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MEMORANDUM NEIGHBORHOOD RESOURCES – COUNCIL MEMO NO. NR11-36

DATE: SEPTEMBER 15, 2011

TO: MAYOR AND COUNCIL

THRU: RICH DLUGAS, CITY MANAGER
PATRICK MCDERMOTT, ASSISTANT CITY MANAGER
JENNIFER MORRISON, NEIGHBORHOOD RESOURCES DIRECTOR
CARL MORGAN, CDBG PROGRAM SUPERVISOR

FROM: MARY FRENCH-JONES, COMMUNITY DEVELOPMENT COORDINATOR

SUBJECT: RESOLUTION NO. 4537 APPROVING THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT

RECOMMENDATION: Mayor and City Council are requested to approve Resolution Number 4537 authorizing the City Manager or his designee to execute and submit the Fiscal Year 2010-2011 Chandler Consolidated Annual Performance and Evaluation Report (CAPER) to the United States Department of Housing and Urban Development (HUD).

BACKGROUND: Each year, the City of Chandler is required to evaluate its HUD funded programs and publish the results in the CAPER. This performance report describes federally funded activities occurring during the most recent fiscal year. The purpose of this report is to measure Chandler's success meeting the priority needs, goals and strategies described in the City's 2010-14 Five-Year Consolidated Plan.

As part of the process of creating the CAPER, the City is required to conduct a 15-day public comment period and conduct a public hearing at a City of Chandler Council Meeting. The public hearing at Council was held on September 8, 2011, and an additional public hearing was held by the Housing and Human Services Commission during the September 14, 2011 meeting.

DISCUSSION: The 2010-2011 CAPER has been prepared to meet HUD's requirements for an annual performance evaluation. This report summarizes the City's accomplishments for the Community Development Block Grant, HOME Investment Partnership Funds, American Dream Downpayment Initiative, Neighborhood Stabilization Programs, Homeless Prevention and Rapid Re-Housing Program and Community Development Block Grant Recovery Program.

FINANCIAL IMPLICATIONS: All costs associated with the federal Community Development Block Grant Programs are paid by the federal government and do not require repayment on the part of the City of Chandler.

PROPOSED MOTION: Mayor and City Council are requested to approve Resolution No. 4537 authorizing the City Manager or his designee to execute and submit the Fiscal Year 2010-2011 Chandler Consolidated Annual Performance and Evaluation Report (CAPER) to the United States Department of Housing and Urban Development.

Attachments: Resolution 4537
Fiscal Year 2010-2011 Chandler Consolidated Annual Performance and Evaluation Report

RESOLUTION NO. 4537

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CHANDLER APPROVING THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)

WHEREAS, as a prerequisite for receiving Community Development Block Grant ("CDBG") funding for program year 2010-11, the City of Chandler is required to submit a year-end Consolidated Annual Performance and Evaluation Report (CAPER) to the United States Department of Housing and Urban Development ("HUD"); and

WHEREAS, the draft CAPER has been published for the HUD required 15-day Citizen Participation review and comment period; and

WHEREAS, this Council has determined by reviewing all pertinent information that it is necessary and in the best interest of the City of Chandler to approve and authorize the submittal of a year-end Consolidated Annual Performance and Evaluation Report (CAPER) to HUD;

NOW, THEREFORE BE IT RESOLVED, by the City Council of the City of Chandler, Arizona that the Council hereby approves, and authorizes the City Manager or his designee to execute and submit to HUD, a year-end Consolidated Annual Performance and Evaluation Report (CAPER), in accordance with the separate copy or summary of the report to Council and made a part of the record of the meeting at which this Resolution is approved.

PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF CHANDLER, ARIZONA THIS _____ DAY OF _____, 2011.

ATTEST:

_____ _____

CITY CLERK MAYOR

CERTIFICATION

I HEREBY CERTIFY that the above foregoing Resolution No. 4537 was duly passed and adopted by the City Council of the City of Chandler, Arizona at a regular meeting held on the _____day of _____, 2011, and that a quorum was present thereat.

APPROVED AS TO FORM:

_____ CITY ATTORNEY GAR

_____ CITY CLERK

CITY OF CHANDLER
2010 – 2011 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

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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 2010-2014 Five-Year Consolidated Plan.

The effects of the recession of 2008 were difficult for the City of Chandler. In terms of the challenges to local government and the impact of foreclosures on the community, strategic actions helped to abate the impact and in some cases created a climate of opportunity. The City was fortunate to have Recovery Act funds to utilize for specific projects that reduced the number of foreclosures in the Chandler market and created first-time homebuyers and new affordable rental opportunities. In addition, Chandler has benefited from the efforts of Mayor Tibshraeny and the City Council who placed an increased emphasis on the role of healthy neighborhoods in Chandler's future. Initiatives such as the Mayor's Listening Tour, the Voluntary Demolition Program and the development of a Leadership Academy for members of Traditional neighborhoods helped to focus the efforts of the Neighborhood Resources Division on those actions which will improve neighborhood livability over the long term.

The City carries out numerous 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.

2010 Program Year CAPER Resources	
Entitlement Programs	
Community Development Block Grant (CDBG 2010)	$1,521,811
HOME (2010 through an agreement with Maricopa County)	$ 436,453
American Dream Downpayment Initiative (ADDI Program)	$1,523
Public Housing Programs	
Section 8 Housing Choice Voucher Program	$4,643,378
Public Housing Program	$1,261,222
Public Housing Capital Funds	$ 545,169
Competitive and Stimulus Programs- Balance Available on July 1, 2010	
Community Development Block Grant – Recovery (CDBG-R)	$ 273,880
Neighborhood Stabilization Program 1 (NSP 1)	$ 886,871
Neighborhood Stabilization Program 3 (NSP 3)	$1,332,011
Homeless Prevention and Rapid Re-housing Program	$ 320,996
Local Resources and Leverage	
CDBG Program Income	$18,826
HOME Program Income	$35,016
Acts of Kindness (AOK)	$ 62,716
Social Service Funds (SSF)	$417,000
Youth Enhancement Program (YEP)	$ 630,500
Total Leverage	$1,164,058
Total Resources Available	
Total Available	$13,551,430

EXECUTIVE SUMMARY

HOUSING

- Provided emergency home repairs for 86 low- and moderate-income owner households through a CDBG-funded nonprofit-managed program.
- Four first-time homebuyers bought homes assisted through the NSP, HOME and ADDI funded Chandler Community Land Trust Program.
- Assisted Catholic Charities – My Sisters Place, a domestic violence shelter, with the purchase of two permanent playground structures.
- Made improvements to the Chandler Public Housing Stock, using CDBG funds that benefitted 477 occupants of Public Housing Units.

HOUSING AFFORDABILITY

- Provided Housing Choice Vouchers to 480 households, preserving the affordability of decent, safe and sanitary rental housing.
- Operated 303 units of affordable public housing.
- Partnered with ARM of Save the Family to use NSP funds to rehabilitate 6 housing units purchased in 2010-2011. The units are now occupied by families earning less than 50% AMI.

NON-HOUSING COMMUNITY DEVELOPMENT

- Provided funding to a neighborhood nonprofit for a major expansion project. The Chandler Christian Community Center Project will expand the facility by 2,500 sq. ft., adds energy efficiency improvements and improves utilization of existing space.
- Provided funding to a community center to address flooring problems and other minor renovations.
- Provided funding to a domestic violence shelter for new playground equipment.

HOMELESSNESS

- CDBG and AOK funding provided 4,966 bed nights of shelter for the homeless.
- CDBG, AOK, SSF and YEP funding provided 8,083 bed nights of shelter for victims of domestic violence.
- AOK funding provided resource referrals to 2,551 individuals.
- Provided CDBG funds to 7 programs that offered 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 Connect and hydration stations during the summer months.
- Homeless Prevention and Rapid Rehousing Program (HPRP) funds assisted 175 Chandler families to avoid homelessness or become re-housed after becoming homeless.

SPECIAL POPULATIONS

- Supported with CDBG funds a program that provided 519 individuals with crisis care and medical detoxification in a substance abuse emergency.
- Through General Fund resources, funded:
  - ✓ Three programs that provided 54 victims of domestic violence with shelter and supportive services that allowed them to gain self-sufficiency.
  - ✓ Five programs that provided 268 disabled youth and adults with various services.
  - ✓ Three programs that provided 857 seniors with assistance to meet their basic needs, including food, clothing and transportation.

ANTI-POVERTY AND HUMAN SERVICES

- Provided funds to assist 1,016 low-income Chandler residents with tax assistance through the Volunteer Income Tax Assistance Program (VITA).
- Operated the Chandler Public Housing Youth Program, which provided 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 and General Funds benefitted 1,007 youth participating in this program.
- Provided 281 families with emergency financial assistance to prevent evictions and utility shut-offs through the Community Services of Arizona Community Action Program.
- The Child Crisis Center assisted 80 families through services such as foster care, adoption and emergency shelter programs. The Center's Resource Center operated a variety of activities 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, at no cost, to resolve civil legal problems for 319 low-income Chandler residents through Community Legal Services.

LOCAL / LEVERAGE RESOURCES

- The Acts of Kindness (AOK) program collected voluntary donations through the City of Chandler utility bill program and through employee donations. The program allocated funds to 6 programs that collectively served over 14,700 Chandler residents.
- The Social Services Fund (SSF) committed funds to 11 programs that collectively served over 44,555 Chandler residents.
- The Youth Enhancement Program (YEP) committed funds to 18 programs that served 24,445 youth and their families.
- City of Chandler removed graffiti within targeted zip code-85225 benefitting more than 1,200 residents.

See the funding table on page 10 for a complete list of CDBG projects funded, amounts expended, and number of persons assisted.

HOUSING

CDBG and HOME Funding Assisted 93 Low and Moderate Income Households with Housing Rehabilitation & Emergency Home Repair Assistance

The City utilized CDBG and HOME funds for substantial housing rehabilitation, exterior improvements, ADA accessibility improvements and emergency home repair programs. These programs are operated by the City of Chandler with the exception of the Emergency Home Repair program. All programs are available throughout the city, and available to low- and moderate-income, owner-occupied households.

- Housing Rehabilitation Program: provides substantial repairs such as electrical and plumbing systems, heating and cooling, roof repairs and other items that make a home dangerous or uninhabitable.
- Exterior Improvement Program: addresses roofing, painting, landscaping and other exterior elements that visibly impact the home and the neighborhood.
- ADA Accessibility Program: modifies bathrooms, doorways and other areas to improve accessibility for a disabled family member.
- Emergency Home Repair Program: assists with repairs that represent an imminent threat to health and safety such as roof leaks, plumbing leaks or HVAC repairs. This program is operated by Community Services of Arizona.

Accomplishments Housing Units	0-30% Very Low	31-50% Low	51-80% Moderate	$ Spent
CDBG				
Housing Rehab	1			$110,124
Exterior Improvements		2	2	$43,300
Home Modifications- ADA	2			$21,531
Emergency Home Repair	45	24	17	$324,777
Public Housing Improvements	94	36	16	$350,880
HOME				
Housing Rehab		2	1	$51,536
Total	142	64	36	$902,148

Affordable Rental Housing

Affordable Rental Movement (ARM) of Save the Family purchased 6 patio homes or condo units in 2009-10 using NSP 1 funding. The homes were rehabilitated by ARM in 2010-2011, and were then made available as permanent affordable rental housing for formerly homeless and working poor families making less than 50% AMI. All 6 homes have been rented to eligible families.

First-Time Homebuyer Programs

Newtown Community Development Corporation provided first-time homebuyer programs utilizing Neighborhood Stabilization Program (NSP), HOME and American Dream Downpayment Initiative (ADDI) funds.

- Chandler Land Trust: The Community Land Trust provides a homeownership opportunity where the land is held in a community trust. The buyer purchases the improvements, making the home more affordable, especially for lower income homebuyers. In 2010-2011, the City funded Newtown with both HOME and NSP 1 funding which assisted in developing this program.
- Down Payment Assistance (DPA): Up to $10,000 in NSP funds provided some homebuyers that needed additional financial assistance to ensure home affordable for the family. A small amount of American Dream Downpayment Initiative (ADDI) funds also provided down payment assistance.

Accomplishments	31-50% Low	51-80% Moderate	$ Spent
Land Trust, NSP 1		4	*$523,481
Land Trust, HOME	1		*$295,360
DPA, NSP 1		3	$36,642
DPA, ADDI	1		$1,523
Total	1	4	$857,006

* This amount includes homes purchased and under rehabilitation by Newtown, but not yet sold to a first-time homebuyer.

Public Housing and Housing Choice Vouchers

The Chandler Public Housing Authority (PHA) responds to the needs of extremely low income, low-income and moderate-income families. The Public Housing program and Section 8 program are 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-thirds of the City's 303 public housing units are more than 40 years old. While overall management and capital improvement of these apartments is well-implemented, CDBG funding is a crucial resource to assist with renovation and maintenance issues that cannot be addressed with current funding.

Using CDBG funds, the Chandler Housing Section made exterior improvements at various public housing sites including grounds improvements, kitchen and bathroom improvements, A/C replacement and ductwork. These projects benefitted 477 residents in Public Housing.

2010 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 acquisition of existing housing stock that is sold or rented to low- and moderate-income households.
- 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.
- Assist homeowners at-risk of foreclosure by partnering with nonprofit housing counseling agencies to provide foreclosure prevention services in Chandler.

NOTE: Chandler is a member of the Maricopa HOME Consortium. Chandler's housing, homeless and special needs activities are officially planned and reported through the Consortium. Activities are presented here to portray a complete description of Chandler's activities.

Race and Ethnicity of CDBG and HOME Funded Housing Program Participants - Households

Race/Ethnicity	Total	White	Black	Asian	American Indian	Native Hawaiian / Pacific Islander	Other
Total Assisted	242	188	37	5	7	3	2
Hispanic/Latino	101	101	-	-	-	-	-

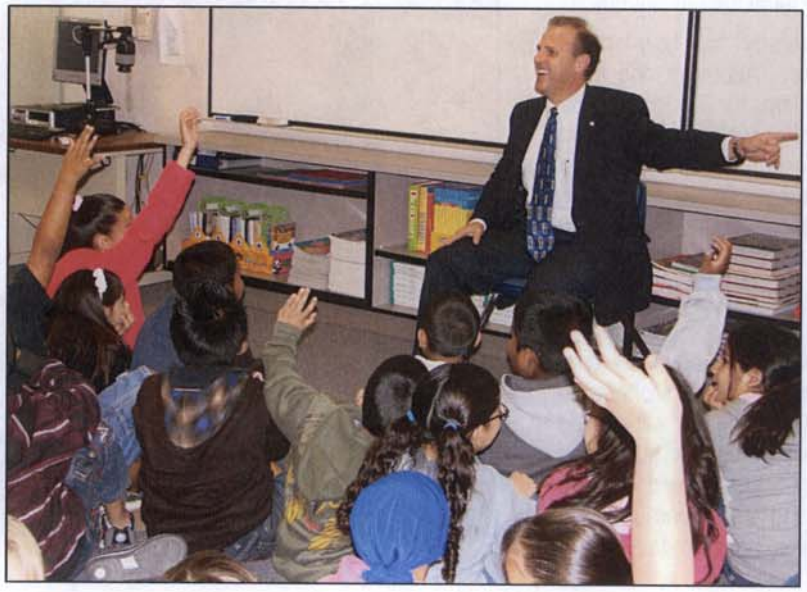
CDBG PUBLIC SERVICES ACTIVITIES - HOMELESSNESS

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 seven nonprofit organizations that offer 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 20 through 25.

Public Services Activities/Homelessness

- **A New Leaf - La Mesita Family Homeless Shelter** is the only emergency shelter in the East Valley that delivers comprehensive services in a single location for homeless families with children. The shelter provided 31 Chandler families with emergency shelter and case management services. Families may stay at the shelter up to 120 days.
- **A New Leaf - The East Valley Men's Center** provides the only beds for single, adult, homeless men in the East Valley and served 14 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's unique 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.
- **Labor's Community Service Agency** – Transitional Housing provided monthly utility costs for 5 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 work toward self-sufficiency during the year, upgrading or maintaining long-term employment and children moving up a grade level.
- **Save the Family Homeless Families Intervention** provided housing and case management to 63 Chandler families. The goal of the program is to move previously-homeless families towards self-sufficiency and permanent housing. Clients work toward their self-sufficiency goals while maintaining full-time employment criteria necessary to fulfill their self-sufficiency goals.

- **Central Arizona Shelter Services** – The Adult Shelter provided 231 homeless Chandler adults, over the age of 18, with emergency shelter and supportive services.
- **Save the Family FACES Program** provided intervention education services necessary to Chandler families for successful transitioning from homelessness to permanent housing. FACES served 23 transitioning families.
- **The UMOM New Day Shelter** provided Chandler families with emergency shelter services. In addition to shelter and program services, UMOM staff provided case management, counseling and childcare to 11 homeless individuals.



2010 Homeless Goals & Accomplishments

The City of Chandler made significant progress in addressing homeless goals. Chandler's success is reflected in the following:

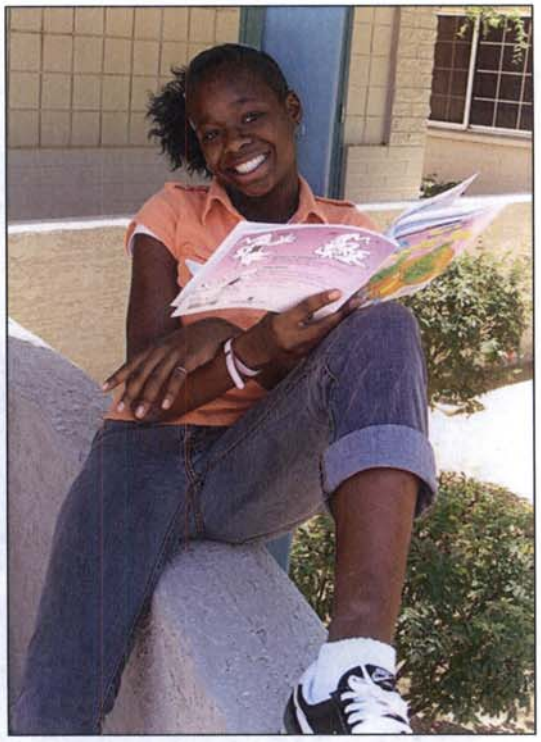
- Supported prevention and education programs that provide financial and case management assistance to those facing homelessness.
- Provided financial and technical support to programs that provide emergency and transitional shelter for homeless individuals and families and victims of domestic violence.
- Supported regional Continuum of Care activities to serve the homeless including the regional homeless count via Project Connect project and hydration stations during summer months.
- Prioritized funding and support to the homeless population as identified in the city wide Human Services Needs Assessment, cited as the second highest priority population category.
- Partnered with the faith-based community, homeless advocates, service providers and other volunteers to complete the 2011 Homeless Street Count. Sixty-five (65) homeless persons were identified in 2011 compared to twelve (12) homeless persons counted the previous year depicting a 541% increase. The increase is attributed to enhanced participation and dedication of the partnership in the 2011 Count.

PUBLIC SERVICES ACTIVITIES/NON HOMELESSNESS AND SPECIAL POPULATIONS

CDBG Public Services – Non Homeless and Special Populations

During the 2010 Program Year, the City allocated 14.5% 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 three programs to meet the needs of poverty-level households and special populations.

- **City of Chandler Housing Afterschool Program** provided afterschool and daily recreation programs for 277 youth residing with their families in public housing. The Chandler Boys and Girls Club partnered with the Housing Youth Program, utilizing the recreation room as an official clubhouse. A Club leader worked 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 Legal Services** – Legal Advocacy for Low-Income Chandler Residents provided free legal advice. Attorneys and legal advocates worked to resolve civil and legal problems for 319 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 519 Chandler working poor and homeless individuals. Seventy-five percent of those who received crisis care completed the program protocol. Peer support services were offered to 125 individuals involved in the program. The program supervised mobile outreach teams reaching 41 homeless and chronic substance abusing individuals in Chandler. Community Bridges offered ongoing support services for patients in treatment and developed realistic, achievable and comprehensive relapse plans when appropriate.



2010 Human Services and Anti-poverty Goals

To arrest further economic decline and assist households in crisis, funding was directed to human services intervention and prevention strategies to 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.

Addressing Underserved Needs

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

Chandler participated in a Project Connect event partnering with the Town of Gilbert in September 2010. The project provided homeless individuals and families with 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 City endorsed several actions to address obstacles toward meeting underserved needs. For example, Chandler partnered with Community Services of Arizona, CARE Center, Sun Lakes Country Club and First Credit Union to provide the Volunteer Income Tax Assistance (VITA) program. The program provided free income tax assistance and banking resources to assist low-income persons with obtaining eligible Earned Income Tax Credits. Chandler's VITA program utilized 1,500 volunteer hours and reached more than 1,016 residents that assisted clientele with 794 tax returns filed and resulted in $1,317,276 in refunds to area residents.

Under a Mayor's initiative, Newtown provided free foreclosure prevention counseling in the City's Neighborhood Resources Office every Wednesday. Newtown's counselors are HUD-certified.

Additional human services activities and programs are described on pages 20 through 25. The activities and programs assisted the City's most vulnerable individuals and families. The City is committed to implementing broader-based goals that utilize and leverage local resources effectively.

Foreclosure Survival and Prevention Workshop

The City of Chandler and the Arizona Foreclosure Prevention Task Force held a two-day event in downtown Chandler in November 2010 to help homeowners facing foreclosure. The free workshops provided homeowners who are struggling to keep their homes the opportunity to meet with their lenders and HUD Certified Counselors. Presenters also provided information on foreclosure prevention, the Save My Home AZ program, crisis budgeting, rebuilding after foreclosure and avoiding scams.

CDBG Program Expenditure Summary

Entitlement	Program Income	Prior Year Balance	Expenditures	Balance
$ 1,521,811	$ 18,826	$ 1,480,688	$ 1,537,382**	$1,483,943 **
** as of August 4, 2011; not including end of year adjustments that may take place through August 30, 2011				

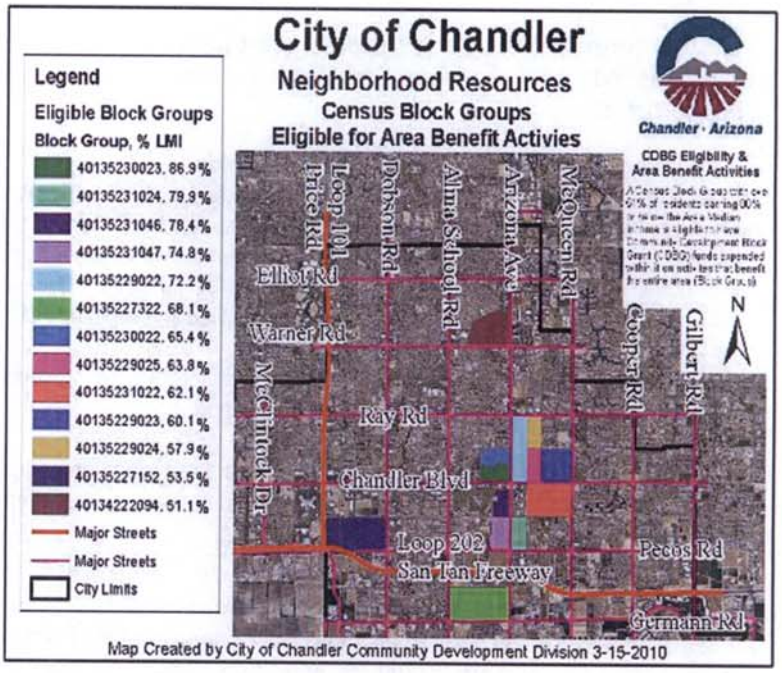
GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

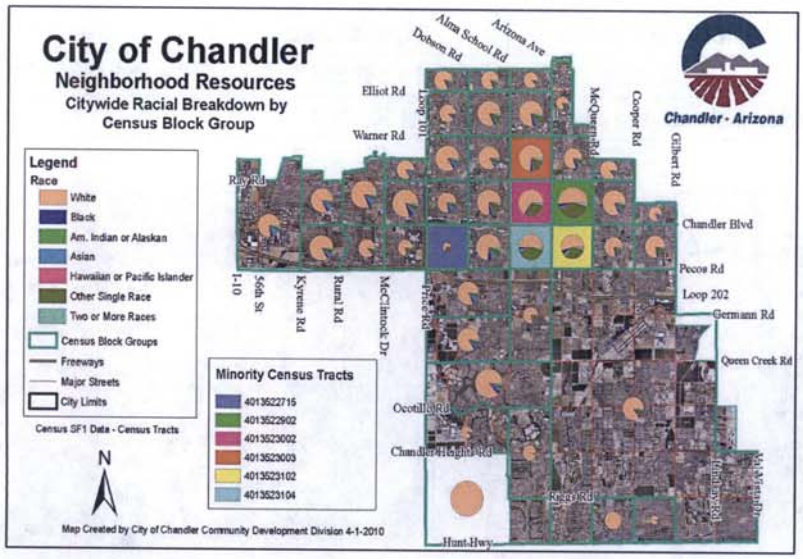
Community Development Target Areas

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 2010-2011, the Housing Rehabilitation, Exterior Improvement and Home Modification Programs were available throughout the City including the Target Areas. No projects or programs were funded exclusively in the Target Areas. CDBG and HOME funded housing rehabilitation and Emergency Home Repair assistance was provided to 36 owner-occupied households in the Target Areas, improving the quality of life for area 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 2010-2011, the City provided Emergency Home Repair assistance to 29 homeowners in Areas of Minority Concentration, improving the quality of life for area residents.

GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

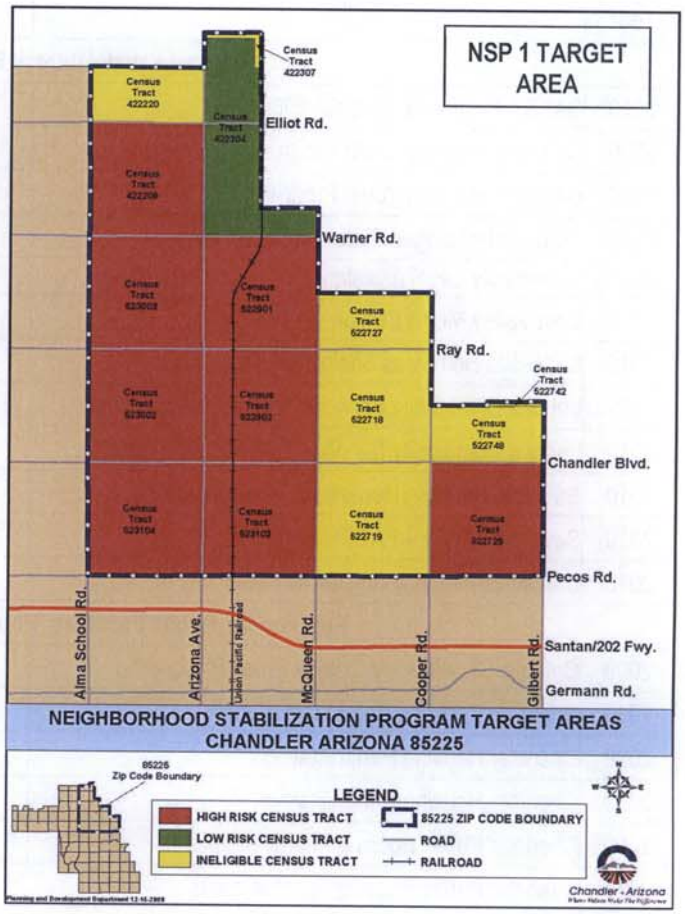
NSP 1 Target Area

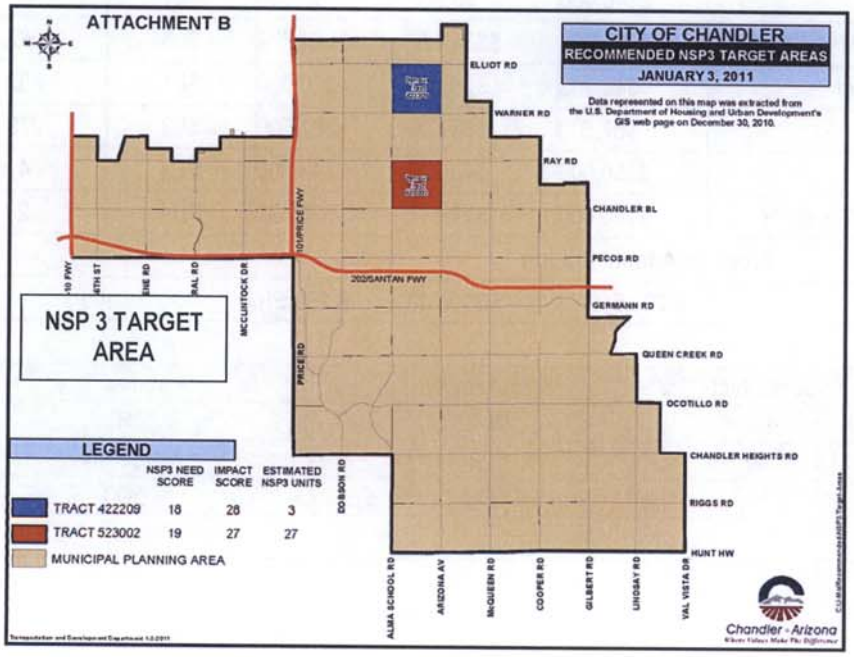
The Target Area for NSP 1 was quite broad including most of Chandler's 85225 zip code. The NSP 1 Target Area map illustrates that most of this area is identified as a high-risk. NSP 1 funds used specifically in this area resulted in a total investment of nearly $2 million funds through June, 2011. The funds were used by nonprofit organizations to purchase and rehabilitate foreclosed homes.

Since the program's inception, 6 homes were purchased by ARM of Save the Family. These homes have been made available to families that were recently homeless and/or have limited income. The homes are managed by ARM, providing long-term stability for the neighborhoods where the homes are located.

Thirteen (13) homes were purchased by Newtown CDC for use in their first-time homebuyer program. After the homes are rehabilitated, they are sold to income eligible first-time homebuyers using the community land trust model of homeownership. The Chandler Community Land Trust holds the land in trust, allowing the homeowner to purchase the home built on the property. This makes homeownership more affordable for these moderate income homebuyers. Newtown will continue to manage the homes in the Chandler Land Trust for 99 years.

Both of these programs took vacant, foreclosed homes that were a blight within the neighborhoods and revitalized the blighted homes into housing that enhances the long-term stability for the neighborhood.





NSP 3 Target Area

The HUD Mapping tool and process for determining Target Areas for NSP 3 required the City to focus its efforts and outcomes in a more concentrated area compared to NSP 1. The NSP 3 map to the left illustrates these areas and the number of homes expected to be purchased in each area, representing a total NSP 3 investment of $1,332,011.

Chandler's NSP 3 activities include a homebuyer and affordable rental program. A down payment assistance program for first-time homebuyers. The Chandler Land Bank Program. The Land Bank Program will assemble blighted, residential properties in a small target area for redevelopment that will create new housing units.

All of Chandler's NSP 3 activities will begin in FY 2011-12.

TABLE 1 - CDBG FUNDING AND OUTCOMES - FY 2010						
Program Year	Agency / Program	Funding Available	Spent in FY 2010	Total Spent	HUD Outcome	Persons Assisted
Programs that Address Basic Needs (Public Services)						
2010	CASS – Homeless Single Adults	$25,000	$25,000	S25,000	DH3	231
2009	Chandler Housing Youth Program	$45,000	$3,113	$45,000	SL1	160
2010	Chandler Housing Youth Program	$45,000	$42,244	$42,244	SL1	458
2010	Community Bridges Substance Disorder	$12,000	$12,000	$12,000	SL3	519
2010	Community Legal Assistance Free Legal Services	$7,500	$7,500	$7,500	SL1	319
2010	East Valley Men's Center – A New Leaf	$42,500	$42,500	$42,500	DH3	14
2010	La Mesita Homeless Shelter – A New Leaf	$16,500	$16,500	$16,500	DH3	31
2009	Labor's Community Services Transitional Housing	$5,500	$920	$5,500	DH3	14
2010	Labor's Community Services Transitional Housing	$7,350	$7,350	$7,350	DH3	27
2010	Save the Family – Homeless Family Intervention	$40,000	$39,991	$39,991	DH3	63
2010	Save the Family – FACES Program	$14,813	$14,813	$14,813	DH3	23
2010	UMOM Emergency Shelter Chandler	$ 10,000	$10,000	$10,000	DH3	11
Funding for Public Facilities, Housing and Neighborhood Improvements						
2009	Catholic Charities My Sister's Place Playground	$ 26,680	$26,680	$26,680	SL3	64
2010	Chandler Christian Community Center	$396,309	$30,611	$30,611	SL1	--
2008	Chandler Housing Rehabilitation	$488,554	$70,640	$488,554	DH3	1
2009	Chandler Housing Rehabilitation	$283,094	$39,484	$39,484	DH3	--
2009	Chandler Public Housing Improvements	$211,552	$116,821	$196,565	DH3	25
2010	Chandler Public Housing Improvements	$200,000	$88,527	$88,527	DH3	35
2010	Chandler Public Housing Improvements	$190,000	$145,532	$145,532	DH3	452
2010	Chandler Voluntary Demolition Program	$140,000	$3,500	$3,500	SL1	--
2010	Community Services of AZ – Emergency Home Repair	$329,000	$324,777	$324,777	SL3	86
2009	East Valley Family JCC Floor Replacement	$46,383	$26,030	$26,030	SL1	632
2010	East Valley Men's Center – A New Leaf	$87,500	$87,500	$87,500	SL3	279
2010	Exterior Home Improvement Program	$250,000	$43,300	$43,300	SL3	4
2010	Home Modification Program – Persons w/Disabilities	$100,000	$21,531	$21,531	DH1	2
Program Administration						
2010	Chandler Program Administration	$ 290,518	$ 290,518	$ 290,518	n/a	

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

TABLE 2 - HOMELESS PREVENTION PROGRAMS, SOURCES OF FUNDS AND OUTCOMES

Agency Name	Program Description	Funding Category	Funding Source	FY 2010/11 Expenditures	Outcome/ People Served
A New Leaf – East Valley Men's Center	Homeless Single Adult Males	Emergency	CDBG	$42,500	14
A New Leaf – La Mesita Homeless Shelter	Homeless Families	Emergency	CDBG	$16,500	31
Central Arizona Shelter Services – Adult Shelter	Homeless Single Adult Males	Emergency	CDBG	$25,000	231
Community Bridges	Homeless Men and Women – Medical Detox	Supportive	CDBG	$12,000	415
Community Legal Services	Homeless Men, Women & Families – Public Benefit Representation	Supportive	CDBG	$7,500	319
Labor's Community Service Agency	Homeless Families	Transitional	CDBG	$8,270	16
Save the Family	Homeless Families Intervention	Transitional	CDBG	$39,991	63
Save the Family	FACES Program	Emergency	CDBG	$14,813	23
UMOM New Day Care Center	Homeless Families	Emergency	CDBG	$10,000	11
A New Leaf - EMPOWER	Foster Youth – 14 & Older	Re-housing	HPRP	$20,440	11
A New Leaf – East Valley Men's Center	Homeless Single Adult Males	Re-Housing	HPRP	$16,859	8
A New Leaf – La Mesita Homeless Shelter	Homeless Families	Re-housing	HPRP	$10,386	6
Chrysalis	Homeless DV Victims	Emergency	HPRP	$4,335	5
Community Services of Arizona	CAP Office – Eviction Prevention	Emergency	HPRP	$86,010	61
Salvation Army	Emergency Financial Assistance – Eviction Prevention	Emergency	HPRP	$27,410	28
Save the Family	Eviction Prevention	Emergency	HPRP	$66,411	25
UMOM New Day Center	Homeless Families	Re-Housing	HPRP	$12,661	33
A New Leaf – Child & Youth Development Center	Homeless Families – Daycare Assistance	Emergency	Gen. Funds	$11,000	9
A New Leaf – EMPOWER	Foster Youth – 14 & Older	Re-housing	Gen. Funds	$11,000	14
Catholic Charities – My Sister's Place	Homeless DV Victims	Emergency	Gen. Funds	$9,000	3
Chandler Christian Community Center	Food Bank	Supportive	Gen. Funds	$55,000	15,892
Child Crisis Center – Emergency Shelter	Homeless	Emergency	Gen. Funds	$5,000	20
Chrysalis	Homeless DV Victims	Emergency	Gen. Funds	$10,000	19
Community Services of Arizona	CAP Office – Eviction & Utility Assistance	Supportive	Gen. Funds	$155,000	362
Matthew's Crossing	Food Bank	Supportive	Gen. Funds	$10,000	10,511
National Advocacy & Training Network-SEEDs	Homeless DV Victims	Emergency/ Supportive	Gen. Funds	$20,000	27
Salvation Army	Emergency Financial Assistance- Eviction Prevention & Food Bank	Supportive	Gen. Funds	$40,000	5,055
Shoebox Ministry	Toiletries Kit for Homeless and DV	Supportive	Gen. Funds	$6,000	378
			Totals:	**$753,104**	**33,590**

Fair Housing

The City of Chandler is committed to fair housing for all. As part of Chandler's five year planning process, the City created a new Analysis of Impediments (AI) to Fair Housing Choice in 2010. Fair Housing activities during the year include:

1. Held two public hearings and distributed a survey resulting in 275 responses as part of the AI process. Conducted other outreach activities with the public, housing and planning staff, Boards and Commissions and others to collect information and encourage input regarding Chandler's new Analysis of Impediments for Fair Housing Choice.
2. Provided fair housing information:
   - Through the City's Community Development and Public Housing / Section 8 webpages for tenants, homebuyers and landlords;
   - In English, Spanish and other languages on the Public Housing / Section 8 website;
   - Via an informational video demonstrating discrimination examples and characteristics.
3. Publicized and attended a regional fair housing training event.
4. Promoted Fair Housing Month by providing the following activities:
   a. A Council Proclamation during a regular City Council meeting.
   b. Information on the City website and an electronic flier sent directly to staff.
   c. Two public service announcement slides on the city cable channel.

   These activities took place during April, 2011 to publicize Fair Housing Month and promote fair housing in Chandler.
5. Provided on-site fair housing training for all City housing staff.
6. Provided space at City offices for HUD Certified Counselors to assist residents with becoming a homebuyer and with foreclosure prevention issues.
7. Supplied public housing and Section 8 recipients copies of *Fair Housing, It's Your Right*, *Ten Most Common Mistakes* and a City fair housing complaint form were included in all briefing packets.

The City of Chandler invested over $12,000 for outreach activities and the creation of a new Analysis of Impediments that was submitted to HUD on March 31, 2011.

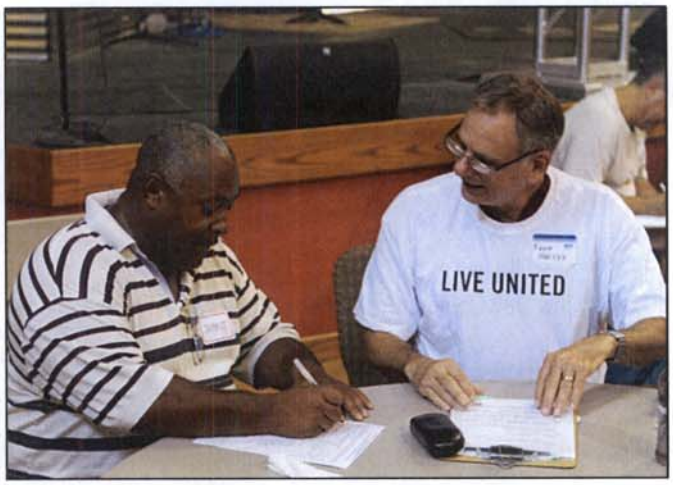
Lead-Based Paint Activity

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 information to all recipients of federally funded housing programs on the hazards of lead based paint.

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 and Public Housing Office.



Outreach to Minority and Women-Owned Businesses

As stipulated by HUD Regulation 24 CFR Part 84, the City of Chandler includes contract language, requiring developers to ensure a good faith effort to involve minority and women-owned business as contractors and subcontractors in federally funded projects. The City of Chandler includes the Minority and Women-Owned business outreach requirements in all applicable contract language with sub-recipients. Sub-recipients forward flyers, Request for Proposals and other program documents to specific minority and women-owned business organizations. The City provides sub-recipients with technical assistance to locate specific minority and women-owned business organizations depending upon the type of outreach efforts conducted.

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

Staff conducted a risk analysis of organizations and projects funded in 2010-2011. Factors in the analysis include the amount of funds awarded, staff turnover, and previous monitoring issues. The risk analysis identified three organizations that received an on-site monitoring visit. The visits covered eight different programs; one visit was a team visit with several other cities.

The purpose of an on-site monitoring visit is to verify that the scope of work and other requirements for each contract were completed according to the contract's provisions. Monitoring visits include interviews with appropriate program and financial staff; review of client files and financial records; and inspection of other relevant agency documents. After addressing any issues identified during the visit, a monitoring close out letter is sent to the organization identifying findings, concerns and suggestions.

Staff also provides technical assistance as needed to resolve findings or concerns identified during the monitoring process.

Citizen Participation

For the 2010-2011 CAPER, the City will hold two public hearings:

1. September 8, 2011 in the Chandler City Council Chambers.
2. September 14, 2011 in the Neighborhood Resources Office.

The public hearings were advertised in the Arizona Republic and posted in public places, including Chandler public housing locations and the Neighborhood Resources office.

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

Public Comments on the CAPER received during the public comment period will be incorporated into this document. See page 30 (Attachment 4) for a summary of public comments received regarding the 2010-11 CAPER.

Overcoming Regulatory Barriers

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

The City established a goal of 1,000 new housing units in the downtown area through the South Arizona Avenue Corridor study. The goal introduced a mix of households to the downtown area, and created a vibrant urban-living environment. Streetscape improvements to Arizona Ave. were finalized in 2010-2011. Continued improvements, in the corridor, will address blight conditions in the 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 the demolition of substandard homes and new construction within the area north of Pecos Road and ½ mile east of Price Road going north to the City limits. The area includes many of the City's oldest homes and Community Development Target Areas.

Since 2005, Chandler has an agreement with Habitat for Humanity Central Arizona to help the organization provide modern, energy-efficient homes in some of the city's older neighborhoods just south of downtown.

The City Council approved loans to Habitat for Humanity in three installments (in 2005, 2006 and 2008) of up to $235,000 each for the purchase of property to be used to provide those homes.

The loans were forgiven when Habitat fulfilled the condition of completing five homes within three years of each installment.

Homes built to Green Building Council LEED (Leadership in Energy and Environmental Design) standards were also eligible for infill incentives. Energy Star-rated homes were eligible to receive a 50 percent reimbursement in impact fees while LEED-certified homes qualified for a 100 percent impact-fee reimbursement.

That partnership has resulted in 15 homes being built and sold to qualified buyers. Most of the homes are located along Delaware Street south of Frye Road, Fairview and Kesler streets near Arizona Avenue, and Dakota Street south of Frye Road.

PERFORMANCE MEASUREMENTS

Performance Measurement System

As part of the performance measurement system, the City requests sub-recipients to include a performance measurement strategy in their funding proposals. The strategy quantifies the long-term and short-term goals, activities, outputs and outcomes for goal achievement. The methodology requires sub-recipients to demonstrate that the services they propose will enhance the lives of clients residing in the City. In addition to requesting client demographics and including individuals and households projections, the City requests annual unit-of-service projections.

The City requires quarterly sub-recipient updates quarterly demonstrating levels of accomplishment toward meeting the original goals and objectives outlining the outputs and activities. The quarterly report measures project achievements applicable to projected outcomes, clients/households served and units-of-service. During the monitoring process, City staff evaluates program year-to-date achievements versus projected achievements. The quarterly monitoring assessment assists in determining and mitigating any unforeseen barrier/challenge developments.

During this program year, the City measured its progress associated with housing, community development and related goals established in the Five-Year Consolidated Plan. In addition to the City's progress, 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 Five-Year Consolidated Plan, the City reviews the organizations' program or project, and then issues a Certification.

Addressing High Priority Housing Needs

Chandler's Five-Year Consolidated Plan estimated unmet housing needs for high-priority population groups. The highest priority needs are associated with all residents that earn less than 30% and renters that earn less than 50% of the area median income. The table below compares Chandler's Annual Goals with 2010-11 Accomplishments. The City of Chandler surpassed annual goals in the majority of categories.

TABLE 3 – OWNER HOUSING ACTIVITIES AND 5-YEAR GOALS

Population	Income	5-Year Plan		2010-11 Accomplishments	
		5-Year Goal	Annual	Total	%
Acquisition of Existing Units		Households			
Small Related Family	51% - 80% AMI			2	
Large Related Family	51% - 80% AMI			2	
SUBTOTAL		25	5	4	80%
Production of New Units		Households			
SUBTOTAL		25	5	0	0
Preservation & Rehabilitation of Existing Units		Households			
Elderly	Less than 30% AMI			26	
	31% - 50% AMI			11	
	51% - 80% AMI			8	
Small Related Family	Less than 30% AMI			24	
	31% - 50% AMI			13	
	51% - 80% AMI			9	
Large Related Family	Less than 30% AMI			4	
	30% - 50% AMI			2	
	51% - 80% AMI			2	
All Others	Less than 30% AMI			17	
	31% - 50% AMI			9	
	51% - 80% AMI			6	
Special Needs	0 – 80% AMI			33	
SUBTOTAL		575	115	164	143%
Homebuyer Assistance		Households			
Small Related Family	51% - 80% AMI			2	
Large Related Family	51% - 80% AMI			1	
SUBTOTAL		10	2	3	150%

TABLE 4 – RENTAL HOUSING ACTIVITIES AND 5-YEAR GOALS

Population	Income	5-Year Plan		2010-11 Accomplishments	
		5-Year Goal	Annual	Total	%
Acquisition of Existing Units		Household			
Small Related Family	Less than 30% AMI			4	
	31% - 50% AMI			1	
Large Related Family	31% - 50% AMI			1	
SUBTOTAL		20	4	6	150%
Production of New Units		Household			
SUBTOTAL		20	4	0	0
Preservation & Rehabilitation of Existing Units		Household			
Elderly	Less than 30% AMI			34	
	31% - 50% AMI			6	
	51% - 80% AMI			2	
Small Related Family	Less than 30% AMI			35	
	31% - 50% AMI			21	
	51% - 80% AMI			12	
Large Related Family	Less than 30% AMI			22	
	31% - 50% AMI			10	
	51% - 80% AMI			4	
All Others	Less than 30% AMI			30	
	31% - 50% AMI			4	
Special Needs	0 – 80% AMI			3	
SUBTOTAL		220	44	183	416%

PERFORMANCE MEASUREMENTS

Addressing Priority Non-Housing Community Development Needs

The City identified two types of public facilities and 11 different public services activities as a high priority in the Five-Year Plan. The Plan also identified medium–level priorities. During 2010-2011, the City expended CDBG funds on 3 public facility projects, 1 street improvement project and provided public services to 632 individuals. This investment of resources had significant public impact, including assisting a homeless facility with controlling a bed bug infestation. Within this first year, the City made progress toward the Five-Year Plan's goals and helped meet the needs of Chandler's low- and moderate-income residents. General Fund resources targeted low- and moderate-income populations and leveraged CDBG funding to significantly impact needs as detailed on pages 20 through 25.

Table 5 – Progress Towards Consolidated Plan High Priority Non-housing Community Development Needs (HUD Table 2B) 2010-2011 Accomplishments

	5-Year Plan		2010-2011 Accomplishments	
	Priority Level	5-Year Goal	Accomplishments	$ Expended
Public Facilities		Facilities		
Neighborhood Facilities	M	2	2 (1 in design phase)	$56,641
Child Care Centers	H	2	1	$26,680
Senior Centers	H	2	--	--
Infrastructure		Contracts		
Street Improvements (CDBG-R)	M	1	1	$222,479
Public Services		Contracts		
General Public Services	H	15	3	$31,216
Youth Services	H	25	12	$313,500
Senior Services and Programs	H	15	3	$167,000
Handicap Services	H	5	6	$43,400
Legal Services, incl. Fair Housing	H	5	1	7,500
Food and Clothing Services	H	15	4	$98,500
Emergency Shelter Operating Costs	H	30	7	$156,163
Domestic Violence Services	H	25	2	$19,000
Substance Abuse Services	M	5	1	12,000
Employment Training	H	5	1	$20,000
Health Services	H	5	2	$260,600
Anti-Crime Programs	H	5	1	20,000
Adult Services	M	10	--	--

PERFORMANCE MEASUREMENTS

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 concerns. The City addressed housing needs by facilitating home modification and housing rehabilitation programs for special populations. Housing and supportive services activities provided by or funded by Chandler addressed the needs of 4,875 (unduplicated) special needs individuals during the program year. The General Fund resource investment targets vulnerable populations and leverages CDBG funding to maximize program impact for the City's special needs population as detailed on pages 20 through 25.

Table 6 – Progress Towards 2010 – 2014 HUD Consolidated Plan Special Populations Needs

	Population	Goals		Accomplishments	
		5-Year Plan	Annual	2010-2011	% of Annual Goal
HOUSING NEEDS	Elderly	20 Units	4	5	125%
	Developmentally / Physically Disabled	20 Units	4	4	100%
	Domestic Violence Victims	10 Units	2	--	--
	Public Housing Residents	200 Units	40	146	365%
SUPPORTIVE SERVICES NEEDS	Elderly/Frail Elderly	1,500	300	3,112	1,037%
	Persons w/ Severe Mental Illness	50	10	41	410%
	Disabled	1,250	250	2,438	975%
	Alcohol/Other Drug Addictions	80	16	519	3,243%
	Persons w/ HIV/AIDS	5	1	--	--
	Domestic Violence Victims	250	50	30	60%
	Public Housing Residents	200	40	458	3,244%

Program Income

During 2010-2011, the City received program income from its housing rehabilitation programs:

- CDBG-funded activities- $18,826
- HOME-funded activities - $35,016
- The City has 46 outstanding loans that require repayment of principal.
- The outstanding principal amount of these loans is $448,815.

Program income is received through the City's housing rehabilitation programs from payments on previous rehabilitation loans re-paid to the City. Additionally, the City has 73 outstanding loans that may be forgiven in whole or in part over the next 15 years. The outstanding principal amount of these loans is $2,512,598.

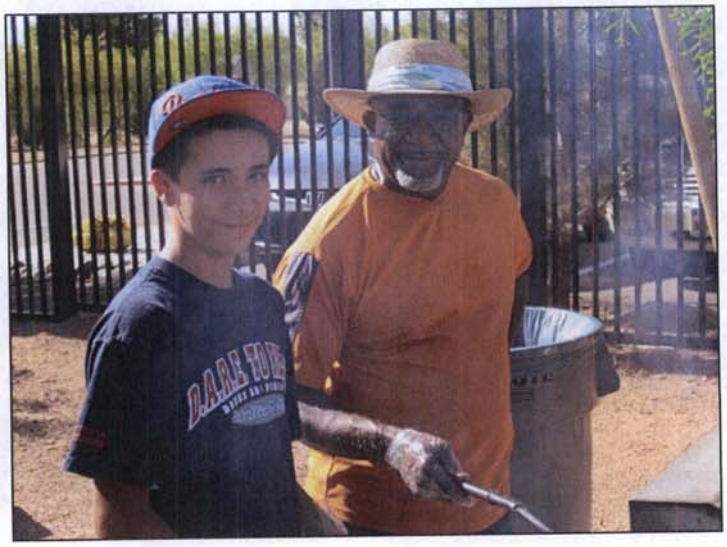
Participants in the City's Housing Rehabilitation Program receive a loan that is partially forgiven with 0% interest, with payment terms determined by the family's household income. A family with a household income of 51% - 80% AMI will repay 50% of the total loan amount over a term of up to 15 years. A participant may borrow up to $50,000. When underwriting a loan, a total Loan to Value (LTV) of 90% of the current property value is allowed. The 90% LTV requirement has significantly limited the number of eligible applicants for the rehabilitation program. The City is reviewing the current program guidelines and may adjust the 90% LTV and other requirements to make the Housing Rehabilitation and other rehabilitation programs more accessible to income eligible applicants.

Households with an income below 50% AMI are not required to make payments on their housing rehabilitation loans. If the family meets all of the loan requirements, the loan is forgiven at the end of the applicable loan term. These deferred loans are secured and carry other program restrictions. A loan may be assumed by a direct lineal descendent of in the case of a borrower's death or incapacitation. If assumed, the terms and conditions of the original loan remain in place and the 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 unpaid balance of the entire amount loaned including any amount forgiven.

Minimizing Displacement

City staff works with all programs and projects to identify alternatives to activities that may cause displacement. To minimize displacement and relocation, the City follows a written Residential Anti-Displacement and Relocation Assistance Plan. The policy states that the City of Chandler will make reasonable efforts to ensure that activities undertaken with CDBG and HOME program funds will not cause unnecessary displacement. The City administers the CDBG, HOME and NSP Programs so that careful consideration is given during the planning phase to avoid displacement. For example, the first-time homebuyer programs are restricted to acquiring homes that are vacant or are a voluntary sale by the owner-occupant. Non-voluntary displacement, of any nature, is reserved as a last resort when no other alternative is available and the activity is determined necessary to carry out a specific goal or objective that benefits the public.



RECOVERY ACT PROGRAMS

Community Development Block Grant – Recovery (CDBG-R)

On August 18, 2009, the City of Chandler received notification from HUD of $376,240 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 CDBG-R Recovery Act Fund Project. Work commenced on the Knox Road Traffic Calming Project in, May 2010. Work included the installation of median islands, a raised crosswalk with decorative pavers, enhanced landscaping, improved catch basins, ADA accessible ramps and driveways and other improvements. The project is complete except for some modifications to address local flooding. The project is expected to be 100% complete by fall 2011.

Through June 30, 2011, the total number of jobs created on the project equaled 17.37 full time equivalent positions (FTEs).

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 a similar sudden economic shock. This population is more likely to regain employment, and as a result, HPRP assistance has a strong temporary focus.

In October of 2009, the City contracted with eight nonprofits to provide HPRP assistance to Chandler residents. As of June 30, 2011, $497,467, or 86% of Chandler's total HPRP allocation was expended under this program. These expenditures have assisted 805 individuals and 288 households.

Community Service of Arizona via HPRP funds benefitted 61 families. The program's success is illustrated by the following: A single father of three was recently laid-off and facing eviction. The family received program assistance, allowing them to stay in their home and avoid becoming homeless. Within a few months the father successfully gaining new, steady employment and no longer needed HPRP assistance.

Neighborhood Stabilization Program

In 2008, the City of Chandler received Neighborhood Stabilization Program, or NSP 1 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. In this program, Newtown purchases vacant foreclosed properties in the NSP target area and sells only the structure to income-qualified homebuyers, with the Land Trust retaining ownership of the land. With this program, the cost of the purchase is reduced as the owner is purchasing only the structure. Upon sale, the owner shares the equity in the home with the Land Trust, yet the home remains affordable indefinitely as it may be sold only to another income-qualified buyer. In 2010-2011, four homes were rehabilitated by Newtown and purchased by first-time homebuyers. Three of these homebuyers also received down payment assistance that helped make their house payment affordable.

ARM of Save the Family was awarded NSP funds to purchase and rehabilitate six homes that will be added to ARM's portfolio of permanent affordable rental housing that ARM rents to formerly homeless families and working-poor families making less than 50% AMI. All six homes were purchased in late 2009-10. In 2010-2011 the homes were rehabilitated and rented to eligible families.

The City of Chandler reallocated over $150,000 in NSP 1 administrative funds to a new activity, the Chandler Land Bank. This activity will acquire and demolish blighted residential properties in a Chandler target area, assembling land for residential redevelopment. The first property is expected to be acquired in the first quarter of 2011-12.

Chandler was awarded $1,332,011 in NSP 3 funds in 2010 -11. Funds were allocated to:

- Homebuyer Program - Community Land Trust-Homebuyer Program $492,447
- Homebuyer Program - Downpayment Assistance $200,000
- Permanent Affordable Rental Housing $419,643
- Chandler Land Bank Program $150,000
- Program Administration $ 69,921
-

The NSP 3 activities listed above were approved by HUD in March 2011 and will begin during FY 2011-12.

SOCIAL SERVICES FUNDS (SSF)

Since 1987, the City of Chandler has reserved a portion of General Funds for allocation to social services agencies whose programs assist Chandler's low- and moderate-income families. Funding is available to nonprofits that serve Chandler residents and provide basic needs (food, shelter, medical services and clothing) and transportation services. During 2010-2011, the City allocated $417,000 to 11 social service programs that serve low-and-moderate-income residents.

About Care, Inc.: Volunteer Support Services for Chandler's Homebound

About Care is a volunteer-run program that enables Chandler residents to remain independent in their homes with dignity and an improved quality-of-life. Services provided include: transportation, shopping/errands, minor home repairs, personal business help, friendly visits, reassurance phone calls, respite and information and referral.

Funds Expended: $22,000
Clients Served: 122 Chandler Homebound Residents

Catholic Charities Community Services: My Sister's Place

My Sister's Place, a domestic violence shelter, located in Chandler provides women and children with emergency housing; crisis counseling; employment readiness assistance; financial management education; and safety planning for those escaping domestic violence. The program provides a 24-hour hotline for counseling, community resources and information/referral services.

Funds Expended: $9,000
Clients Served: 8 Chandler Women & Children

Chandler Christian Community Center: Chandler Food Bank

Chandler Christian Community Center provides monthly emergency food boxes and weekly supplemental food boxes to needy Chandler families and individuals in-crisis. Food boxes are available on a monthly basis and contain at least a three-day supply for each family member. The supplemental food program features, weekly food boxes containing fresh (perishable food) to help transition clients from the emergency food service. In addition, specially prepared food boxes are available to families with small children, seniors and diabetics. The Chandler Food Bank also assists clients in gaining access to public benefits programs such as food stamps, food commodity programs and diabetes education via a partnership with Chandler Regional Hospital.

Funds Expended: $55,000
Clients Served: 4,000 Chandler Residents

The Chandler/Gilbert ARC Independent Living Program

The Chandler/Gilbert ARC Independent Living Program provides supportive services for developmentally disabled adults. The program assists clients with acquiring skills and knowledge needed to gain independence and self-reliance leading to a higher quality-of-life. Other program assistance includes education in independent living skills, including areas of budgeting, meal preparation, shopping and utilization of public transportation.

Funds Expended: $5,500
Clients Served: 8 Disabled Chandler Adults

Chrysalis: Crisis Shelter Program

The Crisis Shelter Program provides two congregate housing facilities for women and children that provide emergency shelter, food and necessities, client advocacy, trauma counseling and case management. Chrysalis provides programs regarding financial literacy, workforce skills, education, self-empowerment and personal accountability; and provides referrals for substance abuse treatment programs, childcare, healthcare, legal aid, financial aid and education and employment services.

Funds Expended: $10,000
Clients Served: 19 Chandler Adults

Community Services of Arizona: Chandler Community Action Program (CAP Office)

The Chandler CAP Office programs focus on addressing several basic needs issues including housing, utility service and food by providing financial assistance to prevent evictions, foreclosures, utility shut-offs and assists with move-in and utility deposits for rental housing. The agency also provides transportation, affordable housing, childcare, medical care, budgeting and credit counseling, weatherization efforts, clothing, medicine and referral services.

Funds Expended: $155,000*
Clients Served: 1,137 Chandler Households
***Figure includes $58,000 YEP funds.**

Community Services of Arizona: Senior Nutrition Program

The Senior Nutrition Program utilizes volunteers to provide two programs: 1) The Home Delivered Meals Program delivers meals to homebound Chandler residents and provides daily contact with a monitor/volunteer; 2) The Congregate Meal Program serves a daily meal at the Chandler Senior Center giving seniors an opportunity to engage in volunteer activities, form friendships and seek advice and referrals for other services.

Funds Expended: $130,000
Clients Served: 466 Chandler Seniors

Neighbors Who Care: Aging-in-Place

Neighbors Who Care provides transportation services to homebound and/or frail elderly residents for medical appointments and delivers meals in the evening. Clients have access to other services including friendly visitation, reassurance calling, minor home repair, personal business assistance, respite for family caregivers and a caregiver support group.

Funds Expended: $15,000
Clients Served: 260 Chandler Residents

Shoebox Ministry

Shoebox Ministry serves the homeless and working poor by providing a hygiene kit or special event item (such as the Holiday Sock Drive) when seeking assistance from a homeless shelter or agency. The hygiene kit consists of necessities such as shampoo, deodorant, toothpaste, washcloths, combs, etc., needed for good personal hygiene for those seeking employment opportunities.

Funds Expended: $6,000
Clients Served: 376 Chandler Residents

The Salvation Army: Chandler Financial Assistance

The Salvation Army Chandler Corps Financial Assistance program provides assistance to those who have encountered a financial crisis, which may hinder them in the ability to provide basic needs such as food, rent and/or utilities. At the Chandler location, individuals and families can receive a food box and vouchers for rental, utility or vision with appointments at participating optometrists.

Funds Expended: $40,000
Clients Served: 5,055 Chandler Residents

United Food Bank: Emergency and Supplemental Food Assistance Program

The United Food Bank is the only East Valley Regional Food Bank warehouse that provides partner agencies with food boxes and assistance, through a network of social service agencies serving youth, seniors and others in-need. United Food Bank focuses on meeting the critical needs of low-income, homeless, working poor and those residents in economic crisis.

Funds Expended: $27,500
Clients Served: Distributed 72,106 Food Boxes to 17 Chandler Agency Food Banks

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 programs for Chandler youth (ages 0-18). The Mayor and City Council are aware of the problems facing today's youth and are committed to funding a variety of programs that provide positive activities for Chandler youth of all ages. YEP funding is granted to a diverse group of nonprofit organizations located throughout the community. During 2010 -11, the City allocated $630,500 to 18 programs that served 24,365 youth and their families.

A New Leaf: EMPOWER Program - Chandler

The EMPOWER Program provides youth ages 14-18, who recently exited the foster care system, with services including housing, job training, transportation, mentoring, education, support groups and individualized caseworkers.

Funds Expended: $9,000
Clients Served: 14 Chandler Youth

A New Leaf- La Mesita Child & Youth Development Center

The 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.

Funds Expended: $11,000
Clients Served: 9 Chandler Youth

Association for Supportive Child Care: Chandler Phone Friend Program

The 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.

Funds Expended: $4,000
Clients Served: 2,152 Chandler Youth

Best Buddies Arizona: City of Chandler Friendship Program

The program provides opportunities for intellectually and developmentally-disabled students at Chandler and Hamilton High Schools to be matched with non-disabled peers for a year to form mentoring friendships. Peer Buddies are responsible for social interaction, homework help and other needs to assist the intellectually and developmentally-disabled students in becoming more successful during high school.

Funds Expended: $5,000
Clients Served: 163 Chandler Youth (Including 33 Disabled)

Boys & Girls Club: A Positive Place for Kids

The Teen Center provides character and leadership development, education, career development, health and life skills, the arts, sports, fitness, and recreation programs to at-risk teen, ages 13-18. Scholarships for youth and teens programs provide funding for low-income youth to attend sports leagues, field trips, summer and other vacation day camps that require a participation fee.

Funds Expended: $77,500
Clients Served: 549 Chandler Youth

Chandler Education Foundation: Chandler CARE Center

The Children's Clinic is a keystone component of the Chandler CARE Center and provides free acute care medical treatment, well-child check-ups, TB skin tests, immunizations, and sports physicals for uninsured Chandler youth, birth to 18 years old, from families with little or no income. Local doctors and hospitals donate their professional services on a scheduled rotating basis so there is no charge for basic medical services. Local dentists provide free dental screenings, radiographic imaging, sealants, dental cleanings and fluoride varnish treatment for children in partnership with CHW Foundation Building Blocks for Children program. Vouchers are provided for free prescriptions and medical lab tests and medical imaging services are provided by local business at greatly reduced rates.

Funds Expended: $195,000
Clients Served: 12,500 Chandler Youth

Child Crisis Center: Emergency Shelter

The program provides temporary shelter for children birth to 11 years of age during a crisis. Children may be placed in the shelter by their parents experiencing a crisis situation or when removed by Child Protective Services from their home. The facility provides a safe place for children to heal physically and emotionally and to receive needed services to overcome the trauma they have suffered.

Funds Expended: $5,000
Clients Served: 20 Chandler Youth

Child Crisis Center: Family Resource Center

The Family Resource Center provides more than 44 programs all with the goal of preventing child abuse and strengthening families. Some of the classes focus on parenting skills training, children's self-development, healthy relationships training, family anger management and military family support.

Funds Expended: $5,000
Clients Served: 80 Youth

Child Crisis Center: Foster Care and Adoption

The program provides education and resources to families interested in providing foster care or adopting children in the foster care system.

Funds Expended: $5,000
Clients Served: 36 Youth

CHW Foundation: Building Blocks for Children

CHW Children's Dental Clinic and Building Blocks Program is a collaborative partnership with Chandler Unified School District to provide dental services at the Chandler CARE Center. In addition to dental care, children from birth to 18 years of age will receive free preventative dental services including exams, professional cleaning, sealants, radiographic imaging, fluoride varnish and education. This unique partnership offers a holistic approach to health education, vision and hearing screenings, and referrals for hundreds of underserved and medically uninsured children.

Funds Expended: $65,600
Clients Served: 4,931 Chandler Youth

East Valley Jewish Community Center: Financial Assistance for Dual Earner & Single Parent Families

The program 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.

Funds Expended: $15,000
Clients Served: 70 Chandler Youth

Foundation for Blind Children: Sports, Habilitation, Art and Recreation Program (SHARP)

The program provides sports, activities and art and recreation programs specifically adapted for children with visual impairments.
School students, who participate in the program, meet specific academic, attendance and community service goals.

Funds Expended: $10,000
Clients Served: 3 Disabled Chandler Youth

ICAN: Out-of-School Time Prevention Programs

The program provides after-school care and activities for low-income youth residing in the downtown area. Programs and activities are focused on preventative measures to reduce substance abuse, promote gang prevention and eliminate violence.

Funds Expended: $105,000
Clients Served: 966 Chandler Youth

Junior Achievement of Arizona

JA BizTown teaches children concepts of business, economics, entrepreneurship, citizenship, character and ethics via classroom and hands-on simulation. Children learn basic money management skills such as having a checkbook, making deposits and withdrawals, spending and saving. In addition, students develop a resume, interview for a job, create business plans, elect a Mayor and learn about jobs available in BizTown. The classes culminate with a day-long simulation where students apply the skills learned.

Funds Expended: $15,000
Clients Served: 2,151 Chandler Youth

Recreation and Athletics for the Disabled (RAD): Payment Assistance for Individuals with Disabilities (PAID)
The program provides financial assistance for fees, equipment and uniform costs associated with participation in the City of Chandler's therapeutic programs for individuals with disabilities.

Funds Expended: $10,400
Clients Served: 83 Disabled Youth

Tempe/Kyrene Communities in Schools: Achievement & Character for Excellence Club (ACE)
The ACE Club at Aprende Middle School is a structured intervention program by a team of professionals who assist socially, emotionally and academically-challenged students. The program promotes success by addressing self-esteem issues, team concepts and study skill improvements while mentoring toward the goal of graduation.

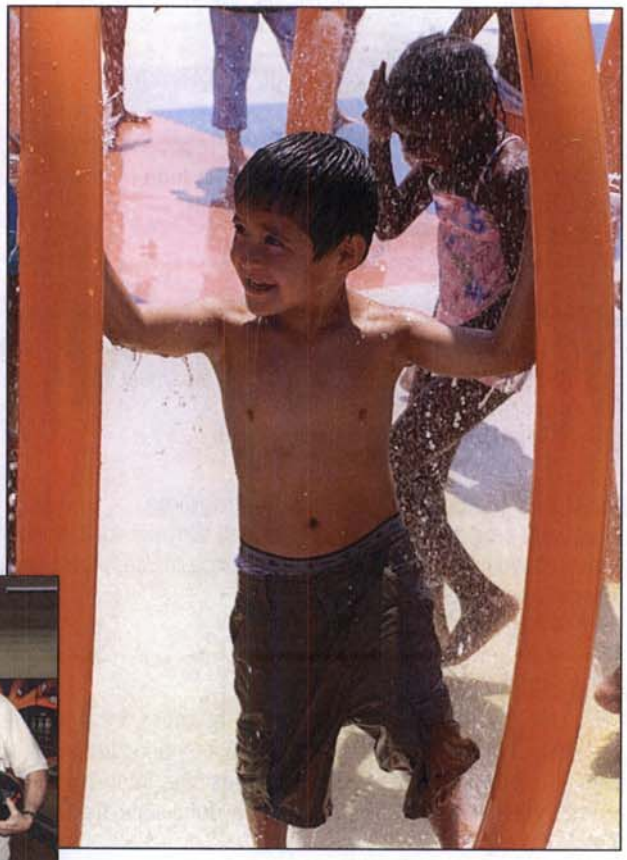
Funds Expended: $10,000
Clients Served: 38 Chandler Youth

Tempe/Kyrene Communities in Schools: Kyrene Family Resource Center
The 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.

Program Funds: $15,000
Clients Served: 522 Chandler Youth

The Salvation Army: After-School Day Camp
The program provides after-school, intersession and summer camp programs for low-income Chandler youth. The program provides assistance with homework, a hot meal, character building activities, recreational activities, music classes and art classes. The programs provide outreach to the youth and a support to their parents at no cost.

Program Funds: $10,000
Clients Served: 158 Chandler Youth



ACTS OF KINDNESS (AOK)

The Acts of Kindness program is funded through a voluntary $2.00 contribution on monthly utility bills and voluntary employee contributions. No funds are retained for administrative costs. Therefore, every dollar donated is contributed to the community to help individuals and families in need. Nonprofit agencies providing essential services such as food, shelter, clothing, medical services and transportation to Chandler low-income citizens are eligible to apply for Acts of Kindness program funds. During 2010-2011, the City allocated $62,716 to 6 programs that serve individuals and families in need.

Advocates for the Disabled: Chandler Disability Services

This program provides social workers to assist qualified low-income and/or homeless disabled persons (under the age of 65) with the process of applying for and proving their eligibility for government benefits. The process may require specific documentation, medical records and expert testimony. The program also provides ongoing case management to help clients with daily living needs, improve their quality of life and access a variety of community resources, including housing and transportation.

Funds Expended: $7,500
Client Served: 7 Disabled Chandler Residents

Alzheimer's Association: Chandler Alzheimer's Program

The Alzheimer's Association provides consultation to families which include individualized assessments, guidance on care options, interventions and resources, educational classes at the Chandler Senior Center and support groups at Chandler Regional Hospital to educate individuals and family members about Alzheimer's disease. The program maintains a 24/7 helpline to provide educational, emotional and caregiving support along with resource referral information.

Funds Expended: $5,000
Clients Served: 496 Chandler Residents

Chandler Public Library: Adult Literacy Program

The Adult Literacy Program uses trained volunteers to provide a variety of adult literacy programs consisting of small group language tutoring, facilitation of conversation groups, tutoring of adult basic education students and those seeking their GED and one-on-one assistance with both adults and children in the Library learning lab.

Funds Expended: $10,000
Clients Served: 757 Chandler Residents

Community Information & Referral: 2-1-1 - Arizona

This agency provides "2-1-1 Arizona", a 24-hour help hotline to connect people with services that provide basic resources such as food, shelter, employment and healthcare. The easy three digit code, in collaboration with an established resource database of health, human and emergency services, increases service availability awareness and the public's use of existing services.

Funds Expended: $10,216
Clients Served: 2,902 Chandler Residents

Matthew's Crossing Food Bank

Matthew's Crossing Food Bank has two programs: 1) The Emergency Food Box Program provides individuals and families in need with the opportunity to receive an Emergency Food Box each month, which are comprised of two grocery bags full of nutritionally balanced items to feed a family of four for up to three days; 2) The Supplemental Food Assistance program operates every Friday afternoon and provides up to 50 families one bag of non-perishable nutritionally balanced items. Non-food items, such as toiletries and diapers, are also distributed as needed when supplies permit.

Funds Expended: $10,000
Clients Served: 10,511 Chandler Residents

National Advocacy & Training Network – Support, Education, Empowerment & Directions (SEEDs) Program

SEEDs operates a transitional housing program whose target population is homeless, battered and/or sexually abused women in-recovery. They provide housing and supportive services including job training. Job search assistance, job-related education skills consisting of money management and mentoring is also provided.

Funds Expended: $20,000
Clients Served: 27 Chandler Residents

CITY OF CHANDLER NEIGHBORHOOD RESOURCES DIVISION

Housing and Human Services Commission

Sharon Rosner, Chairperson
Brigita Fody-Landstrom
Raleigh Grady
Francisco Heredia
Kris Kyllo
Natalie Krebs
Timothy Lewis
Justin Lisonbee
Scott Powell
Ann Stephani
Kelly Vickrey

Neighborhood Resources Division

235 South Arizona Avenue
Chandler, AZ 85225

Mailing Address:
Mail Stop 600
PO Box 4008
Chandler, AZ 85244-4008

Phone: 480-782-4320
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Chandler · Arizona
Where Values Make The Difference

Institutional Structure

The Neighborhood Resource Division includes the Code Enforcement section, the Neighborhood Programs section, Housing and Redevelopment section and Community Development section. The Housing and Redevelopment Division manages the City's Public Housing and Section 8 programs. The Neighborhood Resources Division includes the Diversity Office.

Neighborhood Resources staff are active members of the Chandler Nonprofit Coalition (CNPC), an ad-hoc coalition of local nonprofit leadership, that meets monthly to discuss local social service issues, share resources and provide collaborative opportunities.

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

City of Chandler Council

Jay Tibshraeny, Mayor

Trinity Donovan, Vice Mayor
Rick Heumann
Jack Sellers
Kevin Hartke
Matt Orlando
Jeff Weninger

City Manager
Rich Dlugas

City of Chandler Neighborhood Resources Division
Jennifer Morrison, Director

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ATTACHMENT 1 – CDBG PROGRAM CAPER REQUIREMENTS

HUD requires that all CDBG recipients provide an overview regarding results and impacts associated with the CDBG Program. A list of funded activities, expenditure progress and units of assistance can be found on page 10. The City measures 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 accomplishments tables in this CAPER detail the City's use of CDBG funds.

Nature and Reasons for Changes in the CDBG Program.
Chandler amends its housing and community development programs to utilize current funding to provide multiple programs to address current resident concerns. The 2010-2011 Action Plan was amended to include:

- The Voluntary Demolition Program was created to assist owners with demolishing vacant, dilapidated residential structures that are a blighting presence in the neighborhood.
- The establishment of a Land Bank Program in the NSP 1 target area includes the activities of acquisition and demolition of sub-standard, blighted structures. The ultimate purpose is site redevelopment and creation of on-site mixed-income housing opportunities.
- NSP 3 funding was allocated to:
  - ✓ The Chandler Community Land Trust Program- to increase the affordable housing stock for first time homebuyers.
  - ✓ A Down Payment Assistance Program- also for first time homebuyers.
  - ✓ Permanent Affordable Rental- to purchase and rehabilitate homes- that will provide permanent affordable rental housing for previously homeless and low income Chandler families.
  - ✓ The Chandler Land Bank Program- to acquire and demolish dilapidated, blighted units in a NSP Target Area.

Action Plan Leverage.
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 addressed the needs of more than 83,700 Chandler residents.

National Objectives Compliance.
All City CDBG projects meet the national objective of addressing issues for the provision of slum and blight or low-to-moderate income benefit.

Activities to Minimize Displacement.
The City works with all CDBG, HOME, ADDI and NSP funded programs and projects to identify alternatives to activities that may cause displacement. The City follows a written Residential Anti-Displacement and Relocation Assistance Plan. For example, the plan allows homebuyer assistance, a provision offered only to buyers who acquire homes that are vacant or are a voluntary sale by the owner-occupant.

Program Income.
See page 18 for a full description.

Areas of Minority Concentration.
See page 8 for a full description.

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

ATTACHMENT 2 – SELF-EVALUATION

The Five-Year Consolidated Plan and Consolidated Annual Performance Report (CAPER) documents are designed to assist officials, staff and citizens in capturing the larger picture of how a 3 to 5 year plan for housing and community development-related programs are effective in collectively solving neighborhood and community problems. Moving beyond the compilation of program outputs, the Consolidated Plan and CAPER are focused and results-driven. The program outputs allow the community to assess progress based on priority needs and specific objectives identified in the Five Year Plan and Annual Action Plan. This self-evaluation answers important questions asked by HUD to ensure that the community's vision becomes a reality.

Are the activities and strategies making an impact on identified needs?
The output/outcome measurement system assists in quantifying the impact made by the CDBG, HOME, ADDI, NSP and HPRP funded activities. Specific accomplishments are described in the CAPER narrative and CAPER tables.

City staff works to create positive relationships that ensure organizations successfully implement the projects and programs. Projects funded by the City are visible through their positive impact on low-income neighborhoods and target areas.

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

- The State budget crisis has impacted the amount of revenue received by the City.
- Unfunded mandates create a strain on existing dollars.
- While national models for programs exist, many are not appropriate to Chandler.
- Nonprofit agency partners have been facing escalating demand for services at the same time donations have declined.
- 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 affected nonprofits' ability to fund raise and to create or maintain new programs.
- There is lack of new Section – 8 Vouchers to implement a Housing First Initiative for homeless individuals and families.

What is the status of grant programs?

- Staff is able to keep most projects on schedule, consistently exceeding annual CDBG expenditure requirements.
- The City's Policy and Procedure manual for CDBG, HOME and NSP funded activities was completely revised and updated.
- The City's funding application and allocation process was completely revised with new funding priorities, application forms and review committee structure. These changes have created a more results-oriented funding application and allocation process.

Are any activities or types of activities falling behind schedule?
Chandler's Housing Rehabilitation program has been slow to expend funds due to staffing issues and the program requirement obligating applicants have at least 10% equity in their home after adding the value of the rehabilitation work to their current mortgage balance. New guidelines are being developed to make the program more accessible to low- and moderate-income Chandler homeowners.

Are grant disbursements timely?
Yes. The City's CDBG expenditure ratio was 1.42 on April 30, 2011, the HUD expenditure deadline. This is over $120,000 below than the maximum ratio of 1.5.

Are major goals on target?
The City is on target with most goals and had a significant number of community development, homelessness and foreclosure-prevention and stabilization accomplishments during 2010 -11.

What adjustments or improvements to strategies and activities might meet your needs more effectively?
The City works with neighborhoods, local and regional organizations to address local needs. To improve effectiveness, the City has identified the following adjustments and improvements:

- Continue to assess and revise the City's application, allocation and evaluation processes to identify methods to increase efficiency while addressing the growing demand for services during this time of reduced resources.
- Continue to review existing priority needs and revise them as needed to ensure the current highest priority needs are addressed.
- Complete an analysis of existing infrastructure systems in CDBG eligible areas to identify potential future investment needs.
- Coordinate blight elimination efforts in low-to-moderate income areas with key staff to maximize interdepartmental neighborhood improvements.

ATTACHMENT 3 – HUD PR26 REPORT

PR 26 - CDBG Financial Summary Report – Chandler, AZ - Program Year 2010-2011

PART I: SUMMARY OF CDBG RESOURCES	
01 UNEXPENDED CDBG FUNDS AT END OF PREVIOUS PROGRAM YEAR	1,480,688.18
02 ENTITLEMENT GRANT	1,521,811.00
03 SURPLUS URBAN RENEWAL	0
04 SECTION 108 GUARANTEED LOAN FUNDS	0
05 CURRENT YEAR PROGRAM INCOME	18,825.92
06 RETURNS	0
07 ADJUSTMENT TO COMPUTE TOTAL AVAILABLE	0
08 TOTAL AVAILABLE (SUM, LINES 01-07)	3,021,325.10
09 DISBURSEMENTS OTHER THAN SECTION 108 REPAYMENTS AND PLANNING/ADMINISTRATION	1,246,864.23
10 ADJUSTMENT TO COMPUTE TOTAL AMOUNT SUBJECT TO LOW/MOD BENEFIT	0
11 AMOUNT SUBJECT TO LOW/MOD BENEFIT (LINE 09 + LINE 10)	1,246,864.23
12 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	290,518.06
13 DISBURSED IN IDIS FOR SECTION 108 REPAYMENTS	0
14 ADJUSTMENT TO COMPUTE TOTAL EXPENDITURES	0
15 TOTAL EXPENDITURES (SUM, LINES 11-14)	1,537,382.29
16 UNEXPENDED BALANCE (LINE 08 - LINE 15)	1,483,942.81
PART III: LOWMOD BENEFIT THIS REPORTING PERIOD	
17 EXPENDED FOR LOW/MOD HOUSING IN SPECIAL AREAS	0
18 EXPENDED FOR LOW/MOD MULTI-UNIT HOUSING	0
19 DISBURSED FOR OTHER LOW/MOD ACTIVITIES	1,243,364.23
20 ADJUSTMENT TO COMPUTE TOTAL LOW/MOD CREDIT	0
21 TOTAL LOW/MOD CREDIT (SUM, LINES 17-20)	1,243,364.23
22 PERCENT LOW/MOD CREDIT (LINE 21/LINE 11)	99.72%
LOW/MOD BENEFIT FOR MULTI-YEAR CERTIFICATIONS	
23 PROGRAM YEARS(PY) COVERED IN CERTIFICATION	
24 CUMULATIVE NET EXPENDITURES SUBJECT TO LOW/MOD BENEFIT CALCULATION	0
25 CUMULATIVE EXPENDITURES BENEFITING LOW/MOD PERSONS	0
26 PERCENT BENEFIT TO LOW/MOD PERSONS (LINE 25/LINE 24)	0.00%
PART IV: PUBLIC SERVICE (PS) CAP CALCULATIONS	
27 DISBURSED IN IDIS FOR PUBLIC SERVICES	221,931.12
28 PS UNLIQUIDATED OBLIGATIONS AT END OF CURRENT PROGRAM YEAR	0
29 PS UNLIQUIDATED OBLIGATIONS AT END OF PREVIOUS PROGRAM YEAR	0
30 ADJUSTMENT TO COMPUTE TOTAL PS OBLIGATIONS	0
31 TOTAL PS OBLIGATIONS (LINE 27 + LINE 28 - LINE 29 + LINE 30)	221,931.12
32 ENTITLEMENT GRANT	1,521,811.00
33 PRIOR YEAR PROGRAM INCOME	13,793.05
34 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PS CAP	0
35 TOTAL SUBJECT TO PS CAP (SUM, LINES 32-34)	1,535,604.05
36 PERCENT FUNDS OBLIGATED FOR PS ACTIVITIES (LINE 31/LINE 35)	14.45%
PART V: PLANNING AND ADMINISTRATION (PA) CAP	
37 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	290,518.06
38 PA UNLIQUIDATED OBLIGATIONS AT END OF CURRENT PROGRAM YEAR	0
39 PA UNLIQUIDATED OBLIGATIONS AT END OF PREVIOUS PROGRAM YEAR	0
40 ADJUSTMENT TO COMPUTE TOTAL PA OBLIGATIONS	0
41 TOTAL PA OBLIGATIONS (LINE 37 + LINE 38 - LINE 39 +LINE 40)	290,518.06
42 ENTITLEMENT GRANT	1,521,811.00
43 CURRENT YEAR PROGRAM INCOME	18,825.92
44 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PA CAP	0
45 TOTAL SUBJECT TO PA CAP (SUM, LINES 42-44)	1,540,636.92
46 PERCENT FUNDS OBLIGATED FOR PA ACTIVITIES (LINE 41/LINE 45)	18.86%

ATTACHMENT 4 – PUBLIC COMMENTS

September 8, 2011
City of Chandler Council Meeting – Public Hearing
175 S. Arizona Avenue, Chandler, AZ 85225

- **No Comments**

September 14, 2011
Housing and Human Services Commission Meeting – Public Hearing
235 S. Arizona Avenue, Chandler, AZ 85225

- **Comments and the City of Chandler's Response**

1) CAPER is very well done, and thorough. Very high quality, job well done.
   - Housing and Human Services Commission

2) Commissioner Kelly Vickrey requested clarification regarding the project status and eligibility criteria for the Chandler Voluntary Demolition Program. A status report was given by the Neighborhood Resources Director, Jennifer Morrison. Staff reported that the City of Chandler is currently working with 5 properties. The vacant, blighted properties are in the program process. The program process includes an environmental assessment, abatement (if necessary) and demolition. The City of Chandler actively encourages owners with eligible properties to participate in this program. The Chandler Voluntary Demolition Program requires a 25% match from participating property owners.

3) Commissioner Brigita Fody-Landstrom commented on the wonderful photos throughout the CAPER document, particularly a photo regarding Project Connect. Juilian Hardy and Leah Powell, Community Resources and Division Manager reported that approximately 330 persons were assisted through the one-day event including children and 55 homeless persons. Project Connect partnered with the United Way and other service providers such as medical and social service agencies to assist homeless and low-to-moderate residents by answering questions and/or concerns regarding the broad range of social services available within the City of Chandler to facilitate the event. In addition, Project Connect identified and provided hydration stations for the homeless in Chandler and throughout the metro area throughout the summer months.