



**OFFICE OF LONG-TERM RESILIENCY
HURRICANE MICHAEL**

CITIZEN PARTICIPATION PLAN

Version 2.3
January 24, 2024

VERSION HISTORY

Version Number	Date	Summary of Changes
1.0	07/31/2020	Draft Citizen Participation Plan posted to website
1.1	01/01/2021	Updated list of open Rebuild Florida centers, updated Disaster Recovery address, updated phone number for Fair Housing complaints
1.2	03/25/2021	Updated references to Office of Disaster Recovery (ODR) with the program's new name, Office of Long-Term Resiliency (OLTR)
2.0	10/18/2021	Updated "Citizens Complaints and Inquiries" to specify that written responses will be provided within 15 working days to all complaints Updated "Public Notice and Public Comment Period" by inserting "Public Notice", and "Public Comment" Updated "Accessibility" by separating it from "Limited English Proficiency" Inserted "Accessibility for Persons with Disabilities", "Sign Language Interpretation Service", "Technical Assistance", and "Home Visits" Updated "Public Outreach" by inserting "Outreach Plan", "LEP Outreach", and "Community Outreach Events" Formatted document for consistency with other program documents
2.1	11/10/2021	Minor formatting and typographical changes throughout document Moved "Notice of Public Hearing" above "Notice of Substantial Amendments" Changed Version Policy to accurately reflect OLTR's policy as stated in other Policy Documents.
2.2	1/5/2022	Updated Non-Substantial Amendment text regarding the posting of non-substantial amendments and the consolidated action plan. Corrected a minor error under "Notice of Public Hearing" to state that notice of a public hearing will be provided seven (7) days prior to the hearing
2.3	X/X/2023	As of July 1, 2023, and per Florida HB 5, ch. 2023-173, L.O.F. the former Florida Department of Economic Opportunity has been renamed the Florida Department of Commerce, referred to as "FloridaCommerce." To reflect this change, all references to the former Florida Department of Economic Opportunity (including "the Department" and "DEO") have been updated to represent FloridaCommerce. Associated branding (including logos, fonts, and colors) has been updated throughout the document. Updated email and website links throughout the document.

VERSION POLICY

Version history is tracked in the table above, with notes regarding version changes. The dates of each publication are also tracked in this table.

Substantive changes in this document that reflect a policy change will result in the issuance of a new version of the document. For example, a substantive policy change after the issuance of Version 1.0 would result in the issuance of Version 2.0, an increase in the primary version number. Non-substantive changes such as minor wording and editing or clarification of existing policy that do not affect interpretation or applicability of the policy will be included in minor version updates denoted by a sequential number increase behind the primary version number (i.e., Version 2.1, Version 2.2, etc.).

POLICY CHANGE CONTROL

Policy review and changes for the State of Florida Office of Long-Term Resiliency are considered through a change-control process. Policy clarifications, additions, or deletions are needed during the course of the program to more precisely define the rules by which the Program will operate. Program staff will document policy-change requests that will be tracked in the program files. Requests are compiled and brought before supervisory staff in a policy meeting. Subject matter experts working in a particular policy area or task area that will be affected by the policy decision may be invited to assist in policy evaluation, if necessary. Policy meetings will be held as frequently as is necessary to consider policy decisions critical to moving the Program forward in a timely manner. Policy decisions will be documented and will result in the revision of the document in question.

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Introduction

On October 10, 2018, Hurricane Michael made landfall as a Category 5 hurricane, causing catastrophic damage to communities in the Florida Panhandle. The Florida Department of Commerce (FloridaCommerce) is committed to helping Florida's communities recover from the devastating impacts of Hurricane Michael. FloridaCommerce is the governor-designated state authority responsible for administering all U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant-Disaster Recovery (CDBG-DR) funding awarded to the state.

Florida values citizen and stakeholder engagement. Florida has developed a Citizen Participation Plan in compliance with Federal Register Notice, Volume 83, No. 28 published Friday, February 9, 2018 and HUD Federal Register Notice, Volume 85, No. 17 published Monday, January 27, 2020, § 24 CFR 91.115 and applicable HUD requirements to set forth the policies and procedures applicable to citizen participation. This plan is intended to maximize the opportunity for citizen involvement in the planning and development of the Rebuild Florida recovery program.

The primary goal of the Citizen Participation Plan is to provide Floridians with definitive opportunities to involve themselves in the recovery process as it pertains to CDBG-DR funds.

According to [83 FR 5844](#), "To permit a more streamlined process, and ensure disaster recovery grants are awarded in a timely manner, provisions of 42 U.S.C. 5304(a)(2) and (3), 42 U.S.C.

12707, 24 CFR 570.486, 24 CFR 1003.604, and 24 CFR 91.115(b) and (c), with respect to citizen participation requirements, are waived and replaced by the requirements below. The streamlined requirements do not mandate public hearings but do require the grantee to provide a reasonable opportunity (at least 14 days) for citizen comment and ongoing citizen access to information about the use of grant funds."

In order to facilitate citizen involvement, Florida has laid out target actions to encourage citizen participation and allow equal access to information about the Rebuild Florida program. Florida intends to focus outreach efforts to facilitate participation from individuals of low-and moderate-income, those living in slums and blighted areas, those living in areas identified for recovery through Rebuild Florida, non-English speaking persons and other disadvantaged populations. Florida will publish its action plan in English and Spanish.

The most current version of OLTR's Citizen Participation Plan for Hurricane Michael will be placed in the Hurricane Michael Section of the OLTR website at <https://www.floridajobs.org/CDBG-DR/hurricane-michael>.

Action Plan

The State of Florida Action Plan for Hurricane Michael (Action Plan), and any following amendments, defines how the Office of Long-Term Resiliency will effectively use all available funding to support a data driven recovery based on the calculation of unmet need across the state. The action plan describes Florida's proposed allocation by activity and lays out program designs for each area of assistance. The plan also identifies the beginning and end dates for each disaster recovery activity, performance and expenditure schedule.

Before adopting the Action Plan, FloridaCommerce sought public input on program design issues including the amount of assistance Florida expected to receive, the range of activities that may be undertaken, the estimated amount of benefit expected for persons of low-and-moderate income and plans to mitigate displacement. A summary of outreach feedback is included in the Action Plan approved by HUD.

On May 14, 2020, FloridaCommerce announced that the state's action plan for \$735 million in funding for long-term recovery efforts for Hurricane Michael-impacted communities has been submitted to HUD.

The final plan approved by HUD is posted to <https://www.floridajobs.org/CDBG-DR/hurricane-michael>.

Amendments to Action Plan

Substantial Amendment

As additional information and funding becomes available through the grant administration process, amendments to this Action Plan are expected. Prior to adopting any substantial amendment to this Action Plan, OLTR will publish the proposed plan or amendment on the official website and will afford citizens, affected local governments, and other interested parties a reasonable opportunity to examine the plan or amendment's contents. At a minimum, the following modifications will constitute a substantial amendment:

- a change in program benefit or eligibility criteria;
- the addition or deletion of an activity; or
- the allocation or reallocation of more than 25 percent of the total current allocation(s) from HUD.

Citizens will be provided 30 days to review and provide comments on proposed substantial changes. A summary of all comments received will be included in the final Substantial Amendment submitted to HUD for approval.

Non-Substantial Amendment

OLTR will notify HUD when it makes any plan amendment that is not substantial. HUD will be notified at least five (5) business days before the amendment becomes effective. HUD will acknowledge receipt of the notification of non-substantial amendments via email within five (5) business days.

Every amendment, substantial or non-substantial, shall be numbered sequentially and posted on the FloridaCommerce website.

Public Notice and Public Comment Period

Before OLTR adopts the Action Plan for this grant or any substantial amendment to this grant, OLTR will publish the proposed plan or amendment on <https://www.floridajobs.org/CDBG-DR/hurricane-michael>.

Public Notice

Notice of Public Hearings

- Notice of a public hearing will be provided 7 days prior to the hearing on RebuildFlorida.gov.
- *Constant Contact* email will be sent to stakeholders in relevant impacted areas to encourage community participation.
- Outbound phone calls will be made to Long Term Recovery Organizations and community stakeholders in impacted regions, to encourage event participation
- Postings will be made in local newspapers in all relevant languages at least 1 week in advance of the hearing.
- LEP Consideration- Inclusion of content in relevant languages will be provided. Additional translation services are able to be provided, upon request.

Notice of Substantial Amendments

- *Constant Contact* email will be sent to stakeholders in relevant impacted areas to encourage community participation.
 - Email will be sent on first day of the public comment period providing dates and instructions for comment submission.
 - Reminder email will be sent 7 days before the close of the public comment period.

- Public comment periods for housing-related amendments will be noted in the weekly social media content for FloridaCommerce Twitter and Facebook pages in the week the public comment period begins and will continue through the end of the public comment period.
- LEP Consideration- Social media posts will provide reasonable access to Spanish speaking individuals. (Posts will be available in Spanish or infographics will be included with verbiage on how to access info in other languages.)

Public Comment

Florida's citizen public comment period is open for the following timeframes:

- Public comment period for the original Action Plan was open for 30 days from the publication of the Action Plan to RebuildFlorida.gov.
- Public comment period for Substantial Amendments will remain open for 30 days from the publication of a Substantial Amendment to RebuildFlorida.gov.

OLTR will accept comments via USPS mail, fax or, e-mail:

Attention: Rebuild Florida Constituent Services

Florida Department of Commerce

Division of Community Development

107 East Madison Street

Caldwell Building, MSC 420

Tallahassee, FL 32399

E-mail: cdbq-dr@Commerce.fl.gov

Consideration of Public Comments

OLTR will consider all written comments regarding the Action Plan or any substantial amendment. A summary of the comments received on the draft Action Plan, as well as FloridaCommerce's response to each comment, are included in the appendix section of the Action Plan.

All comments and responses will be submitted to HUD with the Action Plan or substantial amendment.

Accessibility

Florida is committed to providing all citizens with equal access to information about the disaster recovery program, including persons with disabilities and Limited English Proficiency (LEP). Florida follows HUD's regulation, 24 CFR Part 1, "Nondiscrimination in Federally Assisted Programs of the Department of Housing and Urban Development—Effectuation of Title VI of the Civil Rights Act of 1964," which requires all recipients of federal financial assistance from HUD to provide meaningful access to LEP persons and persons with disabilities.

The Office of Long-Term Resiliency will ensure that all citizens have equal access to information about the programs, including persons with disabilities and Limited English Proficiency (LEP), and will ensure that program information is available in the appropriate languages for the geographic area served by the jurisdiction.

To ensure meaningful access for individuals with disabilities or LEP, FloridaCommerce developed and implemented a Rebuild Florida Language Access and Accessibility Plan, which details how Florida will address these needs. The Language Access and Accessibility Plan is available on the Office of Long-Term Resiliency website at <https://www.floridajobs.org/CDBG-DR>.

Additional interpretive and translational services are available upon request.

Limited English Proficiency

Persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English may be entitled to language assistance with respect to a particular type of service, benefit or encounter. To address this need, FloridaCommerce developed and implemented a Rebuild Florida Language Access Plan, which details how Florida will address the needs of LEP individuals. This Language Access Plan is available in English, and Spanish on the Office of Long-Term Resiliency website at <https://www.floridajobs.org/CDBG-DR>.

Translators will be present when a significant number of non-English speaking residents can be reasonably expected to participate in public hearings or open comment periods. FloridaCommerce brings to each public hearing, printed, Spanish copies of the presentation to be given at the hearing. In addition to these copies, copies translated into other languages can be provided, if requested. Requests for translation of a public hearing presentation can be sent to CDBG-DR@Commerce.fl.gov.

Outreach materials and citizen comments will also be translated into the appropriate language.

The Action Plan, any ensuing amendments, outreach materials, the application and related guidance materials will be published in English and Spanish. The languages selected were chosen based on the entire eligible area of the CDBG-DR funds and a natural break in the numbers of LEP individuals. Recognizing there may be a need for individuals to have access to the document in additional languages the OLTR will contract with an as needed translation service to provide personalized translations of the Action Plan and other program documents upon request. Rebuild Florida Centers and any public places that work directly in programs available to private individuals will carry signage (e.g., "I speak" visual card containing a wide range of language samples) detailing the availability of this specialized translation service.

FloridaCommerce has also posted an Interpretive and Translation Services Notice on www.RebuildFlorida.gov and www.floridajobs.org/CDBG-DR informing individuals that free interpretation services are available upon request in at least 15 different languages. OLTR will ensure that program information is available in the appropriate languages for the geographic area served by the jurisdiction.

Additional interpretive and translational services are available upon request.

Accessibility for Persons with Disabilities

In accordance with 24 CFR 91.115(a)(3) and (f), this Citizen Participation Plan and other program documents, including but not limited to the CDBG-DR Hurricane Irma Action Plan for Disaster Recovery and its amendments, will be provided in a form accessible to persons with disabilities upon request.

FloridaCommerce strives to provide all information posted to its website in forms that are accessible by screen-readers and other assistive technology.

Auxiliary aids and service are available upon request to Individuals with disabilities. All voice telephone numbers on this and all other FloridaCommerce documents may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711.

FloridaCommerce has posted additional accessibility information on the Accessibility page of RebuildFlorida.gov at <https://floridajobs.org/rebuildflorida/accessibility>. This page links to the [Language Access and Accessibility Plan](#) and contains information on the availability of TDD/TTY services for individuals who are in need of relay services, and the availability of additional translation services upon request.

FloridaCommerce welcomes comments on how to improve accessibility for users with disabilities. Individuals who use assistive technology are encouraged to contact the Office of Long-Term Resiliency at CDBG-DR@Commerce.fl.gov if the format of any material on the Office of Long-Term Resiliency Rebuild Florida website interferes with their ability to access the information.

Additional interpretive and translational services are available upon request.

Sign Language Interpretation Service

When communicating with hearing-impaired applicants, the Rebuild Florida program provides support via Video Remote Interpreting (VRI) with Legal Language Services. Each Rebuild Florida Center is equipped with designated technical equipment (e.g. laptop, USB camera, speakers) to accommodate hearing-impaired applicants. Rebuild Florida staff will secure a private meeting location to setup VRI with a hearing-impaired applicant.

Sign language interpretation services can be provided at public hearings for individuals who require interpretation, if advance notice is provided. Individuals in need of such services should notify FloridaCommerce via email at CDBG-DR@Commerce.fl.gov.

Technical Assistance

Citizens with disabilities or those who need technical assistance can contact the Rebuild Florida program for assistance at 888-530-3025 or visit one of the four Rebuild Florida Centers located throughout the state.

All Rebuild Florida Centers are open 8 a.m. - 6 p.m., Monday through Friday.

Mariana, FL

2917-B Optimist Drive
Marianna, FL 32448

Panama City, FL

3109 Minnesota Avenue
Suite 120
Panama City, FL 32405

Port St. Joe, FL

109 Trade Circle West
Suite 1
Port St. Joe, FL 32456

Tallahassee, FL

545 John Knox Road
Suite 102
Tallahassee, FL 32303

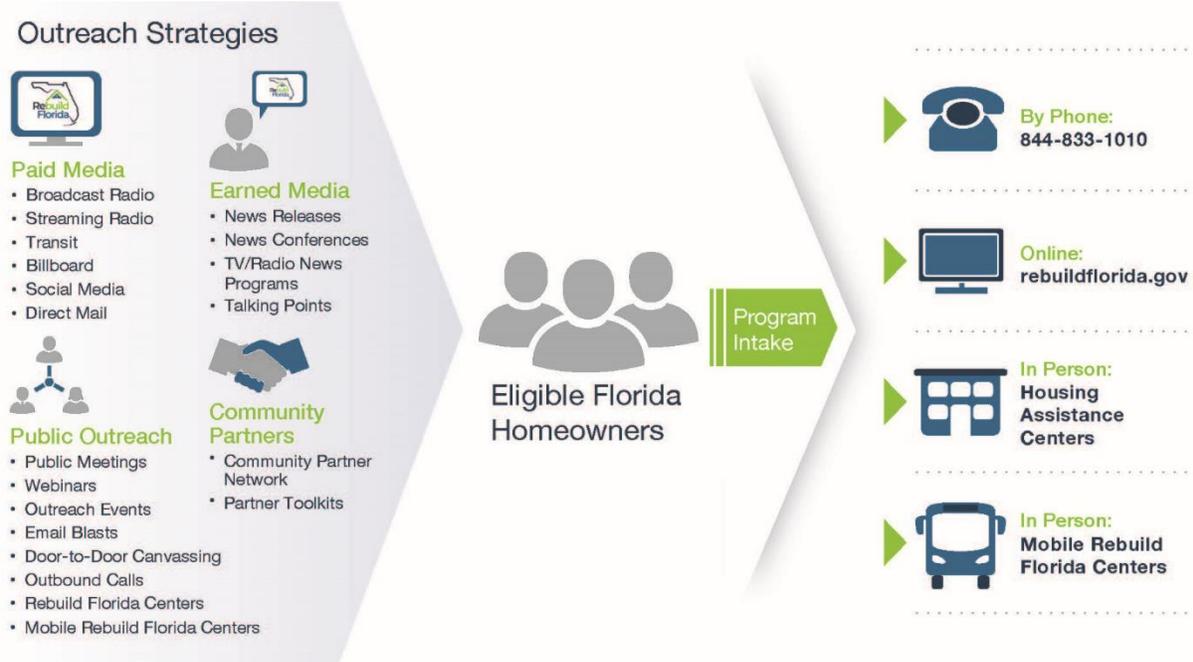
Home Visits

Since the Rebuild Florida Program is prioritizing applicants with disabilities in Phase 1, it is important that the program provides reasonable accommodations to assist whenever and wherever necessary. This may require Rebuild Florida Intake Specialists to conduct home intake visits. The procedure is as follows:

1. Applicant requests an at-home visit with an Intake Specialist or Call Center Agent.
 - A. Applicant must be homebound - Elderly, disabled, or otherwise incapacitated and unable to access assistance in transportation to an Intake Center as verified by an Intake Specialist through a screening call.
2. Center Managers will determine who will be assigned to conduct the home visit. The files should be assigned based on geography of an applicant's current address and proximity to an Intake Center.
3. The file must be scheduled in AppointmentPlus with the appropriate Intake Center. The Intake Specialist will be required to make the appointment, choosing the "Home Visit" option from the dropdown menu. Calls received by the Call Center requesting an at-home visit will be documented in SharePoint for the appropriate Center Manager to review for assignment and outreach.
 - A. Home visits must be scheduled a minimum of one (1) week from the date requested and approved by the Center Manager.
 - B. Should a home visit need to be scheduled within one (1) week, it must be approved by the Single-Family Housing Manager.
4. The Intake Specialist contacts applicant to review information, inform them of the documentation requirements, and confirms appointment 24 hours prior.
 - A. Intake Specialists can ask about pets in the home for both aggression and allergy issues. Homeowners should be advised that they must have pets locked away at the time of the home visit.
5. The Center Manager will assign an additional program staff member to attend the home visit with the Intake Specialist. For safety reasons, at-home visits should be conducted by two Program staff members together.
6. The Intake Specialist will bring a mobile kit (scanner/MiFi/laptop) to the visit.
7. The Intake Specialist and additional program representative will arrive at the applicant's location.
 - A. The assigned Intake Specialist will review the program and complete the application with the applicant.
 - B. The other staff member will complete the scanning of any required documents.
 - C. The Intake Specialist will record any issues for follow-up requested by the applicant.
8. Staff should keep track of the mileage and submit for reimbursement in accordance with the program's travel policy.

Public Outreach

FloridaCommerce is committed to building a foundation for effective outreach throughout the program to all affected eligible Florida Homeowners, with targeted efforts to reach those who are elderly, disabled, low-to moderate income level, families with children under five years of age, and minorities. This outreach includes establishing and preparing a network of stakeholders, including elected officials, non-profits, faith-based organization, civic associations, and media outlets, to ensure well-coordinated and effective outreach. The following info graphic provides a brief overview of FloridaCommerce’s outreach strategies.



Office of Long-Term Resiliency’s Rebuild Florida Housing Repair and Replacement Program, Strategic Communications and Outreach Plan

Outreach Plan

The following strategies were utilized during program launch as well as open application periods for Hurricane Michael programs. These strategies will be utilized, as appropriate, in future outreach campaigns.

- Outbound phone calls to OLTR’s, community stakeholders, and partners and community partner meetings in-person in the affected areas to promote program participation.
- Mobile Application Events for individuals unable to access static RF centers.
 - Accessibility consideration- assist disabled individual and individuals with impairments to receive one-on-one application assistance.
 - LEP Consideration- Spanish speaking RF staff available to assist LEP individuals with applications
- Mailers
 - LEP consideration: Include verbiage for LEP access on mailers
- Paid Media Buys
 - Social Media Ads
 - LEP consideration- ad buys in relevant languages
 - Radio Ads

- LEP Consideration- Ad buys in relevant languages
 - TV ads
 - Accessibility Consideration- TTY Line included for hearing-impaired individuals
 - Newspaper Ads
 - LEP Consideration- Ads placed in Spanish
 - Accessibility consideration- TTY line included on all ads. Ads will be placed in hard-to-reach areas to reach underserved, rural, and LMI populations
- Other (Bus stations, billboards, posting in local businesses, canvassing)
 - LEP Consideration- postings in relevant languages where applicable (specifically targeted flyers for bus stations and billboards in relevant languages)

LEP Outreach

Messaging will be provided to primary audiences in English, and Spanish. The following language split is based on a review of primary languages spoken in the counties affected by Hurricane Michael served by Rebuild Florida.

County	English	Spanish
Bay	93%	4%
Calhoun	94%	5%
Franklin	94%	5%
Gadsden	89%	9%
Gulf	93%	4%
Jackson	94%	4%
Liberty	95%	3%
Wakulla	94%	3%
Holmes	96%	3%
Leon	90%	4%
Taylor	91%	6%

FloridaCommerce will use targeted language specific outreach in the above communities of LEP individuals during outreach campaigns. This will include advertisements in Spanish and Haitian Creole newspapers, radio, and television stations.

Webinar

During the course of the planning period, FloridaCommerce conducted a webinar to keep stakeholders informed of the process and solicit feedback. The webinar was held on February 21, 2020. The purpose of this webinar was to provide an orientation to the disaster recovery planning and implementation process for the Hurricane Michael CDBG-DR program.

Community Outreach Events

Rebuild Florida completed targeted outreach to underserved and disadvantaged populations to encourage participation. The program hosted a total of 98 mobile pop-up events across HUD- and state-identified Most Impacted and Distressed (MID) areas to increase accessibility for individuals in rural and LMI communities who lacked the means to travel to a Rebuild Florida center or needed additional assistance with application completion. These mobile pop-up events successfully served a total 648

homeowners. In addition to the mobile application events, Rebuild Florida completed in-person canvassing in LMI communities at commonly accessed locations, such as food charity distribution sites, gas stations, and local stores and markets

County	Number of Mobile Pop-Ups Executed	Number of Individuals Served
Holmes	5	22
Calhoun	21	237
Liberty	11	69
Franklin	15	80
Gadsden	13	102
Taylor	7	18
Washington	13	47
Wakulla	5	9
Bay	4	18
Gulf	1	23
Leon	0	0
Jackson	3	23
Total	98	648

Hurricane Michael Long-Term Recovery Community Stakeholder Survey

The unmet need assessment summarizes Hurricane Michael impacts and the remaining recovery need for housing, infrastructure and economic development by compiling, analyzing and interpreting more than 20 state and federal government data sources. FloridaCommerce developed a survey to capture feedback from communities within the HUD and state-identified Most-Impacted and Distressed (MID) areas to allow for additional input from communities on unmet recovery needs and long-term recovery priorities.

The survey mirrored the feedback from the stakeholder meetings by asking for an anecdotal account of remaining housing, economic revitalization and infrastructure unmet needs. Respondents to the survey were also given an opportunity to suggest additional program ideas. The survey was launched on May 3, 2019 and closed on March 5, 2020. The survey results from 174 respondents are displayed in Figures 2-5.

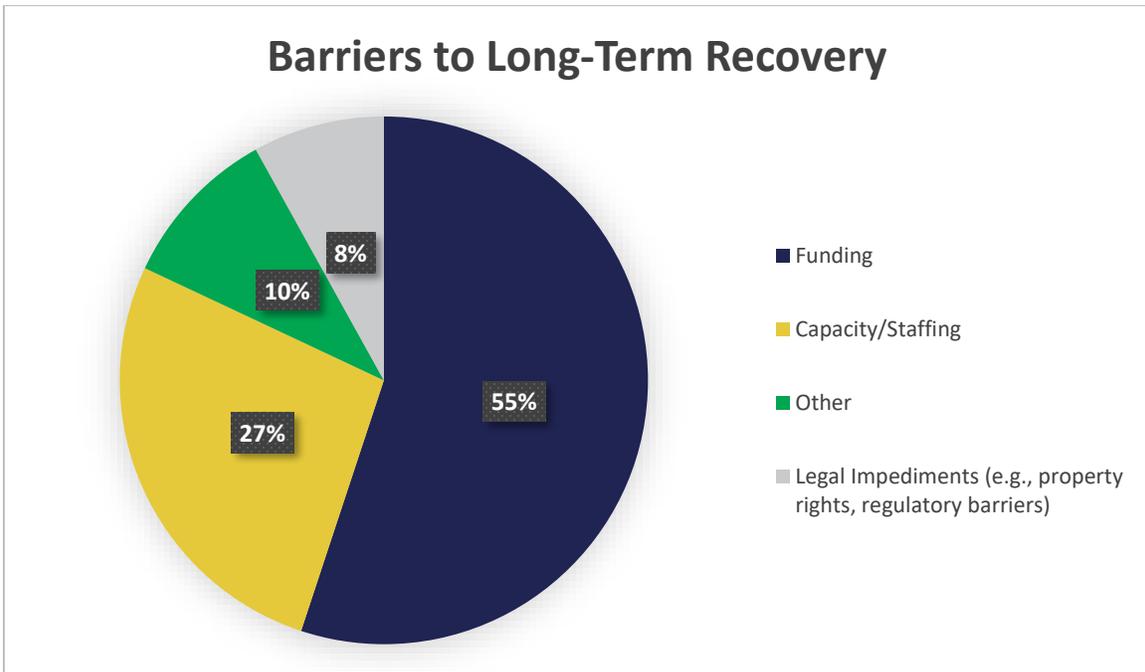


Figure 2: Barriers to long-term recovery

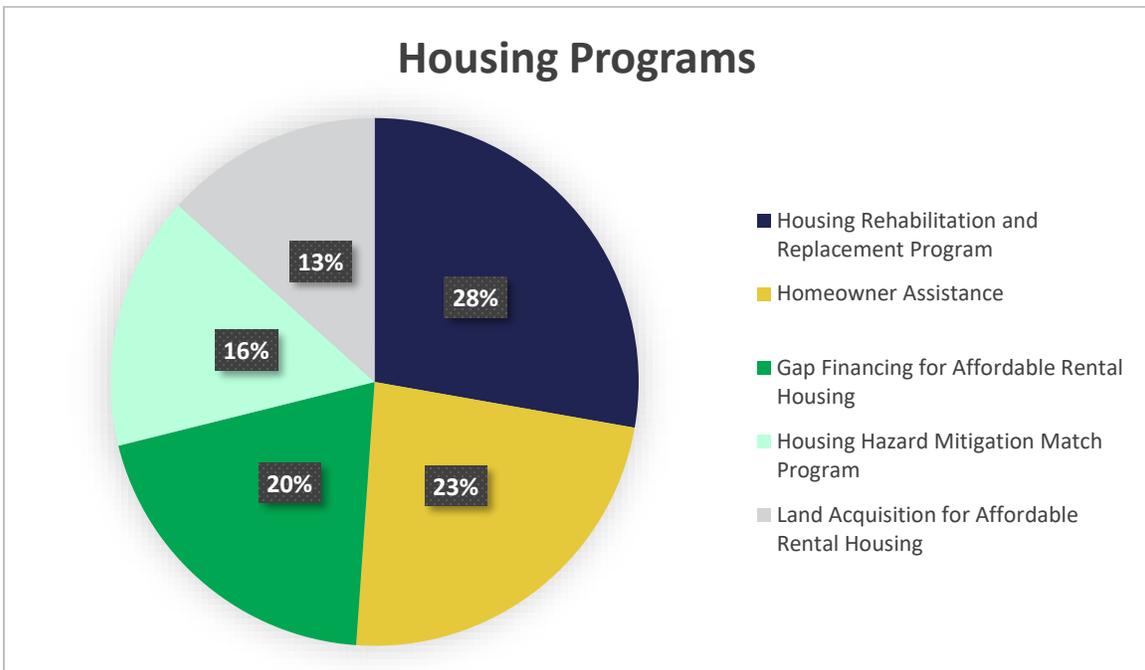


Figure 3: Housing Programs

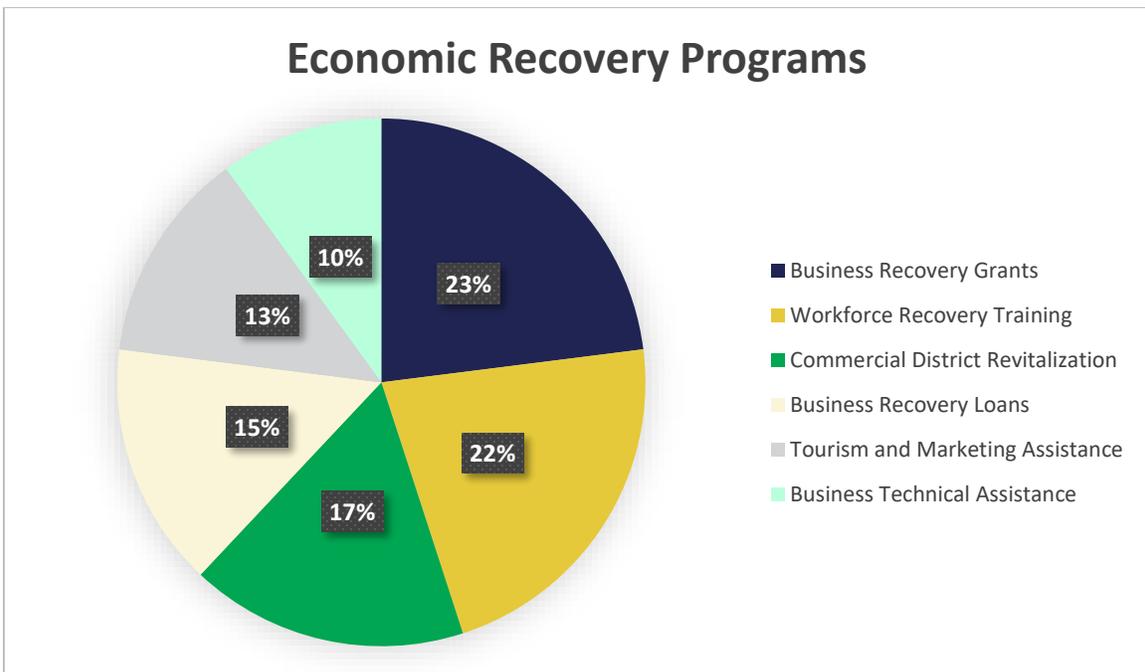


Figure 4: Economic Recovery Programs

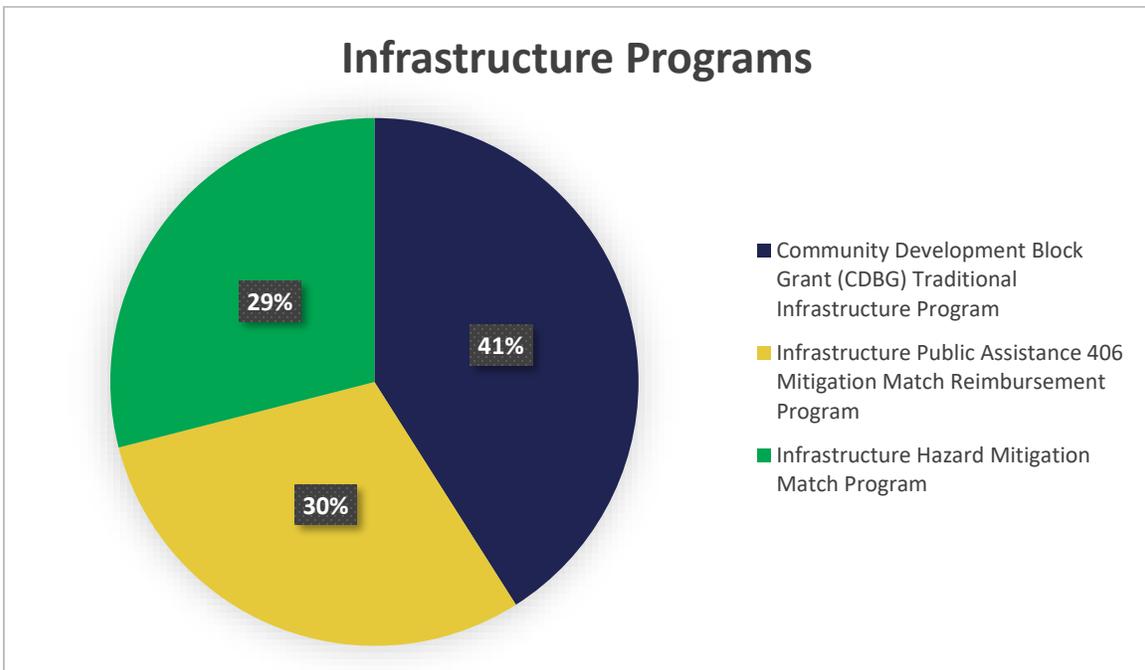


Figure 5: Infrastructure Programs

Stakeholder Meetings

FloridaCommerce, FDEM and HUD traveled around the state and visited HUD-identified MID areas. At these meetings, participants were given a brief overview of the program with an opportunity to ask any questions they may have of staff. The meetings consisted of open dialogue with local government officials asking questions and FloridaCommerce and HUD staff providing responses. Community members offered suggestions under the categories of housing, economic revitalization and infrastructure. In addition to meetings in the impacted areas, FloridaCommerce leadership met individually with various

local governmental officials and received input through the submission of long-term recovery plans and any other documentation that was available from the local governments.

Community Workshops

As part of the development of the State Action Plan, FloridaCommerce hosted a series of public workshops in communities impacted by Hurricane Michael to seek input for the use of CDBG-DR funds. Times and locations are shown below and the presentation slides are available at the following link: http://www.floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-michael/hurricane-michael-public-workshops-presentation.pdf?sfvrsn=894640b0_2.

Washington County

Date: Wednesday, February 12, 2020 Time:
9:00a.m. – 11:00a.m. CST
Location: Washington County Agricultural
Center
1424 Jackson Avenue
Chipley, FL 32428

5230 US-98,
Panama City, FL 32401

Gadsden County

Date: Friday, February 14, 2020
Time: 3:00p.m. – 5:00p.m. EST
Location: Kelly Campbell Community Center
415 Cooper Street
Quincy, FL 32351

Gulf County

Date: Wednesday, February 12, 2020
Time: 3:30p.m. – 5:00p.m. EST
Location: Port St. Joe City Commission
Chambers
2775 Garrison Avenue
Port St. Joe, FL 32456

Bay County

Date: Wednesday, February 19, 2020
Time: 10:00a.m. – 11:30a.m. CST
Location: Public Works Building
114 north 22nd Street
Mexico Beach, FL 32410

Franklin County

Date: Thursday, February 13, 2020
Time: 9:30a.m. – 11:30a.m. EST
Location: City of Apalachicola Community
Center
1 Bay Avenue
Apalachicola, FL 32320

Jackson County

Date: Wednesday, February 19, 2020
Time: 3:00p.m. – 5:00p.m. CST
Location: Chipola College Culture Center
3094 Indian Circle
Marianna, FL 32446

Calhoun County

Date: Thursday, February 13, 2020
Time: 4:00p.m. – 6:00p.m. CST
Location: Calhoun County BOCC Meeting
Room
20816 Central Avenue East
Blountstown, FL 32424

Liberty County

Date: Thursday, February 20, 2020
Time: 3:00p.m. – 4:30p.m. EST
Location: Veterans Memorial Civic Center
10405 NW Theo Jacobs Way
Bristol, FL 32321

Bay County

Date: Friday, February 14, 2020
Time: 9:00a.m. – 11:00a.m. CST
Location: Gulf Coast State College Language
and Literature Building

In addition to the outreach above, FloridaCommerce had many discussions with community members over the phone, sent out emails with summaries of the federal register and other information and participated in the following discussions:

- Housing Recovery Support Function Calls
- Community Place-based Recovery Support Team calls
- Community Planning and Capacity Building Recovery Support Function Calls
- Economic Recovery Support Function Calls

Public Webpage

OLTR will maintain a public webpage that provides information accounting for how all grant funds are used and managed/administered. OLTR will make the following items available on <http://www.floridajobs.org/CDBG-DR/Hurricane-Michael>: (1) the Action Plan (including all amendments); each Quarterly Performance Report (QPR) as created using the DRGR system; (2) procurement, policies and procedures; (3) executed CDBG-DR contracts; and (4) status of services or goods currently being procured by OLTR (e.g., phase of the procurement, requirements for proposals, etc.). In addition to the specific items listed above, OLTR will post information regarding all disaster recovery activities assisted with these funds. This webpage will be updated at intervals of one month or sooner.

Performance Reporting

In accordance to HUD requirements, Florida will submit a Quarterly Performance Report (QPR) through the HUD Disaster Recovery Grant Reporting (DRGR) system no later than 30 days following the end of each calendar quarter. Three days before submission to HUD, Florida will post each QPR for public review and comment on <http://www.floridajobs.org/CDBG-DR/Hurricane-Michael>. Program QPR's will be posted on a quarterly basis until all funds have been expended and all expenditures have been reported.

Technical Assistance

Upon request, limited technical assistance will be provided by Rebuild Florida program staff. Requests should be made in a timely manner and within the time parameters of the appropriate program design. FloridaCommerce may contract with a Technical Assistance Provider(s) should sufficient demand for technical assistance warrant.

Citizen Complaints and Inquiries

All complaints and inquiries that are submitted to FloridaCommerce will be addressed through OLTR's Constituent Management Services staff. Complaints are any verbal or written statement of grievance — including phone calls, emails, faxes, or letters — that are received by the state, its contractor, and/or other program sources. Inquiries are requests for information or assistance. All complaints and inquiries that are received will be reviewed by the Constituent Management Services staff for:

- Conducting investigations, as necessary;
- Finding a resolution; or
- Conducting follow-up actions.

Every complaint and inquiry will be included in a tracking system. Constituent Management Services staff will maintain electronic files that include:

- Name of the complainant and contact information
- Date the complaint was received,

- Description of the complaint,
- Name of each person contacted in relation to the complaint,
- A summary of the result and the date of the response to complainant
- Explanation of the resolution of the file.

The state will provide a written response to all complaints within 15 working days of receipt of the complaint. Following the initial response, the state will make every effort to provide a resolution to complaints within the 15-working day period. If a resolution cannot be reached within the 15-working day period, the complainant will receive a status update on the issue(s) and, if possible, a timeframe for when a resolution can be reached. Constituent Management Services Lead will monitor response times to ensure compliance and will adjust timeframes for additional responses as needed.

Complaints and inquiries can be submitted in any of the following ways:

- Directly to FloridaCommerce:
 - Via FloridaCommerce's website by visiting the Rebuild Program website to complete an online complaint form at: <http://floridajobs.org/rebuildflorida/rebuild-florida-homeowner-complaint-form>
 - Via U.S. mail to:

Attention: Constituent Management Services
Florida Department of Commerce
Division of Community Development
107 East Madison Street
Caldwell Building, MSC 420
Tallahassee, Florida 32399
 - Via email to: CDBG-DR@Commerce.fl.gov
 - Contacting Constituent Management Services (CMS) staff directly. CMS e-mail addresses and phone numbers are listed on the Office of Long-Term Resiliency's main website (www.floridajobs.org/CDBG-DR).
- Directly to a program-level representative:
 - Via calling the Rebuild Florida customer service center to receive assistance from a call center agent.
 - In-person at a Rebuild Florida Center to receive assistance from a Rebuild Florida Specialist.

Appeals

All applications, guidelines and websites will include details on the right to file a complaint or appeal, and the process for filing a complaint or beginning an appeal.

Housing Repair and Replacement Appeals (Program Reconsideration)

Throughout the process, decisions will be made on an application and/or project to be delivered. The decisions are made based on statutes, codes of federal regulation, local administrative code, state and local guidelines as they are interpreted by the Program. This policy guides the process for an applicant or contractor requesting program reconsideration of decisions made by the HRRP.

Applicants have a right to participate in the process, and where they believe that a mistake has been made regarding their file, the Program includes a reconsideration process to provide the applicant with a mechanism for requesting further review on a decision made on their file at the time the applicant is notified of their eligibility in their award letter. Program policies are not appealable.

Grounds to Request Reconsideration

Applicants who have applied for funding for disaster recovery may only request reconsideration of the disposition of a Program decision on one or more of the following:

1. The type of benefit the applicant is eligible to receive.
2. Duplication of Benefits estimates.
3. Scope of work
4. Completed Repair Estimates

A contractor may only request reconsideration for the issues related to draw payment or failure to meet benchmark construction deadlines.

Reconsideration Request of Local Program Decision

A party requesting reconsideration must file a written request for reconsideration with the HRRP to request a review not later than 30 days after the date the action to be reconsidered has occurred or when notice has been provided. The written request must include specific information relating to the challenge of the HRRP decision. HRRP will acknowledge receipt of the request. HRRP will respond in writing to the request no later than 30 working days after the date of receipt of the request. The response may take one of the following actions:

1. Acknowledgment of receipt of the request for reconsideration and notification that the review of the applicant file may take longer than 30 working days;
2. Request for additional supporting documentation or information from the applicant;
3. Status of the reconsideration and estimated timeframe for decision; or
4. Final determination of the issue:
 - A. Concur with the request and make the appropriate adjustments to the staff member's decision; or
 - B. Disagree with the request and provide the basis for rejecting the request for reconsideration to the party.

Should an applicant disagree with the result of a request for reconsideration, the applicant will be provided with a notice of administrative right to appeal and instructions for the appeal process.

In order to request a reconsideration, please submit a written notice to CDBG-DR.Reconsiderations@Commerce.fl.gov or submit by postal mail to the following address:

Attention: Office of Long-Term Resiliency, Reconsiderations
Florida Department of Commerce
Division of Community Development
107 East Madison Street,
Caldwell Building, MSC 420
Tallahassee, Florida 32399

Appeals Process

There are two cases in which an Informal Appeal can be filed by the applicant: (1) following a determination of ineligibility, or (2) after exhausting the Reconsiderations process.

1. In the case that an applicant is deemed ineligible, the applicant will be notified of their status in an Eligibility Determination Letter from the FloridaCommerce Appeals team. Should the applicant disagree with the determination, they may file an Informal Appeal resulting in a process to further review the HRRP decision.
2. An Informal Appeal may also be filed in the case that an eligible applicant has submitted a request for reconsideration and disagrees with the results. The applicant will be provided with a notice of their right to appeal, and instructions for the process of filing an Informal Appeal.

A party requesting a FloridaCommerce informal appeal must file a written request for informal appeal not later than 30 days after the date of the decision of reconsideration request or when notice has been provided.

The written request for an informal appeal can be sent via email, fax or mail:

CDBG-DRAppeals@Commerce.fl.gov

Attention: Office of Long-Term Resiliency, Appeals Team
Florida Department of Commerce
Division of Community Development
107 East Madison Street
Caldwell Building, MSC 420
Tallahassee, Florida 32399

The Hearing Officer will date stamp the written request for an informal appeal upon receipt.

1. The Hearing Officer will prepare and mail a Notice of Hearing to the applicant using delivery confirmation within 15 days of receiving the request for an informal appeal.
 - A. The Notice of Hearing will include the date and time of the hearing as well as the issue to be addressed during the hearing.
 - i. The hearing will be scheduled no fewer than 10 business days in advance of occurrence.
 - B. The applicant will have the option to forward additional documentation to the Hearing Officer prior to the hearing, if applicable.
 - i. Any additional documentation received by the Hearing Officer will be date stamped and must be received at least 24 hours prior to the hearing.
2. The hearing will be held telephonically on the date and time listed on the Notice of Hearing. The hearings will be recorded using the digital recording system (TBD) or a handheld recording device.
 - A. The hearing officer will dial the number for the applicant listed on the Notice to Appeal.
 - i. At least two attempts should be made to contact the applicant.

- B. The hearing officer will validate the delivery confirmation as to when the applicant received the Notice of Hearing on the record.
3. During the hearing, the Hearing Officer will establish the record addressing any issues of ineligibility, review all additional documents with the applicant and allow for testimony of the applicant.
4. Following the conclusion of the hearing, a final written decision will be issued by the Hearing Officer based on the merits of the case, testimony of the applicant, additional documentation and program policy and procedure.
 - A. The final decision will be mailed using delivery confirmation to the applicant within 30 days following the hearing.
5. The Hearing Officer will update the applicant's record and eligibility status in SERA to approve or reject the applicant from moving forward in the process.

If the applicant is dissatisfied with the final decision of the Hearing Officer, the applicant has the ability to appeal with the Florida Division of Administrative Hearings (DOAH).

Formal Appeal/Notice of Administrative Appeals Rights

Any person whose substantial interests are affected by FloridaCommerce's determination has the opportunity for an administrative hearing pursuant to section 120.569, Florida Statutes. For the required contents of a petition challenging agency action, refer to rules 28-106.104(2), 28-106.20(2), and 28-106.301, Florida Administrative Code.

Depending on whether or not material facts are disputed in the petition, a hearing will be conducted pursuant to either sections 120.569 and 120.57(1), Florida Statutes, or sections

120.569 and 120.57(2), Florida Statutes. Pursuant to section 120.573, Florida Statutes, and Chapter 28-106, Part IV, Florida Administrative Code, mediation is available to settle administrative disputes. Any petition must be filed with the Agency Clerk within 30 calendar days of receipt of FloridaCommerce's determination.

If an applicant files a request for reconsideration or informal appeal, the requirement to timely file a petition challenging agency action will be tolled until a decision under either method is rendered by FloridaCommerce. At that time a new appeal window will begin. No applicant will lose their rights under Chapter 120, Florida Statutes, by filing a request for reconsideration or request for informal appeal.

Any petition must be filed with the Agency Clerk within 30 calendar days of receipt of this determination. A petition is filed when it is received by:

Agency Clerk Department of Commerce
Office of the General Counsel
107 East Madison Street, MSC 110
Tallahassee, Florida 32399-4128
Fax: (850) 921-3230
Email: Agency.Clerk@Commerce.fl.gov

FloridaCommerce URA Appeals

Applicants may appeal any case in which he or she believes that FloridaCommerce has failed to properly consider his or her application for assistance. This includes, but is not limited to, the applicant's eligibility for, or the amount of, a payment required for relocation assistance. The applicant must appeal within 60 days of receiving a written determination from the program outlining the program's decision related to his or her eligibility for benefits or amount of benefits

Households have the right to appeal the following agency determinations:

- Eligibility for URA assistance, including the requirement to relocate
- Amount of relocation or other related expense payments
- Timeframe to exercise rights and entitlements of URA, including relocation timeframes

Households are encouraged to include any statement of fact or other material which they feel has a bearing on the appeal. Agency representatives may assist households in their appeal submission.

Appeals must be submitted within thirty (30) of the date the person receives notification of FloridaCommerce's decision regarding his or her claim and must be directed to FloridaCommerce in writing to the following postal address:

ATTN: URA APPEALS
Florida Department of Commerce
Division of Community Development
107 East Madison Street
The Caldwell Building, MSC 420
Tallahassee, Florida 32399

Office of Long-Term Resiliency's Uniform Relocation Assistance Guide and Residential Anti-Displacement and Relocation Assistance plan can be found [here](#).

Fair Housing



Title VIII of the Civil Rights Act of 1968, as amended, makes discrimination based on race, color, religion, sex, handicap, familial status, or national origin illegal in connection with the sale or rental of most housing and any vacant land offered for residential construction or use.

OLTR is committed to affirmatively furthering fair housing through the established affirmative marketing policies summarized below. The goal is to ensure that eligible persons from all racial, ethnic, national origin, religious, familial status, the disabled, “special needs,” gender groups, and populations least likely to apply for assistance are given the opportunity to rehabilitate their rental property that sustained damages due to Hurricane Irma and/or its after effects.

1. In accordance to the affirmative marketing policies and procedures, program participants will be informed about available opportunities and supporting requirements via counselors, printed and electronic materials, publications, direct contact, workshops/seminars, and through the placement of flyers and posters in public facilities.
2. The Rebuild Florida Housing Repair and Replacement Program (HRRP) will conduct marketing through widely available media outlets. Efforts will be taken to affirmatively market the Rebuild Florida program as follows:
 - A. Advertise with media outlets, which provides unique access for persons who are considered members of a protected class under the Fair Housing Act.
 - B. Reach out to public or non-profit organizations under the Fair Housing Act.
 - C. Conduct other form of outreach tailored to reaching the eligible population, including door to door outreach if necessary.
3. Applications and forms will be offered in English and Spanish. In addition, every effort will be made to assist Limited English Proficiency (LEP) potential applicants in the application process.
4. Measures will be taken to make the program accessible to persons who are considered members of a protected class under the Fair Housing Act by holding informational meetings in buildings that are compliant with the Americans with Disabilities Act (ADA), providing sign language assistance when requested (with a three-day notice), and providing special assistance for those who are visually impaired when requested (also with a three-day notice).
5. All marketing measures used, including copies of all advertisements and announcements, will be documented and retained and made available to the public upon request.
6. HRRP will use the Fair Housing logo in program advertising, post Fair Housing posters and related information, and, in general, inform the public of its rights under Fair Housing regulations.

Suggested Activities for Landlords, Managers, Agents, and the General Public

OLTR is committed to affirmatively furthering fair housing through the following suggested information-based activities for landlords, managers, agents, and the general public:

1. Information Outreach: Requesting landlords to post or provide Fair Housing Notices.
2. Information for the General Public: Topics include overview of the Fair Housing laws, (classes, illegal acts, and penalties) rights and responsibilities in buying and selling homes, tenant selection criteria, family issues (e.g., occupancy standards, safety), and renting to the disabled, etc. See 24 CFR.50, 100.65, 100.80.

3. Information for Rental Managers, Agents, and Landlords: Topics include overview of the Fair Housing laws, (classes, illegal acts, and penalties) tenant selection criteria, family issues (e.g., occupancy standards, safety), renting to the disabled, record keeping, advertising, and evictions.

Fair Housing Complaints

Persons alleging a violation of fair housing laws will be referred to FloridaCommerce's local contact and process to file a complaint. FloridaCommerce will retain a log and record all fair housing inquiries, allegations, complaints and referrals. In addition, FloridaCommerce will report suspected non-compliance to HUD. The contact for Fair Housing Complaints is:

FairHousing@Commerce.fl.gov

Anti-Fraud, Waste, and Abuse

Rebuild Florida constituents, employees and contractors may report suspected fraud, waste, or abuse by contacting Constituent Management Services staff, submitting information via the Report Fraud, Waste or Abuse online form (<http://floridajobs.org/rebuildflorida/report>); (all contact information fields are optional to allow for anonymity) or by sending an e-mail to .

All suspected cases of fraud will be taken seriously, and complaints will be reported to OLTR's Compliance and Reporting Manager and FloridaCommerce's Office of the Inspector General at OIG@Commerce.fl.gov. If FloridaCommerce's OIG determines that it is appropriate, it will coordinate its investigation with agencies such as the Florida Office of the Inspector General, the Florida Office of the Attorney General, or the Florida Department of Business and Professional Regulation.

All substantiated cases of fraud, waste, or abuse of government funds will be forwarded to the United States Department of Housing and Urban Development (HUD), Office of Inspector General (OIG) Fraud Hotline (phone: 1-800-347-3735 or email: hotline@hudoig.gov) and FloridaCommerce's HUD Community Planning and Development (CPD) Representative. OLTR must provide a timely response within 15 working days of the receipt of a complaint, as stated in 84 FR 169.

Office of Long-Term Resiliency's comprehensive Anti-Fraud Waste and Abuse Policy can be found [here](#).

Public Record Requests

Pursuant to Article 1, Section 24, Florida Constitution and Chapter 119, Florida Statutes, the Department of Commerce is subject to the Florida Public Records Law. Accordingly, unless an exemption exists, all records produced or received pursuant to law or in connection with the official business of FloridaCommerce can be requested and provided for inspection. All Public Records requests will be processed in accordance with FloridaCommerce Administrative Policy 1.06, Processing Public Records Requests.

A Public Records Request may be verbal or take any form (e.g., email, written correspondence, in-person). The Public Records Act does not require that requests be in writing, comply with a certain form or have any specific content. A public records request may come from a member of the media, the general public, an employee, or any other individual. FloridaCommerce cannot mandate receipt of the name of the requestor or purpose of the request in order to fulfill the Public Records Request.

A Public Record is defined as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance, or in connection with the transaction of official business by any agency.

Public records include all things made or received in connection with FloridaCommerce business. All such materials, electronic and on paper, regardless of whether they are in draft or final form, are open to public inspection unless exempt or confidential.

A revision to Chapter 119 went into effect on July 1, 2020 per Senate Bill 966 from the 2020 Florida State Legislature regular session that directly effects the Department of Commerce and its disaster recovery programs.

As a general matter, all Program related information is subject to Florida's public records laws, which may be viewed by anyone upon request. There are limited exemptions to Florida's public record laws. The following list of exemptions are applicable to the Rebuild Florida Program:

- Social security numbers; and/or
- Bank account numbers; and/or
- Documentation related to ongoing litigation and legal negotiations; and/or
- Limited proprietary information; and/or
- Certain persons in qualifying categories, E.G. active or former sworn or civilian law enforcement personnel; current or former firefighters certified in compliance with s. 633.408; current or former justices of the Supreme Court, district court of appeal judges, circuit court judges, and county court judges; current or former state attorneys, assistant state attorneys, statewide prosecutors, or assistant statewide prosecutors.

Senate Bill 966 retained the above exemptions, and expanded exemptions to include the following "Other Personal Information" relative to information held by the Department of Commerce, et al:

- Medical history records and information related to health; and/or
- Information related to property insurance; and/or
- Property photographs; and/or

The above items, personal identifying information (information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual), are considered confidential and exempt from s. 119.07(1), Florida Statutes, and s. 24(a), Article I of the State Constitution per Senate Bill 966.

To read Senate Bill 966 in its entirety, go to:
<https://www.flsenate.gov/Session/Bill/2020/966/BillText/er/PDF>

As an agent of FloridaCommerce and all subcontractors and employees are subject to Florida Public Record laws. All project documents and communications, even in draft form, are considered public records including, but not limited to, policies, training material, letters, emails, memos and texts. Any document or communication related to the project, that are not exempt, is a public record.

The Public Record Coordinator is the person appointed by FloridaCommerce charged with the responsibility of maintaining the Office of Public Records, including processing and tracking public record requests. The Public Records Coordinator is responsible for overseeing FloridaCommerce's compliance with public record/open government requirements and maintains a complete record of all FloridaCommerce public record requests and corresponding disclosures. The Public Records Coordinator also serves as the primary liaison between FloridaCommerce and the Office of Open Government in the Executive Office of the Governor.

The Office of Long-Term Resiliency's Constituent Services Management Lead will act as a Public Record Division Liaison and is the primary contact for all public record requests regarding the Office of Long-Term Resiliency/Rebuild Florida Program. The Office of Long-Term Resiliency's Public Record Division Liaison will coordinate with the respective managers of each program to determine (1) what is and what is not a responsive record; and (2) where to find all responsive records.

Public Records Request Procedure

Intake and Processing

1. When an employee receives a Public Records Request:
 - A. All employees who receive a Public Records Request will immediately forward the request to the Public Records Coordinator (PRRequest@Commerce.fl.gov) for acknowledgement and tracking.
 - B. Employees should then immediately notify their supervisor and Division Liaison regarding the request.
 - C. Any Employee receiving a Public Records Request will immediately coordinate with a supervisor and the Division's Public Records Liaison regarding questions pertaining to the request such as: (i) what is and what is not a responsive record; and (ii) where to find all responsive records.
 - D. Employees will diligently and expeditiously work with their Division Liaison to gather all responsive records to provide to the Public Records Coordinator, however collaboration with the Public Records Coordinator is expected throughout the process.
 - E. The Public Records Coordinator will remain, at all times, the point of contact between the requestor and FloridaCommerce.
2. When a Division Liaison receives a Public Records Request:
 - A. Division Liaisons will immediately forward the request to the Public Records Coordinator (PRRequest@Commerce.fl.gov) for acknowledgement and tracking.
 - B. Division Liaisons will then work with staff in their Division to expeditiously gather all responsive records to provide to the Public Records Coordinator.
 - C. The Public Records Coordinator will remain, at all times, the point of contact between the requestor and FloridaCommerce.
3. When the Public Records Coordinator receives a Public Records Request:
 - A. The Public Records Coordinator will communicate with the requestor to acknowledge receipt of the public record request by email, letter, or facsimile, as appropriate.
 - B. The Public Records Coordinator will then work with Division Liaisons to gather all responsive records to complete the request.
 - C. If the request is from a member of the media, the Public Records Coordinator will immediately forward the request to the Office of Communications and External Affairs

(media@Commerce.fl.gov). The Office of Communications and External Affairs will acknowledge all media Public Records Requests. The Public Records Coordinator will be informed of all responses to media that include public records.

4. Estimates
 - A. The Public Records Coordinator will communicate in writing with the requestor to provide the actual cost and an estimate of the special service charge, if applicable.
 - B. Payment of the estimated costs is required prior to processing the records for production.
5. Review and Redaction
 - A. Once the requested materials have been gathered by the Division, the Division will redact confidential and exempt information before releasing the records to the Public Records Coordinator for transmittal.
 - B. The Division will specify and provide all citations for any redactions.
 - C. The Liaison and/or Division employee will consult with OGC as necessary regarding redactions.
 - D. Each Division is responsible for redacting records with redaction tape or electronically and, if necessary, must be prepared to assume the cost of paper copies used in the redaction process. Do not redact with a marker.

Production of Records to Requestor

1. Responses to Public Records Requests will be made within a reasonable time taking into account the extent and nature of the request.
2. Copies of the request, acknowledgment, response, invoice, records produced, or a record of what was produced, any related correspondences, and payments will be maintained by the Public Records Coordinator.
3. When the requestor requests in-person inspection of the records, and all necessary fees have been paid, the Public Records Coordinator and the Division Liaison, if necessary, must supervise the inspection of records to ensure confidential information is protected.

Public Record Requests for Email Correspondences

1. The Public Records Coordinator will review the request and consult with the requestor and Liaison as necessary, to determine possible search terms and time frames to obtain the information requested.
2. The Public Records Coordinator will provide the request for emails to IT with search terms and time frames.
3. Once emails have been retrieved by IT, an estimate will be transmitted by the Public Records Coordinator, if applicable, including the cost of retrieval and review of the emails for exempt or confidential information.

Upon retrieval and payment of necessary costs by requestor, the Public Records Coordinator will provide the emails to the Division Liaison for review and redaction (if required), and then provide all responsive documents to the requestor.

Additional Outreach

FloridaCommerce will continue to conduct outreach with communities throughout the implementation of the Action Plan to ensure that all stakeholders are aware of the opportunities that exist and can provide feedback along the way. The Rebuild Florida Outreach and Communications Plan for Hurricane Michael recovery efforts can be accessed at: http://floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-michael/rf-hurricane-michael-outreach-and-communications-plan.pdf?sfvrsn=ef6e46b0_6.