.
- Public Notice: The CPP shall be provided to the HCDC and to other interested organizations and individuals for public review and comment during a 15-day comment period prior to submission of the CPP to HUD. This notice may be in electronic and/or print format, and at the minimum, will involve posting a notice on the DOH internet website at [www.smchousing.org](http://www.smchousing.org) and. At the DOH's discretion, the DOH may send an electronic notification to DOH's email list of providers, stakeholders, and others; may publish the notice in a local newspaper of general circulation; and/or may place a physical copy of the document in the DOH's lobby for review by the public.
  - Reasonable notice and opportunity to comment under extenuating circumstances: In the event of extenuating circumstances and/or declaration(s) of a state of emergency, DOH shall conduct an expedited 10-day public comment period prior to a public hearing before the Board of Supervisors and subsequent submission to HUD. Said public comment period will be noticed in electronic format and will involve a posting on the DOH internet website at <https://www.smcgov.org/housing/doh-public-notices> and electronic notification to DOH's email list of providers, stakeholders, and others. At the DOH's discretion, the public noticing may include a supplemental publication in a local newspaper of general circulation.
- Public Hearing: DOH shall publish a draft CPP, together with an electronic notice of the public hearing before the Housing and Community Development Committee thereon.

## **ANNUAL SCHEDULE**

The sections above outline how residents and stakeholders of San Mateo County may participate in the development and review of the county's Five-Year CONPLAN, each annual Action Plan, each CAPER, and any substantial amendments to a CONPLAN and/or

Action Plan. San Mateo County's program year begins July 1 and ends June 30.

The following schedule provides an approximate timeline for the CONPLAN, annual Action Plan, and the CAPER. Annually, the preparation of the annual Action Plan, stakeholder consultation, and community engagement approximates the following. This schedule can change based on the timing of funding allocations from HUD, HUD guidance or directives, and/or states of emergency that affect report submissions.

**September:**

- Mid-September: Begin 15-day Public Comment period for CAPER
- Late September: Incorporate public comment into the CAPER
- 30<sup>th</sup>: CAPER submitted to HUD

**November through early March:**

- Develop narrative of Annual Action Plan or Five-Year CONPLAN
- Plan and hold initial community meetings and public hearings
- Create and launch survey(s) if used
- Conduct stakeholder consultation
- Conduct public participation process for CONPLAN
- Draft CONPLAN and/or Action Plan with HUD-provided and county-analyzed data used to inform the allocation prioritization, funding allocation plans/method of distribution (MOD) including share that is expected to benefit low- and moderate-income households and anti-displacement strategies, and policies for public comment
- Update CONPLAN and/or Action Plan funding allocation plan and policies based on stakeholder consultation

**Mid-March and April:**

- Hold public hearings
- Finalize CONPLAN and/or Action Plan based on stakeholder consultation and public comment

**Mid-May:**

- Submit CONPLAN and/or Action Plan

**June:**

- End of annual Action Plan year; begin to compile information for the CAPER

## **PUBLIC MEETINGS**

Public meetings will be held at a time and location convenient to the general public, with reasonable accessibility and/or accommodations for persons with disabilities and, when requested, accommodation of non-English interpretation assistance.

- A minimum of one (1) public meeting will be held by the HCDC for the

purpose reviewing and providing a forum for public comment on countywide and local community needs and priorities related to the use of CDBG, HOME, and ESG funds;

- A minimum of one (1) public meeting will be held by the HCDC to review and provide a forum for public comment on program matters involved in the preparation of the CONPLAN and/or its associated Annual Action Plans; and
- A minimum of one (1) public hearing will be held by the Board of Supervisors prior to submission of the CONPLAN and/or the Annual Action Plan to HUD.

Notification of the public hearing shall be made at least fifteen (15) days prior to the hearing through one or more of the following methods: posting on the DOH website; electronic notification to applicants and other interested parties who have expressed interest in DOH programs (including businesses, developers, nonprofit organizations, philanthropic organizations, and community-based and faith-based organizations). At DOH's discretion, additional public notification will be undertaken via publication in a newspaper of general circulation; posting in appropriate public locations; and mailing to organizations and individuals who have expressed an interest in obtaining information concerning the three entitlement programs.

#### Virtual Meetings:

In the event of extenuating circumstances, a declared state of emergency, or other circumstances where public meetings and gatherings are cancelled or discouraged by the Board of Supervisors and/or other government officials, DOH will conduct virtual meetings until in-person public meetings are allowed to resume.

- Virtual meetings will be held at a time convenient to the general public, with accessibility and/or accommodations for persons with disabilities and, when requested, accommodation of non-English interpretation.
- Notification of the virtual meeting shall be made at least fifteen (15) days prior to the meeting through one or more of the following methods: posting on the DOH website; electronic notification to applicants and other interested parties who have expressed interest in DOH programs (including businesses, developers, nonprofit organizations, philanthropic organizations, and community-based and faith-based organizations). At DOH's discretion, additional public notification will be undertaken via publication in a newspaper of general circulation; posting in appropriate public locations; and mailing to organizations and individuals who have expressed an interest in obtaining information concerning the three entitlement programs.
- Instructions to join a virtual meeting (i.e. videoconference link, submitting written comments, etc.) shall be included in all meeting materials, including public notices and meeting agenda

## **ADEQUATE INFORMATION**

DOH shall notice and publish electronically, together with an invitation for project proposals, information concerning the estimated amount of CDBG, HOME, and ESG funds expected to be available for housing & community development activities, and the range of activities that may be undertaken with those funds.

Copies of the Consolidated Plan, Annual Action Plan, Consolidated Annual Performance and Evaluation Report, and the Residential Anti-displacement and Relocation Assistance Plan shall be made available to interested community members at the Office of Housing, 264 Harbor Blvd., Bldg A, Belmont, CA 94002. Copies of the documents are/shall be made available on the DOH website at [www.smchousing.org](http://www.smchousing.org) and in hard copy if requested.

## **COMPLAINTS**

DOH will make every reasonable effort to provide written responses electronically or by letter within fifteen (15) working days to complaints regarding the three entitlement programs.

## **AVAILABILITY OF COMMUNITY PARTICIPATION PLAN AND AMENDMENTS THERETO**

The Community Participation Plan will be posted on the DOH website. One hard copy of the Plan will be available for public review at the Department of Housing upon request;

**County of San Mateo Department of Housing**  
264 Harbor Blvd, Bldg. A  
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The HCDC shall consider amendments to the Community Participation Plan at public meetings.