

**In The Matter Of:**  
*MONTANA DEPARTMENTS OF COMMERCE & PHHS  
CONSOLIDATED ANNUAL PERFORMANCE EVALUATION REPORT*

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*2016 PUBLIC COMMENT PERIOD  
May 24, 2016*

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*Goodman Reporting  
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Min-U-Script® with Word Index

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1 MONTANA DEPARTMENT OF COMMERCE  
 2 AND  
 3 PUBLIC HEALTH & HUMAN SERVICES

4 Public Comment Period for the  
 5 2016 Consolidated Annual Performance Evaluation Report  
 6 (CAPER)

7  
 8 Red Lion Hotel, Ballroom A  
 9 20 North Main Street  
 10 Kalispell, Montana  
 11 Tuesday, May 24, 2016 - 8:00 a.m. to 9:00 a.m.

12 Facilitator:  
 13 Jennifer Olson, Montana Department of Commerce

14 Comments By:  
 15 Bob Oaks, North Missoula County Development Corp.  
 16 Jim Morton, Human Resource Council, Missoula  
 17 Bob Buzzas, Montana Continuum of Care Coalition  
 18 Sheila Rice, NeighborWorks, Great Falls  
 19 Shyla Patera, North Central Independent Living  
 20 Heather McMilin, Homeword  
 21 Sara Savage, Human Resource Development Council of  
 22 District XI  
 23 Erin Kautz, Missoula Department of Grants and  
 24 Community Programs  
 25

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1 the affiliated organization that you're representing. Or  
 2 if you're just an individual making a comment, that's  
 3 fine too. But please make sure to note that. Also,  
 4 we'll have some people running around, or walking, with a  
 5 microphone. And so we want to make sure that you use  
 6 that so we can accurately record your comments for the  
 7 record.

8 So again, good morning. If you have heard of  
 9 the consolidated plan before, you've heard of the annual  
 10 action plan and you have probably heard of the CAPER,  
 11 which is our document of reporting all of those things.  
 12 So let's go through a little bit of information and we'll  
 13 figure this out.

14 So the Montana Consolidated Annual Performance  
 15 Evaluation Report, CAPER, is for three different specific  
 16 programs; the Emergency Shelter Grant program, and we  
 17 have Julianna Crowley on our webinar. So if you have any  
 18 specific ESG questions at the end, she's definitely here  
 19 and listening. So we appreciate her taking the time this  
 20 morning to do that, and have any comments about ESG. The  
 21 second one is our HOME Investment Partnerships program.  
 22 And as you all are very familiar with, does particularly  
 23 benefit very low and low income housing -- people for  
 24 benefit of housing. The CDBG Community Development Block  
 25 program which is separated into three sorts of facets,

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1 MS. OLSON: Good morning, everyone. The  
 2 time has come. It's now 8:00 a.m. If I can have your  
 3 attention.  
 4 Thank you so much for coming and joining us  
 5 this morning for not only a little sustenance for your  
 6 bellies but also for your minds.  
 7 We have really an important conversation ahead  
 8 of us, and I'm really excited to see so many people here.  
 9 I don't know if it's the bacon and eggs that has made an  
 10 impact, but I'm thinking it's also because of the  
 11 Consolidated Annual Performance Evaluation Report also  
 12 known as the CAPER.  
 13 So we have a few people online joining us via  
 14 webinar. And specific to those folks, please definitely  
 15 use the tools available to write any comments or  
 16 questions. Let us know if there's any trouble. We've  
 17 got great staff that are helping us to identify, if you  
 18 have any questions or any issues. And so Penny and Todd,  
 19 thank you so much for helping us set up. And Penny will  
 20 be running the webinar. So if you have any questions  
 21 just type them right in, and we'll get you all situated.  
 22 Also we have a court reporter that is helping  
 23 us record the hearing this morning. So before you do  
 24 make a comment, when we get to the comment section,  
 25 please remember to state your name, spell it, and also

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1 housing, economic development, and public and community  
 2 facilities.  
 3 So what is the consolidated plan and why even  
 4 ask that question? Well, it's our five-year plan. We  
 5 actually just completed it. It's a 2015 to 2020  
 6 consolidated plan. It give you a five-year focus of all  
 7 of the goals and objectives the state has identified  
 8 through a market analysis, a housing needs assessment and  
 9 develops a strategic plans of what those goals and  
 10 objectives will be for those three programs we just  
 11 chatted about for the next five years and so that we can  
 12 have that conversation as a state about what direction  
 13 we're going. And it also is part of a public process  
 14 that you all are engaged in this morning that helps us  
 15 plan for all of the work and activities that we'll be  
 16 doing in the next five years.  
 17 The consolidated plan focuses on three primary  
 18 goals that HUD has identified. As you can see, and I  
 19 don't want to read the slides to you, but anyways, again,  
 20 getting back to housing, suitable living environment  
 21 really helps communities facilitate and offer economic  
 22 opportunities. And you can see that the ESG, HOME and  
 23 CDBG programs really focus on all three of those HUD  
 24 objectives.  
 25 So again, the five-year plan is our five-year

<p style="text-align: right;">Page 5</p> <p>1 overall focus. And then we narrow it down on an annual                  2 basis called our annual action plan. And each year is                  3 unique and different because it's trying to help meet                  4 those overall reaching five-year goals. And individually                  5 each year we look at those goals and how we're meeting                  6 them and also based on the method of our distribution,                  7 and that's a really important term when you look at those                  8 documents, but it helps us, the State, to communicate to                  9 everybody that uses the programs, individuals who are                  10 actually beneficiaries to those agencies or entities that                  11 help to facilitate the use of those funds, identify what                  12 the funds are going to be used for on an annual basis.                  13 So we just actually finished up completing our annual                  14 action plan. But the annual action plan then gives                  15 everybody the idea of now what's happening for this                  16 specific year and what is the State intending on using                  17 those funds for and how does that maybe fit into what                  18 your community goals are in order to apply for those                  19 funds.                  20 Then at the end of the one-year plan, the State                  21 is required to complete the CAPER. And the CAPER is a                  22 report on What did we do with the funds? And Did we meet                  23 the goals and objectives that we established in the                  24 five-year plan through the annual action plan? And it                  25 represents it further down into the CAPER in</p>	<p style="text-align: right;">Page 7</p> <p>1 going to use the funding for. And then we said Okay;                  2 here's now the outcome of those goals and we're looking                  3 back to see what we did to meet those goals.                  4 The comment period actually began yesterday,                  5 and it will close on June 8th. So you can submit verbal                  6 comments today. As I said, we have a court reporter                  7 here. She'll be able to record your comments so that we                  8 can propose or consider your comments and potentially                  9 modify the document based on those comments and then also                  10 present that final report to HUD.                  11 So as I was saying, this is our -- this is                  12 actually our first year including the electronic CAPER.                  13 I just wanted to really point out I have fantastic staff.                  14 We had a lot of work ahead of us with a very short period                  15 of time due to the way that the CAPER needs to be                  16 submitted. So I really appreciate -- I think that Deb                  17 Demarais is here and Kathy Plettenberg and Stephanie                  18 Crider and Andrew Chanania for helping to complete this                  19 document.                  20 There are specific tables that need to be                  21 completed, but the tables are being pulled from HUD's                  22 system. And what we found was that with the new system,                  23 we weren't entering all of the data that we needed. So                  24 there's going to be some changes moving forward for the                  25 CDBG and HOME programs to better reflect what our CAPER</p>
<p style="text-align: right;">Page 6</p> <p>1 accomplishments.                  2 So there should be floating around a document                  3 that looks like this. It's also available online. And                  4 it is actually shorter than probably what you've seen in                  5 the past. And the reason for that is, as we talked a                  6 little bit about in the annual action plan if you were                  7 part of that or even in the consolidated plan public                  8 hearings, HUD has modified the way that all states and                  9 entitlement communities complete their planning process                  10 from the consolidated plan, annual action plan and CAPER.                  11 And they've made it electronic, which has benefits and                  12 disadvantages as well. So you'll notice how the format                  13 is. It looks a little funky, but it also has very                  14 prescribed processes that you have to follow and                  15 things -- topics that you need to complete for presenting                  16 each individual report.                  17 So before I get too further into that, we'll                  18 talk about that in just a second, right now what we have                  19 is the CAPER is a look back at each one of the                  20 accomplished -- or excuse me -- each one of the goals and                  21 objectives that the State carried out or proposed to                  22 carry out through April 1st, 2015 through March 31st,                  23 2016. So we aren't looking forward, we're looking back                  24 to see what we did and how we used the funding. So                  25 again, the annual action plan established what we were</p>	<p style="text-align: right;">Page 8</p> <p>1 will look like in the future. But as you can see, it's                  2 much shorter than what it has been before. As I said,                  3 HUD has a very prescribed process for making sure that                  4 we're answering the questions. Some great questions that                  5 we just never had before in there, particularly related                  6 to fair housing, so my own commercial for what we're                  7 going to talk about in the next hour, is really                  8 particular important because it all wraps in, fair                  9 housing does, to all the planning that we do in the                  10 implementation of our programs.                  11 So there are two major sections in the CAPER.                  12 One is -- and they're actually very focused on programs.                  13 So there's a lot of conversation that happens about what                  14 we've done with the funds and then also who the                  15 beneficiaries are. And that really comes through in the                  16 ESG portion of that, who the beneficiaries are and how                  17 many people they helped. But rather looking at where the                  18 funding was used and the projects that were supported                  19 with HOME and CDBG funds.                  20 Of particular interest is you'll notice the                  21 CR-05. That's just the code that HUD uses in the system                  22 to identify each one of the sections. But it really                  23 identifies these three sections as you're looking through                  24 the report and identifies what the number of persons and                  25 households and businesses were assisted. So it gives you</p>

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1 a really good picture of we set aside CDBG funds for \$2  
2 million for public infrastructure. And you can look at  
3 the CAPER and see where the actual dollars were expended  
4 or where they were propagated to via award and contract.  
5 Also, the CR-15 identifies resources and  
6 investments. So it does go through and gives a really  
7 great picture of the sources that were leveraged. And  
8 the other things that have been done with the CDBG funds  
9 or the HOME funds or ESG funds in order to give a broader  
10 picture of the benefits of these programs across the  
11 state.  
12 So for comments related to CDBG and HOME, I  
13 just wanted to introduce you to who that is. And I see  
14 that Allison Mouch is in the room. I don't know where.  
15 I can't see her. She was in here just a moment ago.  
16 **FROM THE FLOOR:** She stepped out to eat.  
17 **MS. OLSON:** She just stepped out.  
18 So anyway, she's our planning bureau chief.  
19 She helped to administer the CDBG planning fund. I  
20 helped to administer the CDBG and HOME funds from the  
21 construction side of things, and Kelly Lynch is our  
22 division administrator.  
23 So what do we do with these things? Well, we  
24 do planning grants. It's an important process for us to  
25 help provide CDBG funds to many communities who have an

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1 interest in all of these different various uses, growth  
2 policies, CIPs, PERs, PARs for the benefit not only of a  
3 community but then also to really create a good outcome  
4 for your project. We also do housing -- or economic  
5 development housing and public facility grants, which we  
6 all -- you can see below our various different uses of  
7 the funds in order to make sure that we're doing job  
8 creation for low and moderate income individuals to help  
9 them succeed, also provide housing, affordable housing  
10 either through new construction or rehabilitation for  
11 single family redevelopment and rehabilitation. And also  
12 a lot of infrastructure projects, water, wastewater and  
13 then also communities such as senior centers and food  
14 banks. And we've done some Head Start centers for  
15 rehabilitation and construction.  
16 The HOME program also is administered under the  
17 community fund division with Kelly, Allison and I. And  
18 as you know, a lot of uses for HOME funds but primarily  
19 we use them for rental development and rehabilitation of  
20 rental projects and also HOME buyer assistance, so  
21 providing document and assistance for income eligible  
22 folks.  
23 So at the Department of Public Health and Human  
24 Services Jane Bloggy and Cane Quidamen and actually  
25 Julianna Crowley who's on the phone also helped to

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1 administer a portion of the consolidated plan annual  
2 action plan programs that is emergency solutions grant.  
3 So funds are distributed. And there's many  
4 agencies in the room and they probably could speak more  
5 to this as well as Bob Buzzas. And they are distributed  
6 through the HRDC. And the use of the funds is to meet  
7 the needs of the homeless or those at risk of  
8 homelessness.  
9 So with that, we will -- I'd like to invite  
10 anybody to present any oral or written comments about the  
11 CAPER. And again, if you could please state your name,  
12 spell it, and the organization you're representing. And  
13 we've got -- Todd has a microphone and will be wandering  
14 around. If you also, unless I forget, if you have not  
15 signed in, please let us know and we can run a sign-up  
16 sheet to you. We like to record all of the people that  
17 are here and listening this morning and also  
18 participating in the CAPER hearing.  
19 So Todd.  
20 **MR. OAKS:** Hi, Bob Oaks. I'm with North  
21 Missoula Community Development Corporation. We do a  
22 community land trust focusing on home ownership.  
23 And I guess I'd appreciate seeing more  
24 conversation about home ownership. And the CAPER it  
25 seems like there might be a concentration on affordable

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1 rentals only. And I understand why that may have evolved  
2 out of the great recession, but home ownership was never  
3 the problem in the great recession. It was irresponsible  
4 lending that led to that problem. So home ownership is  
5 still really important, and I'd like to see more mention  
6 of it; thanks.  
7 **MS. OLSON:** Bob, can you spell your name,  
8 the last name?  
9 **MR. OAKS:** Oaks like the tree. No E.  
10 **MS. OLSON:** Okay.  
11 Anybody else? Again, you have ample amounts of  
12 time to take the time to review the document and then  
13 provide written comments. Our public comment period is  
14 open until June 8. But again, a very helpful document, I  
15 think. And the reorganization of using the electronic  
16 process has definitely been able to kind of drive down  
17 into the focus of where the use of the funds are and how  
18 we're meeting the goals and objectives in the annual  
19 action plan.  
20 **MR. MORTON:** Good morning. My name is Jim  
21 Morton, M-o-r-t-o-n, with the Human Resource Council in  
22 Missoula.  
23 Yesterday we were heard a lot about the housing  
24 trust fund, housing credits, CDBG, and HOME. And I guess  
25 this is a question for you, Jennifer. Does the CAPER

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1 embody all of those in different approaches to housing as  
2 a uniform approach? Or could it, I guess is the other  
3 question. And my comment would be it should. So thank  
4 you.

5 **MS. OLSON:** And I appreciate the question.  
6 I will follow up. The housing trust funds, while they  
7 were listed in the annual action plan during the 2015  
8 program year, the State didn't receive any housing trust  
9 funds, and so that is not part of the CAPER. You'll note  
10 that there is a small little section in there that says  
11 the same.

12 **MR. BUZZAS:** Bob Buzzas, B-u-z-z-a-s.  
13 This doesn't relate very directly to the CAPER  
14 but, in general, I'm hoping that it might be incorporated  
15 into all the work that community development does. And  
16 it follows on Doug Mitchell's comments yesterday about  
17 breaking down silos and thinking outside of the box. And  
18 I'm thinking the homeless programs right now,  
19 particularly the continued care permanent supportive  
20 housing program and the meaning of "permanent" is  
21 changing very dramatically. And those people are now  
22 going to be expected to get out of permanent supportive  
23 housing as quickly as possible. And I think the only  
24 place they can really go, the only resource is Section 8.  
25 But in any event, there are a lot of

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1 opportunities all of a sudden coming down the pike. The  
2 housing trust fund, we're hoping that the Department of  
3 Health fund is going to be putting in a one-and-a-half  
4 million dollar grant application in the next year for  
5 CABHI, that's Collaborative Approaches to Benefit  
6 Homeless Individuals. Plus there are options for a  
7 couple of \$800,000 grants to local governments on that.  
8 And the re-entry activities that Stacy Collette talked  
9 about yesterday. And there are a lot more.

10 So what I'm trying to get to is if community  
11 development could maybe take a lead or at least  
12 participate in the creation of an interagency council on  
13 homelessness with the Department of Health, Corrections  
14 and others, I think that we can find some interesting  
15 opportunities to leverage and meld HOME, CDBG, the Trust  
16 Fund and a lot of other resources in ways that will  
17 create new housing opportunities for low income and  
18 homeless.

19 **MS. RICE:** Good morning, Jennifer.  
20 It's nice to see the reflection of all the work  
21 of many people in this room.  
22 I want to call your attention to page 5 of the  
23 CAPER --  
24 **MS. OLSON:** Can I have you state your name?  
25 **MS. RICE:** Yes; Sheila Rice, NeighborWorks,

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1 Great Falls.  
2 On page 5 of CAPER, I note that there's zero,  
3 well, actually four, in the first three columns, first  
4 three rows, which deal with rental units, constructed  
5 rental units, rehab, and homeowner housing added. And I  
6 just want to point out, once again, that the requirements  
7 for the procurement process, which I understand are based  
8 in Montana and federal law are a hindrance to being able  
9 to use HOME with -- and I think will be a hindrance to  
10 use the National Affordable Housing Trust.  
11 So my suggestion to the Department is that we  
12 actually, together, select an attorney that has  
13 multi-state experience that can tell us how other states  
14 are able to do this and Montana is not. And what I mean  
15 by "this" is that we are able to use as developers a  
16 design build or a procurement process that's not as  
17 restrictive as the one that's currently implemented in  
18 the state of Montana.

19 **MS. PATERA:** Hi, my name is Shyla Patera.  
20 And that's spelled S-h-y-l-a P-a-t-e-r-a. And I'm with  
21 the North Central Independent Living.  
22 And I, too, want to commend the work of many  
23 housing advocates and all of us in this room working on  
24 the CAPER.  
25 And I'd just like to remind everyone that home

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1 ownership and rentals, community agencies have to work on  
2 accessibility issues. And even in the homeless comments  
3 that Mr. Buzzas was talking about, many individuals have  
4 co-occurring disabilities that, I don't want to say  
5 hinder, but that add to how they perceive everything and  
6 how they work through issues. And we know that  
7 accessible housing stock in home ownership and rentals, a  
8 lot of that is huge.

9 For myself, recently being a new homeowner for  
10 a few years now, I believe that home ownership is the  
11 key. But not everybody is at that level yet. So we need  
12 to make sure that accessible housing stock for all income  
13 levels are being built, particularly low income and  
14 elderly, because Montana's aging in place. I will be  
15 submitting more written comments, but I just wanted to  
16 add my two cents.

17 And I think, Heather, you raised your hand next  
18 so I'm just going to pass the mic.

19 **MS. MCMILIN:** All right; so Heather McMilin  
20 with Homeward, M-c-M-i-l-i-n.  
21 I just wanted to comment, reflect a bit on what  
22 Sheila said about there's a reflection in the current  
23 version of a lot of work and back and forth between staff  
24 and agencies. So thank you very much. I know it was a  
25 lot of work to get to this refined point. And I look

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1 forward to simply executing projects over the next year  
2 or two clean and simple.  
3 And we had a good conversation yesterday with  
4 the Board of Housing regarding four percent tax credits  
5 and just the complications that come with trying to make  
6 a noncompetitive source work. So I just would want to  
7 encourage staff to enter into some what might be complex  
8 conversations about coming up with creative solutions on  
9 how to pair some of the resources and look at different  
10 delivery methods. Because we found some very positive  
11 things from our last Sweetgrass comments, which has been  
12 processed now that we want to carry forward and try to  
13 accomplish sustainable, affordable common sense  
14 approaches to housing. And trying to get more of that  
15 done in the state will require some creativity with the  
16 limited resources we do have. So thank you.  
17 **MS. SAVAGE:** Hi, I'm Sara Savage, S-a-r-a  
18 S-a-v-a-g-e with the Human Resource Development Council  
19 of District XI.  
20 And I want to mirror the comments thanking  
21 Jennifer and your team for all the hard work on putting  
22 this information together.  
23 What I'd like to comment on is consideration  
24 for the next annual action plan and including some  
25 additional tools to help communities address the many

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1 issues surrounding housing. One would be the inclusion  
2 of urgent need funding to help existing facilities that  
3 need emergency or repairs in order to continue to provide  
4 those critical services in those communities and,  
5 additionally, tenant based rental assistance to help  
6 support and leverage some of the existing resources like  
7 ESG and CoC funding and some of our high cost, high  
8 demand communities that are struggling for our residents  
9 to maintain affordable housing.  
10 **MS. KAUTZ:** Thank you. I'm Erin Kautz,  
11 K-a-u-t-z, and I work at the Missoula Department of  
12 Grants and Community Programs. I administer the HOME  
13 grant along with the state grant that's not related to  
14 this.  
15 And I just wanted to say that as a city/county  
16 department, it's been great for us to work with the State  
17 in collaboration on different projects. I feel like  
18 we've had a lot of success making projects successful  
19 through our combination of city and state funds. And we  
20 look forward to Homeward Sweetgrass project as a great  
21 example of that. And then in the next year we will also  
22 be pursuing some funds for North Missoula Community  
23 Development Corporation's new project, the Lee Gordon  
24 Place using a combination of city and state funds. So  
25 it's basically just a thank you for working with us on

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1 all these.  
2 **MS. OLSON:** Well, thank you for your  
3 comments. Again, our comment period is open until June  
4 8th so you can, as Shyla pointed out, add some  
5 information to your comments, submit them in writing to  
6 us. I want to give just a little bit of opportunity to  
7 see if anybody else has some comments in the room.  
8 And also, if there's any questions or comments  
9 on the webinar, definitely please type them in and let me  
10 know if there's a question or comment. I'll give a  
11 moment to see if there is any.  
12 Maybe not. Okey-dokey, well, that's okay. You  
13 can still submit your comments in writing, even if it's  
14 not on the webinar, to us as well.  
15 Any other comments? We definitely have some  
16 more time, but I'll move to our last slide. This is  
17 where you can submit your written comments to. It comes  
18 either -- you can actually submit it via postal mail or  
19 in writing via email. CDDConPlan@mt.gov is where we  
20 receive all of our competitive plan and our action plan  
21 keeper. Correspondence, you can send it there. If you  
22 are not part of our email ListServe that announces the  
23 availability of documents or comment periods, please  
24 definitely also send an email to CDDConPlan@mt.gov and we  
25 will get you on our ListServe so that you can receive

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1 that sort of correspondence. The advertisement for this  
2 document is available or was published in original  
3 newspaper across the state. However, not everybody  
4 always picks up a newspaper on any specific Sunday  
5 publication. So we don't want to miss anybody. So if  
6 there's anybody that you do know that would be  
7 interested, please share that information with them and  
8 they can always reach out to us as well and send an email  
9 to have them added to our ListServe.  
10 And lastly, there are several repositories  
11 across the state where this document is located. So that  
12 if there are individuals that don't have Internet access  
13 or access to a phone, we still can assist them. They can  
14 review those documents on site at various locations  
15 around the state. Several HRDCs are part of that -- act  
16 as a repository in part of that help that we have asked  
17 for. And they have so kindly offered to assist us to  
18 provide that document in writing in a hard copy so that  
19 everybody can review it.  
20 Again, any lasting thoughts or comments? All  
21 right; well, I think we'll go ahead and close the  
22 hearing. I appreciate everybody's thoughts and comments  
23 this morning. What we'll be doing is responding to those  
24 via the document considering those as well in regards to  
25 any modifications that we might make to the document to

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1 create a final published document that will be available  
2 online in the future, definitely before June 30th, as we  
3 submit to HUD our final CAPER. Thank you so much this  
4 morning. And our next session begins at 9:00 a.m., so we  
5 have just a good half an hour to get organized. We'll be  
6 reorganizing the room to help facilitate our next  
7 session.

8 (Public Comment Period closed at 8:30 a.m.)

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REPORTER'S CERTIFICATE

1 STATE OF MONTANA )  
2 County of Flathead) ss.  
3  
4 I, BAMBI A. GOODMAN, Registered Professional  
5 Reporter, Certified Realtime Reporter and Notary Public  
6 duly qualified in and for the State of Montana, residing  
7 in Whitefish, Montana do hereby certify:

8 That I was duly authorized to and did report  
9 the public comment period in the above-entitled  
10 matter.

11 I further certify that the foregoing pages of  
12 this transcript represent a true and accurate  
13 transcription of my original stenographic notes.

14 IN WITNESS WHEREOF, I have hereunto set my hand  
15 this 13th day of June, 2016.

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BAMBI A. GOODMAN, RPR, CRR and  
Official Freelance Court Reporter  
Residing in Whitefish, Montana

	3:1	attention (2)	9:18	city (2)
\$	affordable (5)	2:3;14:22	businesses (1)	18:19,24
\$2 (1)	10:9;11:25;15:10;	attorney (1)	8:25	city/county (1)
9:1	17:13;18:9	15:12	buyer (1)	18:15
\$800,000 (1)	again (10)	availability (1)	10:20	clean (1)
14:7	3:8;4:19,25;6:25;	19:23	Buzzas (4)	17:2
	11:11;12:11,14;15:6;	available (4)	11:5;13:12,12;16:3	close (2)
	19:3;20:20	2:15;6:3;20:2;21:1	B-u-z-z-a-s (1)	7:5;20:21
A	agencies (4)	award (1)	13:12	closed (1)
	5:10;11:4;16:1,24	9:4		21:8
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