

City of San Marcos, Texas – CDBG-DR and CDBG-MIT  
**Application Tracking, Status, and Privacy Procedures**

**Purpose:** This procedure is to ensure that applicants are notified in a timely manner of the status of their application, that applications are accessible to all interested parties, and that personal information provided is protected.

### **1. Notification of Availability of Applications**

The public will receive notification of the availability of applications for the CDBG-DR and CDBG-MIT program in Spanish and English through the following methods:

- Press releases through the City’s Communications Department will be distributed to all forms of news media in the area.
- The information will be placed on the DR website, [www.smtxfloodrecovery.com](http://www.smtxfloodrecovery.com).
- The presidents of the affected neighborhood associations will receive a notice.
- A notice will be sent to respondents of the needs assessment survey.
- A notice will be sent to local nonprofit organizations.

### **2. Accessibility of Applications to Applicants**

Applications in English and Spanish will be available by the following means:

- The application may be downloaded from the DR/MIT website, [www.smtxfloodrecovery.com](http://www.smtxfloodrecovery.com).
- Paper applications are available for pick-up at the City of San Marcos Planning and Development Services Department, 630 East Hopkins, San Marcos, Texas 78666 and the San Marcos Library, 625 East Hopkins, San Marcos, Texas 78666.
- Email requests should be sent to [cdbg@sanmarcostx.gov](mailto:cdbg@sanmarcostx.gov)
- Phone requests may be made to Housing and Community Development Manager, (512)805-2604.

The City of San Marcos does not discriminate on the basis of disability in the admission or access to its services, programs or activities. All CDBG-DR and CDBG-MIT program facilities will be venues that are accessible to persons with a disability. Persons with a disability and needing assistance in the preparation of the application may contact the City’s ADA coordinator Cindy Conyers, at 512-393-8065 (voice) or call Texas Relay Service (TRS) by dialing 7-1-1. Requests can also be sent by e-mail to [ADArequest@sanmarcostx.gov](mailto:ADArequest@sanmarcostx.gov) as soon as possible but no later than 72 hours before the scheduled event.

Spanish speaking individuals will be made available to assist persons with limited English proficiency in the application process.

Las personas que tengan dominio limitado del inglés pueden pedir ayuda llamado a la Ciudad at 512-393-8224.

### **3. Protection of Personal Information Measures**

The privacy measures that the City will utilize include the following:

- Assigning the Housing and Community Development Manager to be responsible for the overall oversight of the CDBG-DR Housing Program including the training of personnel regarding the procedures to protect the personally identifiable information (PII) of applicants.
- Training all personnel working with the PII on protections of personal information.

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- Documenting the protection of PII training received by each person working with the PPI.
- Limiting the access of applicant's application to designated personnel assigned the case.
- Maintaining an individual case file for each applicant that will be kept in a secured file cabinet.
- Each application will contain a privacy statement that details the City's method of protecting the applicant's privacy.

#### **4. Submission of Applications**

Each application along with supporting documentation may be submitted by mail or personal delivery Monday through Friday from 8:00am to 5:00 pm. to the City's Community Development Office, 630 East Hopkins, San Marcos, Texas 78666 for log in and distribution to case managers. The City will utilize the existing *My Permit Now* system as a tracking system that is available to the applicant and program administrators. PII data will not be logged into the My Permit Now system.

#### **5. Tracking of Application Status**

Modifications will be made to the *My Permit Now* system for the CDBG-DR program. As the applications are received, they will be logged in by address and given an identification number that can be used by the applicant to track the progress of the application. Access will be restricted in the system to the applicant, assigned case manager, and system administrator.

The caseworker will update the application status in real time in the My Permit Now system for the following five status levels:

- a. Application Received
- b. Application Under Review
- c. Application Approval Status
- d. Project Construction Start date
- e. Certificate of Occupancy issue date (commercial) or Project Completion Date (single family)

In addition, the caseworker will send the following status updates by email, phone, or mail to the applicants at the time they are achieved:

- a. Application received: Caseworker will send a status update and instructions on how to access *My Permit Now* to check application status.
- b. Approval Status: An email generated by My Permit Now will be sent each time the application status changes.
- c. Certificate of Occupancy or Project Completion: For commercial properties the Building Official (or designee) will mail or hand deliver the Certificate of Occupancy to the applicant. For single family residences, the caseworker will notify the applicant when the project is deemed to be complete.

Applicants may also email [cdbg@sanmarcostx.gov](mailto:cdbg@sanmarcostx.gov) or call (512)805-2604 with questions about their application status.