

ORANGE COUNTY PROPOSED RAPID RESPONSE PROTOCOL

(To Be Utilized During the Redevelopment Process of Mobile Home Parks)

The proposed protocols will be implemented when a proposed closure and/or redevelopment of a mobile home park occurs, whether within the incorporated jurisdictions or unincorporated areas of Orange County. The protocols offer a coordinated approach to assisting mobile home park residents to mitigate the challenges of relocation and displacement while working with mobile home park owners and developers in a collaborative way. This approach helps ensure the continued availability of affordable housing and economic opportunity for Orange County residents, as well fosters a sustained relationship with the private sector.

As the County and its community partners proceed to implement the prescribed protocols, note that they may be revised and refined, periodically, to ensure that the needs of residents are being met effectively and efficiently.

When Mobile Home Park Redevelopment Occurs Within an Incorporated Area:

- The local jurisdiction serves as the lead entity (LE)
- The LE, along with the developer and mobile home park owner, is responsible for coordinating all community engagement activities
 - *Resident meetings*
 - *Communication strategy for notification of assistance*
 - *Translation services, as applicable*
- Orange County will assist the LE in the following manner:
 - *Provide information on available County resources and assistance, as applicable. Upon invitation from the LE, County staff in the Housing and Community Development Department will attend community meetings to share information on available resources and assistance, as well as participate in activities where applications for assistance are taken.*

When Mobile Home Park Redevelopment Occurs Within Unincorporated Areas:

Given the proposed mobile home park redevelopment efforts taking place in Chapel Hill currently, Orange County Planning Department has already begun the process of determining which mobile home parks may have spaces available for rent. The Housing and Community Development (H&CD) Department will assist the Planning Department by maintaining and keeping the list updated.

- Once the County has received the redevelopment request and at the direction of the County Manager, the Housing and Community Development (H&CD) Department serves as the “lead” on all community engagement activities but works closely with the Planning Department throughout the re-zoning and development process.

- Working with the Planning Department, mobile home park owner and developer, H&CD will create a timeline for the proposed redevelopment and the required community engagement process.
- H&CD, working with the County Manager's office, will facilitate a meeting with other applicable County departments to form the **Rapid Response Team**, including:
 - *Department of Social Services*
 - *Department of Health*
 - *Department of Human Rights & Relations*
 - *Department of Community Relations*
 - *Department of Aging*
- H&CD will work with the applicable school district and ask that it provide a representative to be a part of the Rapid Response Team.
- H&CD will facilitate periodic meetings with applicable service providers throughout the process as it relates to needed services and resources.
- The Rapid Response Team will meet at least twice monthly throughout the process or more often as needed.
- H&CD and the Rapid Response Team will develop a communications strategy, including social media and Website notification, as a part of its outreach and marketing efforts during the process. Translation services will be available at all community meetings, as applicable.
- Meeting notification should take place at least 15 days in advance of all community meetings, unless a different timeframe is required given the re-zoning process or other occurrence.
- H&CD will utilize its Departmental Interns and the services of the Family Success Alliance's Navigators and/or other applicable community partners, as well as work with the mobile home park owner, to survey the applicable mobile home park residents to determine the community demographics and resident needs. Inspectors from H&CD will do cursory inspections to determine which mobile homes may be in a condition to be relocated. Depending on the number of mobile homes, H&CD may seek assistance from the Planning & Inspections Department on this activity.
- H&CD will provide extended hours (evenings and Saturdays) during the phase where applications for assistance will be taken.
- H&CD will work with the County Attorney's Office to facilitate the creation of a simple template for all applicable Agreements based on County policy and the type of assistance provided.
- H&CD will conduct 30, 90 and 180-day follow-up for all families relocated. However, relocated families do not have to wait for the follow-up but may simply contact the H&CD office if they have issues or questions.