CITY OF CHANDLER
2009 – 2010 Consolidated Annual Performance Report

Mission

The mission of the City of Chandler Neighborhood Resources Division is to strengthen and enrich the community by providing high quality services and resources through:

- Educational programs
- Neighborhood revitalization
- Resident empowerment
- Promotion and celebration of diversity
- City code enforcement
- Subsidized housing assistance

Chandler · Arizona

What is the Consolidated Annual Performance Report (CAPER)?

As a recipient of federal funds from the US Department of Housing and Urban Development (HUD), the City of Chandler is required to publish an annual performance report detailing activities that took place during the most recent program year with those federal funds. The purpose of this report is to measure Chandler's success in meeting the priority needs, goals and strategies described in the City's 2005-2009 Five-year Consolidated Plan.

The City carries out many activities to meet the needs of and enhance the quality of life of residents, leveraging a variety of funds from other federal, state, local, and private sources. In order to demonstrate how the City's programs and activities work together in carrying out our objectives, the annual performance report includes activities funded with non-federal funds.

2009 Program Year CAPER Resources	
Entitlement Programs	
Community Development Block Grant (CDBG)	$ 1,409,771
HOME (through an agreement with Maricopa County)	$ 442,376
Public Housing Programs	
Section 8 Housing Choice Voucher Program	$ 4,800,000
Public Housing Program	$1,580,000
Public Housing Capital Funds	$ 549,803
Competitive and Stimulus Programs	
Community Development Block Grant – Recovery (CDBG-R)	$ 376,240
Neighborhood Stabilization Program	$ 2,415,100
Homeless Prevention and Rapid Re-housing Program	$ 575,271
Local Resources and Leverage	
CDBG Program Income	$ 13,793
HOME Program Income	$ 28,710
Acts of Kindness (AOK)	$ 70,500
Social Service Funds (SSF)	$ 434,000
Youth Enhancement Program (YEP)	$ 646,500
Total Leverage	$ 1,193,503

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EXECUTIVE SUMMARY

HOUSING

- Assisted 2 first-time homebuyers through ADDI-funded down payment assistance programs.
- Assisted 10 first-time homebuyers through the NSP-funded Chandler Community Land Trust Program.
- Provided emergency home repairs to 91 low and moderate income owner households through a CDBG-funded nonprofit-managed program.

HOUSING AFFORDABILITY

- Provided Housing Choice Vouchers to 480 households, preserving the affordability of decent, safe and sanitary rental housing.
- Partnered with Save the Family Foundation to acquire and rehabilitate 6 units for occupancy by renters using NSP funds.

NON-HOUSING COMMUNITY DEVELOPMENT

- Provided ongoing code enforcement activities to maintain safety and aesthetics of Chandler neighborhoods. CDBG funds benefitted more than 1,200 Chandler residents residing in Community Development Target Areas.
- Made improvements to the Chandler Public Housing Stock, using CDBG funds and benefitting 714 occupants of Public Housing Units.
- Completed 23 projects in Community Development Target Areas, including Emergency Home Repairs to 20 owner-occupied housing units and assistance to 3 first-time homebuyers through the Neighborhood Stabilization Program.

HOMELESSNESS

- Using CDBG and AOK funding provided 4,966 bed nights of shelter for the homeless.
- Using CDBG, AOK, SSF, and YEP funding provided 8,083 bed nights of shelter for victims of domestic violence.
- Provided shelter support for 53 individuals using CDBG, AOK and YEP funding.
- Through AOK funding provided resource referrals to 2,551 individuals.
- Provided CDBG funds to 7 programs that provide emergency and transitional shelter for homeless individuals and families and victims of domestic violence. These programs assisted 485 homeless individuals and families.
- Participated in the annual homeless street count, Project Homeless Connect, and hydration stations during the summer months.

SPECIAL POPULATIONS

- Supported with CDBG funds a program that provided 532 individuals with crisis care and medical detoxification in a substance abuse emergency.
- Through general fund resources, funded:
    - A program that will serve 215 individuals at high risk for HIV/AIDs.
    - Four programs that provide 564 victims of domestic violence with shelter and supportive services that allow them to gain self-sufficiency.
    - Seven programs that provide 666 disabled youth and adults with various services.
    - Four programs that provide 1,078 seniors with assistance to meet their basic needs, including food, clothing and transportation.

ANTI-POVERTY AND HUMAN SERVICES

- Provided CDBG funds to assist low-income Chandler residents with tax assistance through the Volunteer Income Tax Assistance Program (VITA).
- Operated the Chandler Public Housing Youth Program, which utilizes educational, and skill building programs to encourage youth to become involved in positive activities, complete homework, and participate with the Chandler Boys and Girls Club team sports. CDBG funds benefitted 1,348 youth participating in this program.
- Provided 270 families with emergency financial assistance to prevent evictions and utility shut-offs through the Community Services of Arizona Community Action Program.
- Through CDBG funding, the Child Crisis Nursery Resource Center assisted 977 families through services such as play groups, children's anger management, active parenting classes, parenting a child with ADHD, and baby care.
- Utilized CDBG funding to provide attorneys and legal advocates for free to resolve civil legal problems for 382 low-income Chandler residents through Community Legal Services.

LOCAL / LEVERAGE RESOURCES

- The Acts of Kindness (AOK) program committed funds to 11 programs that will collectively serve over 6,000 Chandler residents.
- The Social Services Fund (SSF) committed funds to 10 programs that will collectively serve over 329,000 Chandler residents.
- The Youth Enhancement Program (YEP) committed funds to 34 programs that will serve over 24,500 youth and their families.

See the funding table on page 7 for a complete list of CDBG projects funded, amounts expended, and number of persons assisted.

HOUSING

CDBG Funding Assists 96 Low and Moderate Income Households with Housing Rehabilitation & Emergency Home Repair Assistance

The City utilized CDBG funds for both substantial housing rehabilitation and emergency home repair programs. During 2009, five homeowners received substantial housing rehabilitation assistance through the investment of CDBG funds. Four assisted homeowners earned less than 80% of the median income, while the fifth homeowner earned less than 50% of the median income.

The housing rehabilitation program is operated by the City of Chandler and provides substantial repairs such as electrical and plumbing systems, heating and cooling, roof repairs, and other items that make a home dangerous or uninhabitable.

The Housing Rehabilitation program meets the needs of low to moderate income households and has further preference for applicants who not only meet income eligibility guidelines but also have one of the following:

- Physically disabled as evidences by a medical certification
- Age 60 or older.
- Age 60 or older with Social Security being their sole source of income; applicants in this category would be eligible for 100% forgivable loan but must reside in the home throughout the term of affordability. Should the borrower decide to move or sell the home during the forgivable term, the total amount is due in full.
- Residing in an area designated as targeted for services or special projects by the Chandler Housing and Human Services Commission.

Emergency home repairs assist homeowners with repairs that represent an imminent threat to health and safety. The emergency home repair program is operated by Community Services of Arizona (CSA). During the year, $302,500 CDBG funds provided emergency repair to 91 low and moderate income households, one third who earned less than 50% of the median income.

HOME and the American Dream Down Payment Initiative (ADDI)

The City of Chandler is a member of the Maricopa HOME Consortium and receives a pro-rata share funds under an Intergovernmental Agreement (IGA) with the Maricopa County Consortium. The City expended $37,987 in HOME Administrative funding during the program year. $19,620 of ADDI funds assisted 2 low-moderate income first-time homebuyers who completed housing education and counseling and contributed $1,000 of their own funds. The ADDI assistance was provided as a 10-year forgivable loan. If the homebuyer remains in the home for 10 years, the ADDI loan is forgiven; if the homebuyer sells or rents the home in the 10-year loan period, the ADDI funds must be repaid.

Public Housing and Housing Choice Vouchers

The Chandler Public Housing Authority addresses the needs of extremely low income, low income and moderate-income families. The Public Housing program and Section 8 program have been designated by HUD as “High Performing”. The City’s PHA manages 303 public housing units and 480 Housing Choice Vouchers. In addition, the Housing and Redevelopment Division operates 4 scattered site senior homes in gated designated adult communities as a non-federal affordable housing venture.

Two hundred of the City’s 303 public housing units are more than 40 years old. While the overall management and capital improvements of the 200 apartments have been well implemented, the investment of CDBG resources assists with maintenance issues that cannot be addressed with current funding.

Using CDBG funds, the Chandler Housing Division made exterior improvements at various public housing sites including grounds improvements, roof replacement, A/C replacement, electrical panels, foundation and wall repairs, and sewer, water and gas upgrades. Together these upgrades benefitted 714 residents of public housing.

2009 Housing Goals

- Increase homeownership through first-time homebuyer and down payment assistance programs.
- Increase the quality of owner-occupied housing through rehabilitation assistance to low and moderate income households.
- Increase the habitability of owner-occupied housing with emergency home repair assistance.
- Increase the supply of affordable owner-occupied housing and permanent affordable rental housing through development of new housing stock.
- Preserve affordability of decent, safe and sanitary rental housing through the Housing Choice Voucher Program.
- Increase the supply of affordable housing stock by continuing to partner with agencies to acquire and rehabilitate housing for purchase and or rental.

CDBG PUBLIC SERVICES ACTIVITIES - HOMELESSNESS

Addressing the needs of homeless families and individuals is a high-priority of the City as identified through a 2007 Human Services Needs Assessment. During the program year, the City provided CDBG support to eight nonprofit organizations that provide shelter and services to homeless individuals and families, and victims of domestic violence. In addition, the City actively participated in the Maricopa Association of Governments Continuum of Care, the annual regional homeless street count, Homeless Connect project, and hydration stations during the summer months. Additional shelter and services were funded with leverage resources from the City's general fund, described on pages 16 through 19.

Emergency and Transitional Housing – Public Services

- The National Advocacy and Training Center provided transitional housing and supportive services for three homeless women in recovery. Women participate in many levels of programming and receive support services.
- The East Valley Men's Shelter – A New Leaf provides the only beds for single, adult homeless men in the East Valley and served 17 homeless Chandler individuals. EVMC maintains 84 shelter beds in a highly structured environment that requires each resident to remain sober, save money, and make progress towards achieving self-identified goals for economic and social self-sufficiency. EVMC is unique because the program is free and predicated on each resident finding and keeping gainful employment and making a commitment to stay in the program and get off the streets.
- A New Leaf - La Mesita Family Homeless Shelter is the only emergency shelter in the East Valley that provides comprehensive services in a single location for homeless families with children. The shelter provided 37 Chandler families with emergency shelter and case management services. Families may stay at the shelter for up to 120 days. During the past year, La Mesita implemented a new program based on participatory action research. The mission of this program is improving community life through communicating ideas and solutions.
- The UMOM New Day Shelter utilized $10,000 to provide shelter and services to 25 homeless individuals.
- Central Arizona Shelter Services - Adult Shelter provided 266 homeless Chandler adults over the age of 18 with emergency shelter and supportive services. CDBG funds supported staff salaries, which constitute the majority of program expenses. Occupancy in the CASS single adult shelter is 107.3%.
- Labor's Community Service Agency – Transitional Housing provided monthly utility costs for three Chandler families occupying transitional housing units. The transitional housing program assists homeless families to address their social and financial responsibilities through comprehensive case management. These services are designed to move the family from homelessness to permanent housing. Families in transitional housing made progress towards self-sufficiency during the year, upgrading or maintaining long-term employment and all children moving up a grade.
- Save the Family Transitional Housing provided housing and case management to 23 Chandler families. The goal of the program is to move previously-homeless families towards self-sufficiency and permanent housing. Of Chandler families currently working towards their self-sufficiency goals, all are maintaining full-time employment sufficient to meet their self-sufficiency goals.
- Central Arizona Shelter Services - Women's Shelter provides homeless adult women with shelter and services. During the program year, CASS provided 92 women with shelter and services. Occupancy in the CASS women's shelter is 108.4%.

2009 Homeless Goals

- Support prevention and education programs that provide financial and case management assistance to those facing homelessness.
- Provide financial and technical support to programs that provide emergency and transitional shelter for homeless individuals and families and victims of domestic violence.
- Support regional Continuum of Care activities to serve the homeless including the regional homeless count, Homeless Connect project, and hydration stations during summer months.
- Prioritize funding and support to the homeless population as identified in the city wide Human Services Needs Assessment, which was identified as the second highest priority population category.

CDBG PUBLIC SERVICES ACTIVITIES

CDBG Public Services – Non homeless and Special Populations

During the 2009 Program Year, the City allocated $14% of its CDBG funding for public services activities. In addition to shelter and services for the homeless and City-operated resource and referral programs, the City utilized CDBG funding to support five programs to meet the needs of poverty-level households and special populations.

- The Child Crisis Resource Center provides family counseling and resources at the Child Crisis Nursery, a facility for abused and neglected children. During the year, the Resource Center assisted 977 families through services such as play groups, children's anger management, active parenting classes, parenting a child with ADHD, and baby care.
- The Chandler Housing Weed and Seed program provided afterschool and daily recreation programs for 1,348 youth residing with their families in public housing. During the year, the Chandler Boys and Girls Club began a partnership with the Housing Youth Program, making the recreation room an official club. Many youth residents are now club members. The Club leader works with the housing leaders to provide programming and activities. An annual family fun fest was one of those activities – providing residents an opportunity to meet their neighbors.
- Community Services of Arizona Community Action Program provided 270 families with emergency financial assistance to prevent evictions and utility shut-offs. Special transportation services were also provided.
- The City of Chandler Volunteer Income Tax Assistance Program (VITA) provided IRS trained and certified volunteers who assist low income residents with tax assistance.
- Community Legal Services – Legal Advocacy for Low Income Chandler Residents provided attorneys and legal advocates for free to resolve civil legal problems for 382 low-income Chandler residents. Services included self-resolution instruction, document review, advice clinics, and direct representation. The program assisted residents with a variety of legal issues including consumer/finance, family law, health, housing, income maintenance and education.
- Community Bridges provided substance abuse crisis and medical detoxification services to 102 Chandler working poor and homeless individuals. Ninety-four percent of those who received crisis care completed the program and 89% of individuals receiving medical detox assistance completed the program.

Addressing Underserved Needs

The City of Chandler has taken several actions to address obstacles to meeting underserved needs. Chandler partnered with Community Services of Arizona and First Credit Union to provide the Volunteer Income Tax Assistance (VITA) program. The program provides free income tax assistance and banking resources to assist low-income persons obtain eligible Earned Income Tax Credits.

In addition, the City has staffed a faith-based coalition named "For Our City" which partners with local non-profits to meet community and non-profit needs. There are approximately 100 faith-based organizations that help identify gaps in community services and help provide assistance to meet those gaps.

Finally, Chandler hosted its first Project Homeless Connect event in October 2009, in which homeless individuals and families were provided meals, basic needs and social service resources such as birth certificates and access to apply for food stamps and medical benefits.

Addressing the Needs of Poverty-level Households

In addition to CDBG-funded activities, the local leverage resources described on pages 16 -19 are primarily targeted to human services activities. These activities assist the City's most vulnerable individuals and families.

2009 Human Services and Anti-poverty Goals

To arrest further economic decline and assist households in crisis, direct human services funding to intervention and prevention strategies that meet the basic needs of Chandler's low and moderate income households:

- Food and clothing.
- Emergency and transitional shelter with services.
- Crisis assistance to move through personal and systemic barriers.
- Credit and housing counseling.
- Job skills development programs.
- Asset-building strategies.
- Assistance navigating social and economic systems.
- Physical and mental health services.
- Eviction and foreclosure prevention programs.
- Rental assistance.

GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

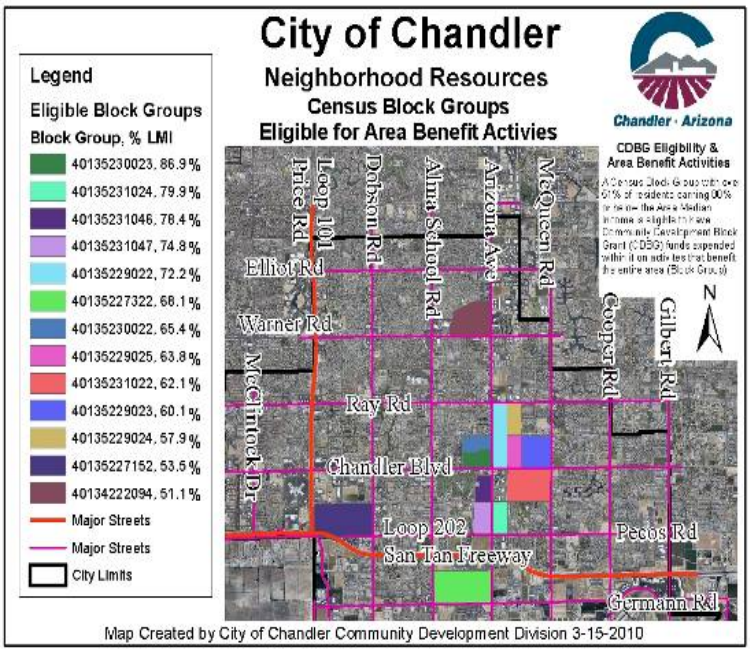
Community Development Target Areas

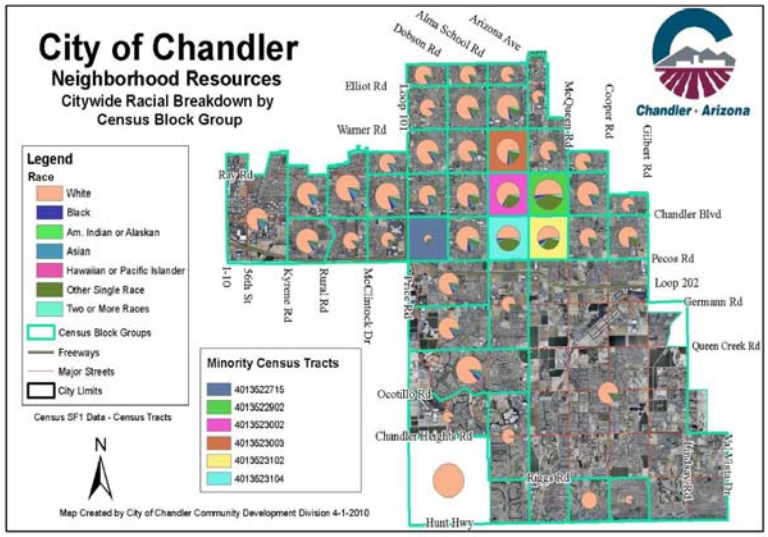
There are thirteen Community Development Target Areas in Chandler. Community Development Target Areas are Census Tract Block Groups where at least 51% of the population is low or moderate income.

- 18,863 households reside in these target areas.
- 49% of the people are Hispanic or Latino
- 41% of the people are minorities, and may also be Hispanic or Latino
- 68% of households are low- or moderate-income.

During FY 2009, the City provided Emergency Home Repair assistance to 23 homeowners, benefitting 81 individuals and improving the quality of life for area residents.

In addition, the City removed graffiti in the 85225 zip code, benefitting more than 1,200 residents.





Areas of Minority Concentration

Areas of minority concentration are those in which the proportion of minorities is 10% or more than the proportion of minorities as a whole. According to the 2000 Census, seven Census Tract Block Groups in Chandler have a disproportionate concentration of minorities. Five of the seven Block Groups are also Community Development Target Areas.

During FY 2009, the City provided Emergency Home Repair assistance to 38 homeowners in Areas of Minority Concentration, benefitting 133 individuals and improving the quality of life for area residents.

TABLE 1 - CDBG FUNDING AND OUTCOMES - FY 2009						
Program Year	Agency / Program	Funding Allocated	Spent in FY 2009	Total Spent	HUD Outcome	Persons Assisted
Programs that Address Basic Needs (Public Services)						
2007	Child Crisis Center Operations	$ 2,380	$ 2,380	$ 2,380	SL1	977
2008	Chandler Weed and Seed	$ 15,000	$ 1,520	$ 15,000	SL3	1,348
2008	Community Services of AZ CAP	$ 70,000	$ 16,064	$ 70,000	SL3	270
2009	Community Bridges Substance Disorder	$ 13,000	$ 9,750	$ 9,750	SL3	532
2009	Chandler Housing Youth Program	$ 45,000	$ 41,110	$ 41,110	SL1	1,248
2009	Chandler VITA Program Tax Assistance	$ 5,000	$ -	$ -	EO3	0
2009	Community Legal Assistance Free Legal Services	$ 15,000	$ 15,000	$ 15,000	EO2	382
2009	East Valley Men's Shelter - A New Leaf	$ 42,500	$30,867	$ 30,867	SL1	17
2009	CASS - Single Adult Women Homeless Shelter	$ 7,000	$ 5,250	$ 5,250	SL3	92
2009	CASS – Homeless Single Adults	$ 12,000	$ 9,000	$9,000	SL3	266
2009	Save the Family Transitional Housing	$ 30,500	$ 22,983	$ 22,983	SL2	23
2009	UMOM Emergency Shelter Chandler	$ 10,000	$ 10,000	$ 10,000	SL1	25
2008	National Advocacy & Training Network	$ 10,000	$ 2,500	$ 10,000	SL1	15
2009	La Mesita Homeless Shelter - A New Leaf	$ 15,000	$ 15,000	$ 15,000	SL3	37
2009	Labors Community Services Transitional Housing	$ 5,500	$ 4,580	$ 4,580	SL2	10
Capital Funding for Public Facilities and Housing						
2008	Chandler Public Housing Improvements	$ 185,000	$ 57,153	$ 185,000	DH3	375
2009	Chandler Public Housing Improvements	$ 206,662	$ 74,368	$ 74,368	DH3	339
2009	Catholic Charities My Sister's Place Playground **	$ 26,680	$ -	$ -	SL3	0
2009	Barness Family JCC Floor Replacement **	$ 41,383	$ -	$ -	SL1	0
2008	Chandler Housing Rehabilitation	$ 480,396	$ 131,834	$ 416,122	SL3	4
2009	Community Svcs of AZ Emergency Home Repairs	$ 302,500	$ 302,500	$ 302,500	SL2	91
2009	Chandler Housing Rehabilitation	$ 446,317	$ -	$ -	SL3	1
2009	Chandler Code Enforcement Graffiti Abatement	$ 6,000	$ 2,964	$ 2,964	SL3	1,200
Program Administration						
2009	Chandler Program Administration	$ 281,869	$ 281,869	$ 281,869	n/a	

** denotes projects receiving a reallocation of funds late in the program year.

HUD Outcome Code Key	Availability / Accessibility	Affordability	Sustainability
Decent Housing	DH1	DH2	DH3
Suitable Living Environment	SL1	SL2	SL3
Economic Opportunity	EO1	EO2	EO3

CDBG Program Commitment & Expenditure			
Entitlement	Commitment	Expenditures	Balance
$ 1,409,771	$ 1,409,771	$ 1,036,692**	$1,139,002 **

** as of August 3, 2010; not including end of year adjustments that may take place through August 30, 2010

TABLE 2 - HOMELESS PREVENTION PROGRAMS, SOURCES OF FUNDS AND OUTCOMES					
Agency Name	Program Description	Funding Category	Funding Source	FY 2009/10 Funding Allocation	Outcome/ People served
A New Leaf – East Valley Men's Shelter	Homeless single adult males	Emergency	CDBG	$42,500	17
A New Leaf – La Mesita Homeless Shelter	Homeless families	Emergency	CDBG	$15,000	37
Central Arizona Shelter Services – Adult Shelter	Homeless single adult males	Emergency	CDBG	$12,000	266
Central Arizona Shelter Services – Women's Shelter	Homeless single adult women	Emergency	CDBG	$7,000	92
Community Bridges	Homeless men and women – medical detox	Supportive	CDBG	$13,000	415
Community Legal Services	Homeless men, women & families – public benefit representation	Supportive	CDBG	$15,000	388
Labor's Community Service Agency	Homeless families	Transitional	CDBG	$5,500	3
Save the Family	Transitional Shelter for Homeless families	Transitional	CDBG	$30,500	23
UMOM New Day Center	Homeless families	Emergency	CDBG	$10,000	25
A & A Cottages	Foster girls – 18 and older	Re-housing	HPRP	$33,970	11
A New Leaf – East Valley Men's Shelter	Homeless single adult males	Re-Housing	HPRP	$64,680	8
A New Leaf – La Mesita Homeless Shelter	Homeless families	Re-housing	HPRP	$31,970	9
Save the Family	Eviction Prevention	Supportive	HPRP	$123,940	56
UMOM New Day Center	Homeless families	Re-Housing	HPRP	$33,970	12
Community Services of Arizona	CAP office – Eviction Prevention	Supportive	Gen. Funds / HPRP	$175,000	892
Salvation Army	Emergency Financial Assistance – Eviction Prevention	Supportive	Gen. Funds / HPRP	$35,000	11,120
A & A Cottages	Foster girls	Transitional	Gen. Funds	$8,000	23
Advocates for the Disabled	Homeless benefit assistance	Supportive	Gen. Funds	$5,000	31
A New Leaf – Child & Youth Development Center	Homeless families – daycare assistance	Emergency	Gen. Funds	$10,000	12
Catholic Charities – My Sister's Place	Homeless DV victims	Emergency	Gen. Funds	$12,000	315
Chrysalis	Homeless DV victims	Emergency	Gen. Funds	$10,000	29
Save the Family	Homeless Intervention Program	Supportive	Gen. Funds	$10,000	62
Shoebox Ministry	Toiletries Kit for Homeless and DV	Supportive	Gen. Funds	$5,500	708
			Totals:	$709,530	14,554

Fair Housing

Low to moderate income Chandler residents experience more discrimination than those with higher income. This is because low to moderate income persons feel they have no choice but to accept the discriminatory practices based on their income. The City's Community Development Assistant devoted 15% of her time to the following Fair Housing activities:

1. Distributed to the public 350 copies of various pamphlets and other literature including the Fair Housing Brochure and a copy of the resolution adopted by Council. This literature effectively informs residents of basic fair housing rights, and how to detect and report unlawful housing discrimination, and provides the address and telephone number of the Fair Housing Hotline. All brochures and informative materials are available in Spanish and English.
2. For all recipients of assisted housing, a copy of *Fair Housing, It's Your Right*, *Ten Most Common Mistakes* and a City fair housing complaint form were included in their briefing packet.
3. Distributed to housing providers and real estate companies 50 copies of a brochure detailing the ten most common fair housing mistakes.
4. Continually published through the City water bill information in both English and Spanish on how to contact the City's Fair Housing Hotline.
5. Participated in Arizona Fair Housing Partnership (Partnership) activities, including attending the monthly meeting, participating in a video on age-restricted housing issues that is played at all Partnership events, staffed a booth at the City of Glendale Homebuyer Fair as a member of the Partnership, and participated in developing the new information and referral section of the Partnership's webpage.
6. Maintained a call log for fair housing complaints and referrals. The City's hotline received 45 calls on fair housing – 41 from tenants and 4 from landlords. Callers are referred to the Arizona Attorney General's Office and the Arizona Fair Housing Center.
7. A portion of the Community Development Assistant's time was spent on fair housing activities; the financial equivalent of staff time spent was $14,695.

Lead-based Paint Activity

The City of Chandler has taken actions to evaluate and reduce lead-based paint hazards. Although only 3% of the total housing stock in the City of Chandler is at risk of lead based paint, the City educates and provides all recipients of federally funded programs on the hazards of lead based paint. A comprehensive effort includes creating educational programs, expanding current programs, and integrating them with other City departments.

All recipients of federally funded programs receive a copy of the manual, "Protect Your Family From Lead Based Paint."

All rehabilitation programs or projects that involve housing units constructed before 1980 include lead hazards testing and abatement in accordance with HUD's Lead Based Paint Regulation 24 CFR Part 35 et, al.

Educational materials on Lead Based paint are available at the Community Development Division office as well as the Family Investment Center located at one of the public housing developments.

Outreach to Minority and Women Owned Businesses

As stipulated by HUD in regulation 24 CFR Part 84, the City of Chandler includes in its contract agreements, requirements that developers make a good faith effort to involve minority and women owned business as contractors and subcontractors when working on federally funded projects. The City of Chandler includes the Minority and Women Owned business outreach requirements in all funding contracts with subrecipients. Subrecipients are to forward any flyers, Request for Proposals, and other program documents to specific minority and women owned business organizations. The City provides subrecipients with technical assistance on finding specific minority and women owned business organizations depending on the type of outreach efforts that are being conducted. HUD Form 40107 reports the results of HOME MBE/WBE contracting and is attached to this report.

Race and Ethnicity of Housing Program Participants – FY 2009

Race/Ethnicity	White	Hispanic	Black	Asian	Other Races
Number Assisted	89	41	10	1	1

Monitoring

The City of Chandler regularly conducted internal audits of its departments to ensure that funds were being properly utilized and accounted for. In addition, outside agencies were regularly monitored for compliance utilizing a standard monitoring tool. The following items were included in contract monitoring:

- Organizational Summary
- Prior Monitoring Results Summary
- Contract Compliance
- Affirmative Marketing
- Non-Discrimination and Equal Access
- Section 504 of the Rehabilitation Act of 1973
- Drug Free Workplace
- Records Retention
- Citizen Participation
- Employee Verification
- Financial Audits and Reports
- Match
- Program Income
- CHDO Proceeds
- Environmental Review
- Procurement
- Section 3
- Federal Labor Standards
- Lead Based Paint Hazards
- Relocation
- Affordability
- Recapture vs. Resale
- Program Beneficiaries
- HPRP Supplement
- Program Beneficiary Sheet

An on-site monitoring visit was made to each funded agency. The purpose of the visit was to verify that the Statement of Work for each contract was carried out according to the contract's provisions. The verification included interviews with appropriate fiscal and programmatic agency staff, review of case records, and inspection of other relevant agency documents. Technical assistance was provided in regard to any findings from the monitoring

A written report was made for each monitoring. The report included applicable findings of compliance and non-compliance with contract requirements. If non-compliance was found, each incident was identified as a "Corrective Action" in the report. A Corrective Action must be rectified within a specified time frame. The report also identified recommendations for improving procedures, policies, or activities related to administering or providing the contracted services. The results of monitoring and on-site inspections are reported in the Maricopa County HOME Consortium CAPER.

Citizen Participation

For the 2009 CAPER, the City held one public hearing:

1. August 19, 2010 at the Chandler City Council Chambers.

The public hearing was advertised in the Arizona Republic and posted in public places, including Chandler public housing locations, the Neighborhood Resources office, and public libraries.

Notices included meeting locations, dates and times, key staff contacts, and the availability of the draft CAPER as well as other program-related documents relevant to the program year. The CAPER was also posted on the City's website.

Public comments on the CAPER received during the public comment period will be incorporated into this document.

Overcoming Regulatory Barriers

As new construction permitting slowed, the City had an opportunity to more closely examine how to reduce regulatory barriers to affordable housing development. One important strategy was to identify methods for incorporating affordable housing into downtown and area redevelopment plans.

The City has established a goal of 1,000 new housing units in the downtown through the South Arizona Corridor study. The goal is to bring a mix of households to the downtown and create a vibrant urban-living environment. The area is currently undergoing substantial redevelopment and is shifting from an area of blighted conditions to a safer, more desirable area.

Balancing the need to redevelop existing neighborhoods is an opportunity to examine regulatory barriers and build new strategies for mixed-income and mixed-use development.

During the year, the City continued its Residential Infill Program to promote demolition of substandard homes and new construction in the area north of Pecos Road and ½ mile east of Price Road up to the City limits. This area includes many of the City's oldest homes and Community Development Target Areas.

The City offers a full impact fee reimbursement of approximately $22,000 for the demolition of a substandard unit that is replaced with new construction.

Since its adoption in 2001, the construction of 119 residential units and the demolition of two substandard dwellings have been approved for financial awards through this program.

PERFORMANCE MEASURMENTS

Performance Measurement System

As part of the performance measurement system, the City asks sub-recipients to include in their funding proposals a logic model. In the logic model, sub-recipients establish long-term and short-term goals, activities, outputs and outcomes to achieve each goal identified, and the methodology required to prove that services will enhance the lives of clients residing in the City. In addition to client demographics, including individuals and households projected to be served, the City asks for units of service projected to be utilized for the upcoming program year.

The City requires updates on a quarterly basis showing the level of accomplishment towards meeting the original goals and objects, outlining the outputs and activities completed during each quarter to achieve their projected outcomes, clients/households served, and units of service provided. During the monitoring process, City staff evaluates the programs year to date achievements versus the projected achievements to be made on a quarterly basis to determine if goals are being met, if barriers have developed and how those barriers are being overcome.

During this fifth program year, the City is able to fully measure its progress towards the housing, community development and related goals established in the 5-year Consolidated Plan. In addition to the progress made by the City, nonprofit and private sector organizations implement activities that address Consolidated Plan needs. When organizations are seeking resources that require a Certification of Consistency with the 5-year Consolidated Plan, the City reviews the organizations' program or project and issues the Certification when an identified need will be addressed.

Addressing High Priority Housing Needs

The City identified eleven high-priority populations in the 5-year Consolidated Plan (5-year Plan). The estimated 5-year Plan need was 1,528 households, and the City addressed the housing needs of 1,291 households, meeting 84% of the stated goal. CDBG funds were particularly useful in addressing the needs of the City's lowest-income renters and low-income elderly renters. High success in these areas resulted from continued investment in improving the City's public housing stock and providing emergency home repairs. The City encourages high-priority households to apply for assistance, yet actual applicants self-identify. While the City continued its owner-occupied housing rehabilitation program, an in-depth program assessment and development of new program parameters resulted in slow progress towards addressing this need. The newly designed program will begin during FY 2010.

Table 3 – Progress Towards Consolidated Plan High Priority Housing Needs

Population		5-year Goal	Yrs 1-4	Year 5	Total	%
Renters Earning Less than 30% AMI	Elderly	76	60	0	60	79%
	Small-family	256	235	0	235	92%
	Large-family	216	504	0	504	233%
	All other	150	32	0	32	21%
Owners Earning Less than 30% AMI	Elderly	105	22	6	28	27%
	All other	105	34	30	64	61%
Renters Earning Less than 50% AMI	Elderly	80	48	0	48	60%
	Small-family	210	76	0	76	36%
	Large-family	185	81	0	81	44%
	All other	50	21	0	21	42%
Owners Earning Less than 50% AMI	Elderly	95	84	34	118	124%
Owners Earning 50% - 80% AMI	All other	10	1	23	24	240%
Total High-Priority Housing Needs		1,528	1,197	36	1,291	84%

PERFORMANCE MEASURMENTS

Addressing High Priority Non-housing Community Development Needs

The City identified fourteen high-priority public facilities and public services activities and made significant progress towards addressing the identified needs. During FY 2009, the City reallocated CDBG funds to 3 public facilities and provided public services to 810 individuals. The investment of resources in public facilities, particularly general facilities and facilities that serve abused and neglected children, made significant impacts. With the exception of senior, transportation and employment and training services, the City far exceeded its 5-year Plan goals to meet the needs of Chandler's low and moderate income residents. The investment of general fund resources targeted towards low and moderate income populations leveraged CDBG funding to significantly address additional needs as detailed on pages 16 through 19.

Table 4 – Progress Towards Consolidated Plan High Priority Non-housing Community Development Needs

CDBG Public Facilities	5-year Goal	Yrs 1-4	Year 5	Total	%
Public Facilities and Improvements (General) 570.201(c)	10	9	1	10	100%
Youth Centers 570.201(c)	10	4	0	6	60%
Abused and Neglected Children Facilities 570.201(c)	2	3	0	3	150%
Total Public Facilities	22	18	1	19	86%
CDBG Public Services	**5-year Goal**	**Yrs 1-4**	**Year 5**	**Total**	**%**
Public Services (General) 570.201(e)	2,000	10,034	809	10,843	542%
Senior Services 570.201(e)	1,270	988	36	1,024	81%
Handicapped Services 570.201(e)	150	242	42	284	189%
Legal Services 570.201(E)	525	495	388	883	168%
Youth Services 570.201(e)	1,860	33,937	1,248	35,185	1892%
Transportation Services 570.201(e)	620	559	0	559	90%
Substance Abuse Services 570.201(e)	485	700	532	1,232	254%
Employment Training 570.201(e)	600	418	0	418	70%
Rehab; Single-Unit Residential 570.202	205	366	0	366	179%
Public Housing Modernization 570.202	4	3	1	4	100%
Lead-Based/Lead Hazard Test/Abate 570.202	35	40	0	40	114%
Total Public Services	7,754	47,819	3,056	50,838	656%

PERFORMANCE MEASURMENTS

Addressing the Housing and Supportive Services Needs of Special Populations

Special needs populations are particularly vulnerable and experience a host of housing and supportive service needs. The City addressed the housing needs of 381 individuals with special needs and the supportive services needs of 771 individuals with special needs during the program year. For the 5-year Plan period, the City addressed the housing needs of 2,044 individuals with special needs, and the supportive services needs of 2,708 individuals with special needs. The investment of general fund resources targeted towards vulnerable populations leveraged CDBG funding to significantly address additional needs as detailed on pages 16 through 19.

Table 5 – Progress Towards Consolidated Plan Special Populations Needs

	Population	5-year Goal	Yrs 1-4	Year 5	Total	%
HOUSING NEEDS	Elderly	100	270	36	306	306%
	Frail Elderly	25	19	0	19	76%
	Persons w/ Severe Mental Illness	0	0	0	0	N/A
	Developmentally Disabled	0	12	0	12	N/A
	Physically Disabled	50	40	42	82	164%
	Alcohol/Other Drug Addicted	100	110	0	110	110%
	Persons w/ HIV/AIDS & their families	0	0	0	0	N/A
	Public Housing Residents	1,515	1,212	303	1,515	100%
	Total Housing Needs	1,790	1,663	381	2,044	114%
SUPPORTIVE SERVICES NEEDS	Elderly	175	243	22	265	151%
	Frail Elderly	25	17	0	17	68%
	Persons w/ Severe Mental Illness	0	0	0	0	N/A
	Developmentally Disabled	50	38	0	38	76%
	Physically Disabled	150	291	31	322	215%
	Alcohol/Other Drug Addicted	100	111	415	526	526%
	Persons w/ HIV/AIDS & their families	0	25	0	25	N/A
	Public Housing Residents	1,515	1,212	303	1,515	100%
	Total Supportive Services Needs	2,015	1,937	771	2,708	134%

Program Income

During FY 2009, the City received program income from its housing rehabilitation programs - $13,793 from CDBG-funded activities and $28,710 from HOME-funded activities. The City currently has 53 outstanding loans that require repayment of principal. The outstanding principal amount of these loans is $568,342.

In addition, the City currently has 76 outstanding loans that may be forgiven in whole or in part over the next 15 years. The outstanding principal amount of these loans is $2,408,909.

Program income is received from the City's housing rehabilitation programs from loan payments on previous rehabilitation loans re-paid back to the City. Federal regulation states that program income derived from federal and consortium activities may allow a member to retain PI for other HOME activities provided the member uses the PI before additional HOME funds are drawn down for use within its boundaries.

Under the City's Major Housing Rehabilitation Program, the loan provides partially forgiven, 0% interest adjustable term loans to qualifying participants. Of the total amount of the city funds borrowed by a participant, the borrower will repay 50% over a term of up to 15 years. A participant may borrow up to $50,000. When underwriting a loan, a total Loan to Value of 110% will be allowed. When determining a monthly payment due from a borrower, a monthly housing debt of 45% will be used. For example, should a borrower need $50,000 to complete necessary work on their property but a standard monthly payment of $138.89 would place the borrower's total monthly housing debt over 45%, loan terms and conditions are adjusted to accommodate.

The following factors are considered when determining Monthly Housing Debt:

- Monthly average property taxes
- Monthly homeowners insurance premiums
- Average utilities for a property
- Monthly homeowners association fees, if applicable

In cases of very low-income owner-occupants, where any monthly payment would produce undue financial hardship, repayment of the loan may be deferred and/or forgiven at the end of the applicable term. These deferred loans would be secured and carry with them all program restrictions. A loan may be assumed in the case of death or incapacitation by a direct lineal descendent of a borrower. If assumed, the terms and conditions of the original loan remain in place and property must remain owner-occupied.

Any loan will be due and payable in full if the property is sold, transferred or rented during the term of the loan. This payback will include the original loan amount less the loan payments made on the 0% interest loan. It is expressly understood that a borrower owes the entire amount loaned including any amount forgiven.

Minimizing Displacement

The City works with program sponsors to identify alternatives to projects that may cause displacement. Downpayment and first time homebuyer programs are not provided to buyers who are acquiring homes that are not vacant. The City follows a written Residential Anti-Displacement and Relocation Assistance Plan.

It is the policy of the City of Chandler to make reasonable efforts to ensure that activities undertaken with CDBG and HOME program funds will not cause unnecessary displacement. The City will continue to administer the CDBG and HOME Program in such a manner that careful consideration is given during the planning phase to avoiding displacement. Displacement of any nature is reserved as a last resort action necessitated when no other alternative is available and when the activity is determined necessary in order to carry out a specific goal or objective that is of benefit to the public.

RECOVERY ACT PROGRAMS

Community Development Block Grant – Recovery (CDBG-R)

On August 18, 2009, the City of Chandler received notification from the U.S. Department of Housing and Urban Development (HUD) of $376,240 in funding available under the Community Development Block Grant Program Recovery (CDBG-R) Program. The funds were part of $1.5 billion designated for this purpose by Title XII of the 2009 American Recovery and Reinvestment Act (Recovery Act).

The City identified the Knox Road Traffic Calming Project as the project under which to expend CDBG-R Recovery Act funds. Work commenced on the Knox Road Traffic Calming Project in May 2010 and will be complete by early August. Work included the installation of median islands, a raised crosswalk with decorative pavers and enhanced landscaping. In addition, work was performed on catch basins, manholes and scuppers and the road was sealed and re-striped for the new configuration including bicycle lanes. ADA accessible ramps and driveways have also been integrated into the project along Knox Road.

Through June 30, 2010, the total number of jobs created on the project equaled 6.23 full time equivalents (FTEs) or 3,239 hours.

The total project cost of the Knox Road Traffic Calming Project is estimated to be $315,240, approximately $61,000 less than originally anticipated. In order to expend the balance of the funding awarded to the City under the CDBG-R funding, staff will be submitting an amendment to identify a new project.

Homeless Prevention and Rapid Re-Housing Program (HPRP)

In 2009, the City of Chandler received $575,271 in Homeless Prevention and Rapid Re-Housing Program funds (HPRP) from HUD. The program is designed to address the growing homeless population specifically created by the recession. This targeted population consists of people who were historically economically stable, but had suffered job loss or another sudden economic shock. This population is more likely to be able to regain employment, and as a result, HPRP assistance has a strong temporary focus.

In October of 2009, the City contracted with eight non-profits to provide HPRP assistance to Chandler residents. As of June 30, 2010, $274,775 has been expended under this program, which represents 48% of Chandler's total HPRP allocation. These expenditures have assisted 369 individuals and 132 households.

Over the past year, staff provided technical assistance to HPRP subgrantees. However, two non-profits found it difficult to identify HPRP-eligible clients and have since returned their funds to the City. In addition, contract amendments were approved and distributed in June 2010, adjusting line item and administrative budgets among the remaining six subgrantees. As a result of these adjustments and the return of funds from two non-profits, $78,033 in HPRP will be reallocated through a Request for Proposals process.

Neighborhood Stabilization Program

In 2008, the City of Chandler received Neighborhood Stabilization Program (NSP) funds from HUD in the amount of $2,415,100. The primary purpose of NSP is to stabilize neighborhoods hardest hit by foreclosed and abandoned homes. The City of Chandler Zip Code 85225 was identified by HUD as one such area.

The City developed the Chandler Community Land Trust Program in cooperation with Newtown Community Development Corporation and Land Trust. In this program, the City and Newtown purchase vacant, foreclosed properties in the NSP target area and sell only the structure to income-qualified homebuyers; the Land Trust retains ownership of the land. With this program, the cost of the purchase is reduced as the owner is purchasing only the structure. The owner shares the equity in the home with the Land Trust, yet the home remains affordable indefinitely as it may only be sold to another income-qualified buyer.

In FY 09/10 ten (10) homes were purchased and rehabilitated and six (6) first-time homebuyers received down payment assistance. In partnership with Save the Family, NSP funds were also used to purchase and rehabilitate six (6) condominiums for permanent affordable rental housing for formerly homeless families.

SOCIAL SERVICES FUNDS (SSF)

Since 1987, the City of Chandler has reserved a portion of General Funds to be allocated to social service agencies whose programs assist Chandler's low- and moderate-income families. These dollars are available to non-profits who serve Chandler residents and provide basic needs (food, shelter, medical services, and clothing) and transportation services. The City gives preference to those programs that target residents of the Redevelopment area and serve at least 90% Chandler residents. During FY 2009, the City allocated $434,500 to 10 social service programs that serve more than 300,000 low and moderate income families.

- About Care, Inc. is a volunteer-run program that provides transportation for Chandler's homebound for shopping, errands, and doctor's appointments. In addition, volunteers provide reassurance calls, friendly visits and minor home repair or business help.
- Catholic Charities East Valley: My Sister's Place is a domestic violence shelter located in Chandler that provides emergency housing, crisis services and safety planning for residents escaping domestic violence. My Sister's Place coordinates with Chrysalis and other valley shelters to ensure that Chandler residents are placed in safe locations and free from harm from their abuser.
- Chandler Christian Community Center provides monthly emergency food boxes and weekly supplemental food distribution to needy Chandler families and individuals in crisis. Food boxes provide a balanced nutrition and are available only once a month per household. Supplemental food distribution is perishable items usually distributed on Fridays for weekend consumption and are available once a month per household.
- The Chandler/Gilbert ARC Independent Living Program provides supportive services for 8 developmentally disabled adults to live on their own and who do not qualify for state or federally funded programs. Assistance includes education and training for these individuals to become employable; learn money management so they may have utilities in their own names; assistance with bus passes or purchasing bicycles so they may be employed; and recreational and social activities.
- Community Services of Arizona: Chandler Community Action Program (CAP Office) is one of only several organizations that provide case management and emergency financial assistance. Financial assistance includes emergency rent or mortgage payments and utility shut-offs. The CAP office receives approximately 275 calls a week requesting assistance. Case management staff works with clients to address the root of the problem causing the crisis in addition to providing assistance to prevent homelessness or utilities being turned off.
- Community Services of Arizona: Senior Nutrition program utilizes volunteers to provide home-delivered meals to homebound Chandler residents and also provides congregate meals served at the Chandler Senior Center. In September 2008, CSA acquired Chandler Meals on Wheels and began serving their clients as well. CSA proposed to serve approximately 500 seniors and disabled with meals this year.
- Neighbors Who Care provides home-delivered meals and transportation to elderly and homebound residents located in South Chandler. Volunteers pick up and deliver meals, provide reassurance calls and provide transportation for necessary functions like shopping and medical appointments.
- The Salvation Army financial assistance program offers rent assistance, utility assistance, food boxes, bus passes and vision exam stipends for needy Chandler residents. The Salvation Army coordinates with Community Services of Arizona's CAP office to assist families in the best way possible without duplicating assistance. For example, the Salvation Army may provide assistance with rent while CSA may provide assistance with utilities for one month to help a family get through a crisis situation.
- The United Food Bank is the only East Valley Regional Food Bank Warehouse that provides partner agencies with food boxes and assistance. The United Food Bank offers food boxes to eligible clients, but mostly partners with Chandler non-profits to provide food boxes for referral clients and provides food to Chandler Christian Community Center, The Salvation Army and others.

YOUTH ENHANCEMENT PROGRAM (YEP)

The purpose of the City of Chandler's Youth Enhancement Program is to provide a catalyst for the development and operation of new programs for Chandler youth (ages 0-18 years). The Mayor and City Council are aware of the problems facing today's youth and desire to make available resources, which will fund diverse and various programs to provide positive activities for Chandler youth at all age levels. Therefore, the total allocation of Youth Enhancement Program funds is not to be absorbed by one agency or serve only one agency's clientele. Grants for funds will only be made to non-profit organizations with an I.R.S. designation of Section 501 c (3). During FY 2009, the City allocated $646,500 to 34 programs that serve 24,568 youth and their families.

- A & A Cottages: EMPOWER Program is a transitional living program for high-risk female youth in foster care. These are young women who have not been adopted or placed in foster homes. The EMPOWER Program provides shelter, basic needs and education classes, such as finding employment, budgeting and how to live on your own, since many of these girls will be in this program until they turn 18 years of age.
- A New Leaf- La Mesita Child & Youth Development Center is located at the La Mesita Homeless Shelter and provides childcare for homeless families with children, which enables parents to work or seek employment. The Development Center is a licensed childcare facility for children ages 6-weeks to 17 years old, and is free to families staying in the shelter.
- Association for Supportive Child Care: Chandler Phone Friend Program operates a "warm line" run by volunteers, which allow children who are home alone after school to call and get homework help, listen to stories or just speak to a friendly voice. In addition, this program offers safety training in Chandler elementary schools.
- Barness Family East Valley Jewish Community Center: Financial Assistance for Dual Earner & Single Parent Families offers financial assistance in the form of "scholarships" to assist single parents or dual-earner families to pay for childcare at the Jewish Community Center.
- Best Buddies Arizona: City of Chandler Friendship Program provides opportunities for intellectually disabled students at Chandler and Hamilton High School to be matched with a regular student for a year to form a mentoring friendship. Peer Buddies are responsible for social interaction, homework help and other needs to assist the intellectually disabled student be more successful during high school.
- Big Brothers Big Sisters: Chandler Community-based Mentoring matches volunteers with at-risk youth to form mentoring relationships. Many at-risk youth do not have positive role models in their life. Matching them with an adult to mentor them, do activities with them and provide support prove to be a positive influence in these youth's lives.
- Boys & Girls Club: Positive Programs for Teens offers teen-specific activities located at the Chandler Boys & Girls Club. These programs help deter teens from negative influences, and give them a place to go and learn after school. Program curriculum includes personal, educational and social development activities to keep teens active in their community.
- Boys & Girls Club: Scholarships for Youth and Teens provides financial assistance for low-income Chandler residents to allow their children to participate in Boys & Girls Club activities. Activities include sports leagues, summer and intersession programs, and field trips.
- Boys & Girls Club: Technology and Sports Program provides Chandler youth with a variety of sports programs and a computer lab that youth can utilize for homework and other activities. The Technology Program includes a component in which a volunteer comes to teach youth how to fix computers. Students involved with this program are fixing laptops, which will be theirs to keep when completed.
- Camp Fire USA: Camp Fire Super Club partners with the City of Chandler Housing Division, and provides activities and services to youth residing in one of the City's public housing complexes. Many of these youth do not have transportation to other facilities, so Camp Fire brings activities to the youth. Activities include community awareness and involvement.
- Camp Fire USA: Teens in Action provides activities and services for teenage youth residing in the City's public housing complexes. Curriculum includes addressing issues of social competence, healthy lifestyles, volunteering, leadership and violence reduction. Camp Fire collaborates closely with Chandler Boys & Girls Club and ICAN to interact teens attending all three facilities, to reduce friction and encourage interaction.
- Catholic Charities East Valley: My Sister's Place is a domestic violence shelter located in Chandler that provides emergency housing, crisis services and safety planning for residents escaping domestic violence. My Sister's Place coordinates with Chrysalis and other valley shelters.
- Catholic Charities East Valley: PAVE Program provides in-class training regarding the prevention of relationship abuse in 10 Chandler elementary and high schools.
- Center for Prevention of Abuse and Violence (CASA): No More Secrets - Kids Talk provides I-hour in-class training on the prevention of sexual abuse in five Chandler elementary schools.
- Chandler Education Foundation: Chandler High School Leadership & Peer Intervention Program provides training for students at Chandler High School in peer mediation and conflict resolution. These trained students in turn provide mentoring to incoming freshman and mediation for all grades if a conflict arises.

YOUTH ENHANCEMENT PROGRAM (YEP)

- Chandler/Gilbert ARC: Summer Program for Students with Disabilities provides activities and transportation for Chandler youth with disabilities ages 7 - 18 to attend a 5-week summer camp with appropriate activities.
- Chandler Unified School District: Chandler CARE Center offers medical and dental services free of charge to low-income Chandler youth. Doctors and dentists donate their time to provide free well-exams, immunizations, dental x-rays and fluoride services to youth so they may be accepted to school meeting proper health requirements.
- Chicanos Por La Causa: Cultural Pride Linking Communities employs a full-time prevention specialist at Willis Junior High School, who works with school administrators and counselors to provide services to at-risk youth attending this school. Services include at-home site visits, involvement with parents, mentoring and tutoring for at-risk students.
- The Child Crisis Emergency Shelter provides temporary shelter for children age birth to 11 years during a crisis. Children may be placed in the shelter by their parents experiencing a crisis situation or children who have been removed by Child Protective Services.
- Child Crisis Center: Family Resource Center provides education and classes for parents experiencing crisis situations, and helps families to resolve the crisis and avoid future incidents.
- Child Crisis Center: Foster Care and Adoption provides education and resources to families interested in providing foster care or adopting children in the foster care system.
- CHW Foundation: Building Blocks for Children provides a children's dental clinic in partnership with the Chandler CARE Center in which children can get dental checks, fluoride treatments and x-rays. In addition, CHW proposes to expand their services to include an Oral Health Education program in both English and Spanish to educate low-income residents on the importance of preventative oral care.
- Foundation for Blind Children: Sports, Habilitation, Art and Recreation Program (SHARP) provides sports, activities, art and recreation programs specifically adapted for children with visual impairments.
- Girl Scouts- Arizona Cactus Pine Council: First Saturdays provides girls from low-income families with the opportunity to participate in traditional Girl Scout programs at the Boys & Girls Club. In collaboration with the Boys & Girls Club, transportation is provided for the girls to participate in activities once a month.
- ICAN: Out-of-School Time Prevention Programs provides after-school care and activities for low-income youth residing in the downtown redevelopment area. Programs and activities are focused on preventative measures to reduce substance abuse, gang prevention and violence.
- Chandler Education Foundation: VISION: College Bound and Destination: College program offers financial scholarships to Chandler high school students who participate in the program and meet specific academic, attendance and community service goals. The Destination: College program provides fifth grade students in Chandler schools to attend Chandler-Gilbert Community College for three weeks.
- Junior Achievement of Arizona: JA BizTown is a teacher-driven program that teaches children concepts of business, economics, entrepreneurship, citizenship, character and ethics. Children learn basic money management skills such as having a checkbook, making deposits and withdrawals, spending and saving.
- Pregnancy Care Center of Chandler: Earn While You Learn provides pregnant teens and youth mothers with education classes regarding healthy pregnancies, parenting classes, and disciplining children.
- Recreation and Athletics for the Disabled (RAD): Payment Assistance for Individuals with Disabilities (PAID) provides financial assistance for fees, equipment and uniform costs associated with participation in the City of Chandler's therapeutic programs for individuals with disabilities.
- Si Se Puede offers after-school tutoring and recreational programs for low-income youth who attend Galveston Elementary School. Assistance also includes services to these youth's families to overcome language and resource barriers.
- Tempe/Kyrene Communities in Schools: ACE Club, which is transitioning to the KASP program, provides services to youth who have been suspended from school. Instead of these children staying at home, parents can enroll their children to attend this program for two-weeks at Pueblo Middle School. Activities include tutoring and structured academic and prevention programs to help these at-risk students stay in school and not repeat offenses that had gotten them suspended.
- Tempe/Kyrene Communities in Schools: Kyrene Family Resource Center is located at Kyrene de los Ninos Elementary School and provides basic needs such as food, clothing, diapers, bus passes, eye glasses, prescription vouchers, household needs and furniture to needy families.
- The Salvation Army: After-School Day Camp program provides after-school, intersession and summer camp programs for low-income Chandler youth. The program provides snacks, lunches, and activities for the youth attending camp.
- United Food Bank: Kids L.I.F.E. Program provides lunches and snacks to partner with youth programs in Chandler. Programs included are the Chandler Boys and Girls Club, and The Salvation Army.

ACTS OF KINDNESS (AOK)

The Acts of Kindness program is funded through a voluntary $1.00 contribution on monthly utility bills. No funds are retained for administrative costs, so every donated dollar is put right back into the community to help individuals and families in need. Non-profit agencies that provide essential services such as food, shelter, clothing, medical services and transportation to Chandler low-income citizens are eligible to apply for funding from the Acts of Kindness program. During FY 2009, the City allocated $70,500 to 11 programs that serve individuals and families in need.

- The Advocates for the Disabled program provides social workers that work with men, women and children under the age of 65, are low-income or homeless, and have an active claim for disability benefits. Many times, making claims is a difficult paperwork process that may take up to 12 weeks and require additional documentation, medical records, and expert testimony which are difficult for clients to obtain without assistance from Advocates for the Disabled.
- The Alzheimer's Association provides educational classes at the Chandler Senior Center and support groups at Chandler Regional Hospital to educate individuals and family members about Alzheimer's disease. Alzheimer's Association also maintains a 24/7 helpline to provide referrals, support and education.
- Arizona Women's Education and Employment (AWEE): East Valley Career Success Program provides wrap-around services for working poor and unemployed individuals at the Maricopa Workforce Center located in Gilbert. Services to Chandler residents include career planning, workshops, resume writing, interview skills assistance, job leads, basic needs and emergency assistance.
- The Chandler Public Library Adult Literacy Program provides volunteer-run programs assisting Chandler adult residents with literacy programs. Programs consist of general conversation groups, small group language instruction, tutoring of adult basic education requirements (GED), and one-on-one assistance with both adults and children seeking tutoring assistance.
- Chrysalis is a domestic violence shelter with locations in both Phoenix and Scottsdale that provide Chandler residents escaping domestic violence with emergency shelter, crisis services and safety planning. Many times, victims of domestic violence who are seeking emergency shelter are placed outside of the city in which they reside in order to avoid confrontation with their batterer.
- The Civitan Foundation provides respite care one night a week at Corona Baptist Church in Chandler for developmental and physically disabled youth and adults. This structured time allows the caregivers, usually family members, much needed time off to rest or take care of other items. Caring for development and physically disabled persons is a 24-hour job and this time is crucial for socialization of disabled youth and adults, as well as much needed respite for the caregivers.
- Community Information & Referral (CI & R) provides a 24-Hour Help Hotline to provide referrals to over 2,000 health and human service providers for 10 central and northern counties in Arizona. CI & R has the most comprehensive referral service in the state and allows callers to utilize one phone number to find assistance with a variety of needs rather than calling multiple locations in order to find assistance.
- The Save the Family: Homeless Families Intervention Program provides a variety of services and assistance to homeless families with children currently staying at Save the Family. Services include childcare, employment training, parenting workshops, conflict resolution, holiday assistance, and social and recreational activities.
- Shoebox Ministry provides personal hygiene kids and undergarments for homeless shelters, transitional living programs and domestic violence shelters throughout the valley, free of charge.
- The Southwest Center for HIV/AIDS: Women's Health Empowerment Project provides education and training on HIV/AIDS and sexually transmitted diseases to at-risk women staying in transitional, homeless and domestic violence shelters. In addition, the Prevention Specialist providing the class on-site will conduct rapid HIV tests for those who request to be tested for HIV/AIDS. In addition, this organization provides full testing, support and services for those diagnosed with HIV/AIDS or sexually transmitted diseases.

CITY OF CHANDLER NEIGHBORHOOD RESOURCES DIVISION

Institutional Structure

To overcome gaps in institutional structure and enhance coordination, the City of Chandler took several steps.

The Community Development department was consolidated with the Code Enforcement sections and the Neighborhood Programs sections into one division now called Neighborhood Resources. By combining these three areas, Neighborhood Resources can offer a variety of programs and strategic comprehensive solutions to addressing Chandler area neighborhood issues. In addition, in early 2010, the City's Housing and Redevelopment Division was added to the Neighborhood Resources Division to coordinate public housing needs among existing programs. The Neighborhood Resources Division also includes diversity programs.

Community Development staff are active members of the Chandler Non-Profit Coalition (CNPC), an ad-hoc coalition of local non-profit leadership that meet monthly to discuss local social service issues, share resources and provide collaborative opportunities.

Finally, the Neighborhood Resources Division staffs the Housing and Human Services Commission, a resident Council appointed Commission who evaluates funding applications for federal and general funds and provides review and recommendations for human services and housing programs.

Housing and Human Services Commission

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Joe Diaz
Francisco Heredia
Jenny Holsman
Natalie Krebs
Timothy Lewis
Scott Powell
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ATTACHMENT 1 - CDBG PROGRAM CAPER REQUIREMENTS

HUD requires that all CDBG recipients provide an overview of the results and impacts of the CDBG Program. A list of funded activities, progress in expended funding, and units of assistance is found on page 7. The following measure the outcomes of the CDBG program and their relationship to the goals and objectives stated in the City's annual action plan for the program year.

Use of CDBG in Meeting Priorities.
CDBG funds were used to meet a variety of the Priority Needs identified in the Consolidated Plan. The Executive Summary and Matrix of Accomplishments in this CAPER detail the City's use of CDBG funds.

Nature and Reasons for Changes in the CDBG Program.
Chandler has re-evaluated all of its housing programs for residents and developed a comprehensive strategy to provide multiple housing initiatives. The City of Chandler redeveloped its Housing Rehabilitation Program in FY 09/10 to include a more streamlined process for providing rehabilitation assistance. Also, beginning in FY 10/11, the City will implement two new programs, Exterior Home Improvement Loan Program to assist residents in aging neighborhoods with aesthetic and safety exterior improvements and the Home Modification Program for Persons with Disabilities, to assist disabled Chandler residents remove accessibility barriers within their home.

In addition, Chandler implemented the new Chandler Community Land Trust Program utilizing NSP funds to increase the affordable housing stock for first time homebuyers and developed a Down Payment Assistance Program utilizing NSP funds. Finally, Chandler has partnered with Affordable Rental Movement of Save the Family to purchase and rehabilitate homes for permanent affordable rental housing for previously homeless Chandler families.

Carrying Out the Action Plan.
The City received additional leverage resources to implement grant programs. Local sources include the Acts of Kindness (AOK), Social Services Funding (SSF), and Youth Enhancement Program (YEP). Together these programs address the needs of more than 300,000 Chandler residents.

Compliance with National Objectives.
All City CDBG projects meet the national objective of low-to-moderate income benefit.

Activities to Minimize Displacement.
The City works with program sponsors to identify alternatives to projects that may cause displacement. Downpayment assistance is not provided to buyers who are acquiring homes that are not vacant or owner-occupied. The City follows a written Residential Anti-Displacement and Relocation Assistance Plan.

Program Income.
See page 14 for a full description.

Areas of Minority Concentration.
See page 6 for a full description.

Implementation of the Action Plan.
City staff has worked diligently with local agencies and community groups to implement the Action Plan. Staff provides technical assistance to applicants for HUD programs.

ATTACHMENT 2 - SELF-EVALUATION

The Consolidated Plan is a concept that is designed to enable officials and citizens to become more aware of the larger picture and the extent to which all related programs are effective in collectively solving neighborhood and community problems. Moving beyond the compilation of program outputs, there is a focus on results that will allow a community to assess progress in meeting the priority needs and specific objectives identified in the strategic plan and action plan in order to help make the community's vision of the future a reality. This self-evaluation answers important questions asked by HUD to ensure that vision does become a reality.

Are the activities and strategies making an impact on identified needs?

The output/outcome measurement system and database assists in quantifying the impact made by the CDBG Program. Specific accomplishments are described in the CAPER narrative.

What indicators would best describe the results?

City staff has worked to create positive relationships to ensure organizations successfully implement projects and programs. Projects that have been funded by the City are visible throughout low-income neighborhoods and target areas.

What barriers may have a negative impact on fulfilling the strategies and overall vision?

- State budget crises have impacted the amount of revenue to the City.
- Unfunded mandates that create a strain on existing dollars.
- While national models for programs exist, many are not appropriate to Chandler.
- Non-profit agency partners are facing escalating demand for services, yet no new dollars are targeted for emerging needs.
- Despite reduced capital and land acquisition costs, it is difficult to locate appropriate sites and obtain funding for the development and redevelopment of rental housing.
- The declining economy has severally effected non-profits' ability to fund raise.
- Low-income neighborhoods have not had an opportunity to participate in neighborhood-development based education, such as the Chandler HOA Academy. Therefore, there is a shortage of community leaders in some neighborhoods who have the time and education to deal with the complexities of projects.

What is the status of grant programs?

- Staff is able to keep subgrantee projects on schedule and has been working towards redeveloping policies for City-operated programs.
- Staff has successfully incorporated HUD's Outcome and Performance Measurements into an electronic system of program reports.

Are any activities or types of activities falling behind schedule?

Lack of sufficient funding limits the ability to enhance and/or expand services to vulnerable and special needs populations. Funds are necessarily targeted to maintaining existing services that address the most pressing needs. The Housing Rehabilitation program is behind schedule due to an extensive program review and the development of new guidelines.

Are grant disbursements timely?

HUD's expenditure ratio is 1.5 – the City's current expenditure is 1.21, not including a draw that will take place during the 60 day end-of-year draw period.

Are major goals on target?

The City is on target with most of its goals and has accomplished a great deal in the community development, homelessness and foreclosure stabilization arenas.

What adjustments or improvements to strategies and activities might meet your needs more effectively?

The City is very effective in working with organizations and neighborhoods to address needs. To be even more effective, the City has identified the following adjustments and improvements:

- Assess and revise the City's application, allocation, and evaluation processes to identify methods to increase efficiency while addressing growing demand for services and resources.
- Assess current methods of identifying priority needs and prioritizing resources to ensure the highest priority needs are addressed.
- Activities that address abandoned structures would be effective in reducing blight in targeted areas.
- Attention must be given to the infrastructure systems that serve areas showing signs of deterioration.
- Completing infrastructure systems is important in maximizing efficiency and returns on public investments. System enhancements need to coincide with areas targeted for development intensification such as transit corridors and the downtown area.

ATTACHMENT 3 – HUD FORM 40107

*To be submitted upon approval of the final report.