10

SEP 27 2012

Chandler

All-America City

2010

Chandler · Arizona
Where Values Make The Difference

MEMORANDUM NEIGHBORHOOD RESOURCES COUNCIL MEMO NO. NR12-032

DATE: SEPTEMBER 14, 2012

TO: MAYOR AND MEMBERS OF THE CITY COUNCIL

THRU: RICH DLUGAS, CITY MANAGER RD
JEFF CLARK, FIRE CHIEF

FROM: JENNIFER MORRISON, NEIGHBORHOOD RESOURCES DIRECTOR

SUBJECT: RESOLUTION NO. 4631 APPROVING THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER) FOR THE FISCAL YEAR 2011-2012 AND AUTHORIZING THE CITY MANAGER OR HIS DESIGNEE TO EXECUTE AND SUBMIT THE CAPER TO THE UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

RECOMMENDATION: Approval of Resolution No. 4631 approving the Consolidated Annual Performance and Evaluation Report (CAPER) for the fiscal year 2011-2012 and authorizing the City Manager or his designee to execute and submit the CAPER to the United States Department of Housing and Urban Development

BACKGROUND: Each year the City of Chandler is required to evaluate the programs funded by the United States Department of Housing and Urban Development (HUD) and publish the results in a CAPER. The CAPER describes federally-funded activities occurring during the most recent fiscal year and reports on Chandler's success meeting the priority needs, goals and strategies described in the City's 2010-2014 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 a public hearing at a Chandler City Council meeting. The public hearing for the fiscal year 2011-2012 CAPER was held at the Chandler City Council meeting on August 16, 2012.

DISCUSSION: The fiscal year 2011-2012 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, the American Dream Downpayment Initiative, Neighborhood Stabilization Programs, Homeless Prevention and Rapid Re-Housing Program and Community Development Block Grant Recovery Program.

In addition to the federally-funded programs, the City also reports on those social service programs funded annually with the City's General Fund dollars. The funding of programs by the General Fund serves to significantly leverage the City's federally-funded programs to expand the services provided to Chandler residents.

FINANCIAL IMPLICATIONS: All costs associated with the programs reported in the CAPER are funded by the United States Department of Housing and Urban Development, with the exception of the social service programs funded by the City's General Fund.

PROPOSED MOTION: Approval of Resolution No. 4631 approving the Consolidated Annual Performance and Evaluation Report (CAPER) for the fiscal year 2011-2012 and authorizing the City Manager or his designee to execute and submit the CAPER to the United States Department of Housing and Urban Development.

Attachments: Resolution 4631
Fiscal Year 2011-2012 Chandler Consolidated Annual Performance and Evaluation Report

RESOLUTION NO. 4631

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CHANDLER, ARIZONA APPROVING THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER) FOR THE FISCAL YEAR 2011-2012 AND AUTHORIZING THE CITY MANAGER OR HIS DESIGNEE TO EXECUTE AND SUBMIT THE CAPER TO THE UNITED STATES DEPARTEMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, as a prerequisite for receiving Community Development Block Grant (CDBG) funding for program year 2011-2012, 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, the City 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 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, 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 Mayor and City Council of the City of Chandler, Arizona, this 27th day of September 2012.

ATTEST:

_____ _____

CITY CLERK MAYOR

CERTIFICATION

I HEREBY CERTIFY that the above foregoing Resolution No. 4631 was duly passed and adopted by the City Council of the City of Chandler, Arizona at a regular meeting held on the _____day of _____, 2012, and that a quorum was present thereat.

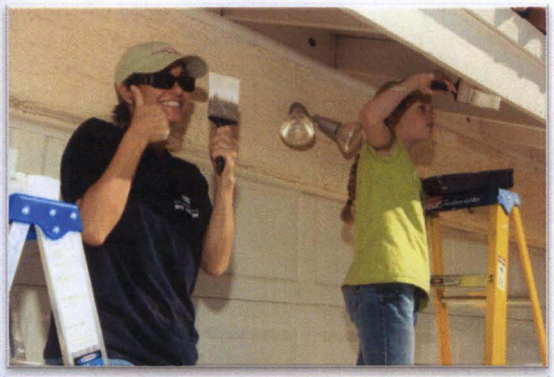
APPROVED AS TO FORM:

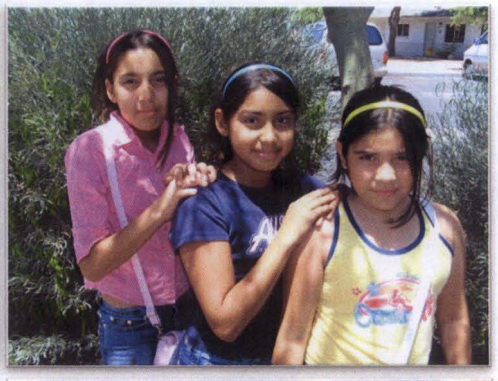
_____ _____

CITY ATTORNEY GAB CITY CLERK

CITY OF CHANDLER

2011 – 2012 Consolidated Annual Performance and Evaluation Report (CAPER)





Chandler • Arizona

CITY OF CHANDLER
2011 – 2012 Consolidated Annual Performance and Evaluation Report

Mission

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

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

Chandler · Arizona

What is the Consolidated Annual Performance and Evaluation Report (CAPER)?

As a recipient of federal funds from the U.S. 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.

FY 2011-2012 saw an increased focus on improving neighborhoods in the City of Chandler's low to moderate-income census tracts through the implementation of Community Development Block Grant (CDBG), Home Investment Partnership Program (HOME), and Neighborhood Stabilization Program (NSP) funded activities. CDBG funds were used to improve aging infrastructure through projects such as the installation of energy efficient street lights which significantly improved lighting quality in a broad CDBG designated area affecting several neighborhoods. Additionally, the CDBG funded Blight Elimination Program established a process to market the availability of federally funded rehabilitation programs to homeowners who are faced with code violations The CDBG funded Blight Elimination Program also provided an option for owners of blighted properties in Chandler's low-mod Census Tracts. Efforts resulted in the demolition and removal of five vacant dilapidated structures in those neighborhoods. Simultaneously, HOME and NSP funds facilitated the acquisition, rehabilitation and resale of twelve homes to first time homebuyers in a number of these same areas, which served to continue stabilization and revitalization.

Chandler neighborhoods continue to benefit from the efforts of Mayor Tibshraeny and the City Council who support neighborhood improvement programs such as the expansion of the Traditional Neighborhood Academy and the implementation of "Neighborhood Connect", the first on-line community meeting for neighborhoods. 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.

Table of Contents

Executive Summary	2
Housing	3
CDBG Public Services – Homelessness	4
CDBG Public Services & Anti-Poverty Activity	6
Geographic Distribution of Activities	8
CDBG Funding and Outcomes Table	10
Homelessness Funding & Outcomes Table	11
Fair Housing Activity	12
Lead-based Paint Activity	12
Minority/Women Owned Business Outreach	12
Monitoring	13
Citizen Participation and Public Comments	13
Regulatory Barriers Activity	13
Performance Measurements	14
Program Income	19
Recovery Act Programs	20
Social Services Fund (SSF)	22
Youth Enhancement Program (YEP)	23
Acts of Kindness (AOK)	27
Institutional Structure & Coordination	28
Attachment 1 - CDBG CAPER Requirements	29
Attachment 2 – Self-Evaluation	30
Attachment 3 – HUD PR26 Report	31
Attachment 4 – Public Comments	32

2011 Program Year CAPER Resources	
Entitlement Programs	
Community Development Block Grant (CDBG 2011)	$1,269,874
HOME (2011 through an agreement with Maricopa County)	$ 384,159
Public Housing Programs	
Section 8 Housing Choice Voucher Program	$4,751,367
Public Housing Program	$1,296,008
Public Housing Capital Funds	$ 425,520
Competitive and Stimulus Programs- Balance Available on July 1, 2011	
Community Development Block Grant – Recovery (CDBG-R)	$ 51,402
Neighborhood Stabilization Program 1 (NSP 1)	$ 575,313
Neighborhood Stabilization Program 3 (NSP 3)	$1,332,011
Homeless Prevention and Rapid Re-housing Program	$ 77,804
Local Resources and Leverage	
CDBG Program Income	$14,250
HOME Program Income	$37,493
Acts of Kindness (AOK)	$ 63,049
Social Service Funds (SSF)	$428,965
Youth Enhancement Program (YEP)	$ 638,938
Veterans Transportation	$10,000
Total Leverage	$1,192,695
Total Resources Available	
Total Available	$11,356,153

EXECUTIVE SUMMARY

HOUSING

- Provided emergency home repairs for 70 low and moderate-income homeowners through a CDBG-funded nonprofit-managed program.
- Twelve first-time buyers bought homes assisted through the NSP1, and HOME funded Chandler Community Land Trust Program.
- Provided HOME and CDBG-funded housing rehabilitation for single family homeowners which resulted in: exterior improvements for 9 homes; moderate rehabilitation for 7 homes and ADA accessibility modifications for 2 households, improving the home's livability for their disabled occupants.
- Made improvements to Chandler Public Housing Stock, using CDBG funds that benefitted 56 families occupying Public Housing Units.

HOUSING AFFORDABILITY

- Provided Housing Choice Vouchers for 487 households.
- Operated 303 units of affordable public housing.
- Partnered with Newtown Community Development Corporation on the delivery of housing counseling and foreclosure prevention services in City offices, as well as the provision of 19 first time homebuyer classes for 289 participants.

NON-HOUSING COMMUNITY DEVELOPMENT

- Finalized Phase I of CDBG-funded street light upgrade resulting in the installation of 685 brighter, more energy efficient lights and a safer environment for low to moderate-income neighborhoods.
- Tracked progress of Chandler Christian Community Center's building expansion to increase food storage capability and operational space.
- Code Enforcement inspected 832 properties for blight in CDBG areas. 247 code enforcement cases were opened under the Blight Elimination Program. 23 vacant deteriorating structures were boarded and secured in low to moderate-income areas. Code also implemented the Voluntary Demolition Program, eliminating 5 vacant blighted structures.

HOMELESSNESS

- CDBG and Social Service Funding provided 18,897 bed nights of shelter for the homeless.
- CDBG, Social Service Funding and Youth Enhancement Program funding provided 6,125 bed nights of shelter for domestic violence victims.
- Social Service Funding provided referrals for 5,971 individuals.
- CDBG funds provided funds to 7 emergency and transitional shelter programs. These programs assisted 485 homeless individuals, families and victims of domestic violence.
- Collaborated on the MAG Homeless Committee regarding the Homeless Street Count, participated in the Project Connect event in July 2011, and hydration stations throughout the summer months.
- Through For Our City, a collaboration of local government, non-profits and faith-based organizations, developed the Chandler Homeless Advocacy Team to partner on programs that assist Chandler's homeless population.

SPECIAL POPULATIONS

- CDBG funds supported a program that provided 519 individuals with crisis care and medical detoxification in a substance abuse emergency.
- General Fund resources, funded:
  - ✓ Three programs that provided 57 victims of domestic violence with shelter and supportive services that allowed them to gain self-sufficiency.
  - ✓ Seven programs that provided 1,134 disabled youth and adults with various services.
  - ✓ Four programs that provided 883 seniors with assistance to meet their basic needs, including food, clothing and transportation.

ANTI-POVERTY AND HUMAN SERVICES

- Provided funds to assist 1,175 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 487 youth participating in this program.
- Provided 202 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 88 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 22 low-income Chandler residents through Community Legal Services.

LOCAL / LEVERAGE RESOURCES

- The Acts of Kindness program collected voluntary donations through the City of Chandler utility bill program and employee donations. The program allocated funds to 7 programs that collectively served 4,923 Chandler residents.
- The Social Services Fund committed funds to 14 programs that collectively served over 58,585 Chandler residents.
- The Youth Enhancement Program committed funds to 23 programs that served 36,011 youth and their families.
- The Veterans Transportation program committed funds to one agency that served our disabled and low-income military veterans and their families.
- Code Enforcement used General Funds to remove graffiti from nearly 2,000 locations within the City of Chandler. Other efforts included addressing 16 neighborhood nuisance cases such as dead tree removal and removing weeds. Nine property owners complied by abating these issues.

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 144 Low and Moderate-income Households with Housing Rehabilitation, Emergency Home Repair Assistance and Public Housing improvements.

The City utilized CDBG and HOME funds for substantial housing rehabilitation, exterior improvements, ADA accessibility modifications, emergency home repair services and rehabilitation for public housing stock. These programs are operated by the City of Chandler with the exception of the Emergency Home Repair program.

- 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 was operated by a local non-profit.
- Chandler's Public Housing Section made exterior improvements at various public housing sites including bathroom upgrades and sewer clean-outs.

Accomplishments Housing Units	0-30% Very Low	31-50% Low	51-80% Moderate	$ Spent
CDBG				
Housing Rehab				$62,728
Exterior Improvements		4	5	$176,457
Home Modifications- ADA	2			$21,058
Emergency Home Repair	42	28		$249,700
Public Housing Improvements	36	4	16	$252,926
HOME				
Housing Rehab	1	1	5	$311,027
Total	81	37	26	$1,073,896

First-Time Homebuyer Programs

Newtown Community Development Corporation provided first-time homebuyer programs utilizing Neighborhood Stabilization Program (NSP) and HOME 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.
- Down Payment Assistance (DPA): $10,000 in NSP funds provided 1 homebuyer with the additional financial assistance needed to ensure home affordability.

Accomplishments	31-50% Low	51-80% Moderate	$ Spent
Land Trust, NSP 1		6	*$502,767
Land Trust, HOME	2	4	*$411,628
DPA, NSP 1		1*	$10,000
Total	2	10	$924,395

* Represents a homebuyer that also participated in Newtown's Community Land Trust program and is included in the number served under the Accomplishments category of Land Trust HOME.

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 487 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.

2011 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	156	129	18	1	3	3	2
Hispanic/Latino	73	73	-	-	-	-	-

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 15 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 32 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 an estimated 225 homeless Chandler adults 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 32 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 10 homeless individuals.

2010 Homeless Goals & Accomplishments

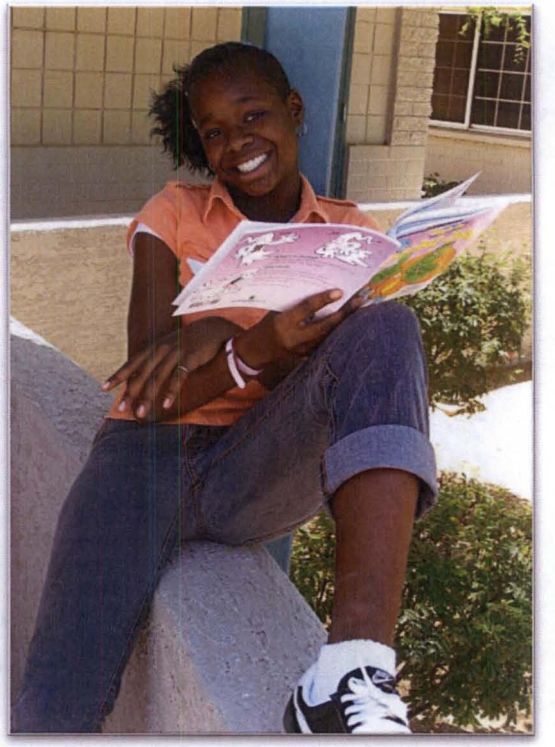
The City of Chandler made significant progress in addressing homeless goals. Chandler's success is reflected in the following:

- 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 MAG Continuum of Care activities to serve the homeless including the Chandler Project Connect event in July, 2011, 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.
- Collaborated with MAG Homeless Committee on analyzing, revising, and improving future Homeless Street Counts.
- Partnered with the faith-based community, homeless advocates, service providers and other volunteers to create the Chandler Homeless Advocacy Team (CHAT) to combine resources in order to offer additional services to Chandler's homeless population.

PUBLIC SERVICES ACTIVITIES/NON HOMELESSNESS AND SPECIAL POPULATIONS

CDBG Public Services – Non Homeless and Special Populations

During the 2011-12 Program Year, the City allocated 15% 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 3 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 487 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 staff to provide programming and activities. An annual Family Fun Fest was one of those activities – providing residents an opportunity to meet their neighbors. Additionally, field trips to local points of interest, special site events, youth team sports and arts and crafts were provided which enhanced recreation services.
- **Community Legal Services** – Legal Advocacy for Low-Income Chandler Residents provided free legal advice. Attorneys and legal advocates worked to resolve civil legal problems for 631 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 Inc.'s (CBI)** – Mobile outreach program provided call responses from Chandler's police and fire department, 24 hours a day, 7 days a week. CBI's mobile outreach team, including an EMT and a peer support specialist who responded to each call and attempted to engage and assess the participant. Assessment results were discussed with a Triage RN at CBI's facility to determine if the patient should be transported. 443 patients were transported to CBI's new Access Point /Transition Point facilities which opened in March, 2012. Both facilities provide 24/7 support for individuals experiencing a behavioral health crisis and helps individuals who need more than 23-hour crisis stabilization. Access Point provides a front door to the behavioral health system offering assessment for on-going services, brief intervention and coordination of care through contracted network providers. Transition Point provides level III time – limited residential stays of 3 to 5 days for individual adults who need targeted overnight support, medical detoxification or planning for transition back to the community.

2011 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.

The City of Chandler participated in the Chandler Project Connect event in July, 2011 held at Chandler Christian Church. The project focused on people experiencing homelessness and those at risk of homelessness by providing meals, basic needs, and social service resources such as birth certificates, and access to apply for food stamps, disability, veterans, and medical benefits. There were 253 people in attendance, with 80 children represented not in attendance, and 55 people were identified as Chandler residents.

Addressing the Needs of Poverty-Level Households

In addition to CDBG-funded activities, the City endorsed several actions to address obstacles toward meeting the needs of poverty-level households. 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 47 volunteers who donated 2,130 hours and assisted more than1,175 residents in filing their tax returns which resulted in $1,412,305 in refunds.

Under a Mayor's initiative, Neighborhood Services staff facilitated the development of the Traditional Neighborhood Academy, part of a planning process which expanded leadership training for non-HOA neighborhoods, previously, available only for HOA neighborhoods. Non-HOA neighborhood leaders were connected with resources to enhance community livability. In addition, the City requested that the non-profit Live Love serve as mentors to these leaders. As a result, on Live Love Day, April 21, 2012, more than 800 volunteers completed 110 projects in Traditional Neighborhoods, many of which are located in Chandler low to moderate-income census tracts. Projects on Live Love Day included neighborhood cleanups, exterior painting of residences, landscape installation and maintenance.

Additional human services activities and programs are described on pages 22 through 27. 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 Prevention and Housing Counseling Efforts

The City of Chandler and Newtown continued their partnership to provide foreclosure prevention counseling through Newtown's certified counselors in FY 2011-2012. Each Wednesday a counselor from Newtown holds office hours in the Neighborhood Resources Office in Chandler to meet with individuals facing foreclosure. In addition, Newtown meets with their first time homebuyer clients in the City's office space to provide enhanced customer service to their clients.

CDBG Program Expenditure Summary

FY 2011-12 Entitlement	FY 2011-12 Program Income	Prior Year Balance	FY 2011-12 Total Revenue	Expenditures	Balance
$ 1,269,874	$ 14,250	$ 1,483,943	$2,768,067	$ 1,680,637	$1,087,430

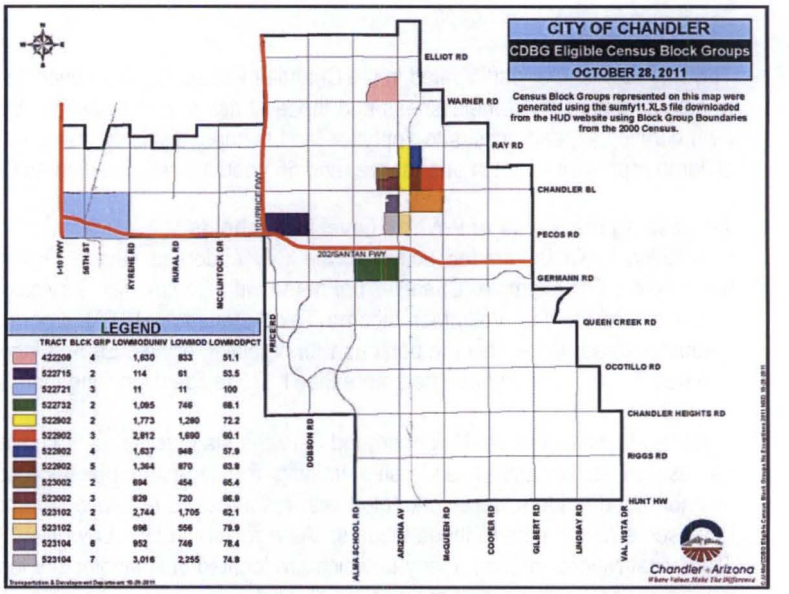
GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

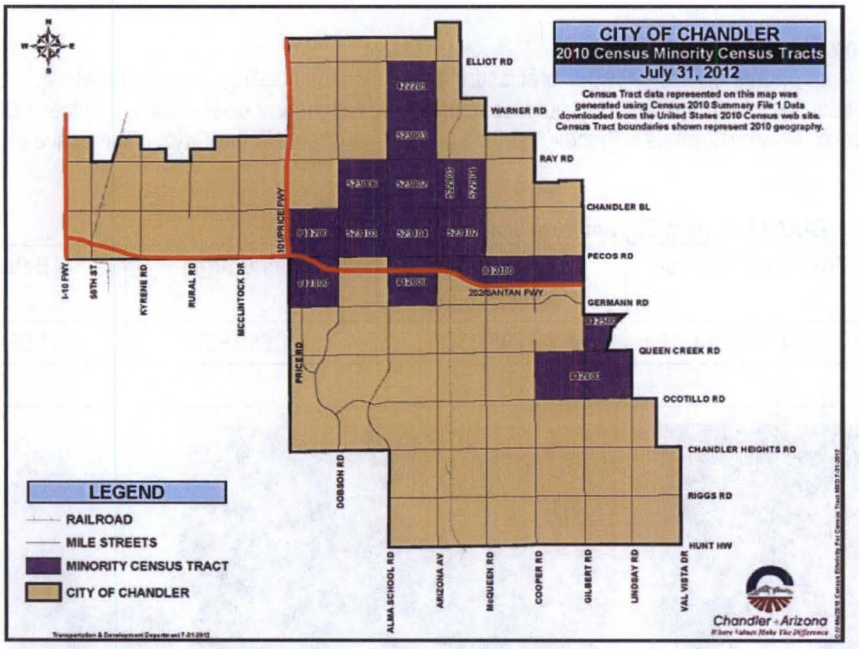
Community Development Target Areas

There are fourteen 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.

- 19,367 households reside in these target areas.
- 57% of the people are Hispanic or Latino.
- 48% of the people are minorities, and may also be Hispanic or Latino.
- 70% of households are low or moderate-income.

During 2011-2012, the Moderate 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 2010 Census, the total percentage of minorities as a whole is 26.7%. Consequently, those areas with a minority population of more than 29.37% are areas of minority concentration in Chandler. According to the 2010 Census, 15 Census Tracts meet the definition of areas of minority concentration. A portion of eight of the fifteen Census Tracts are areas where at least 51% of the population is predominantly low to moderate-income.

GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

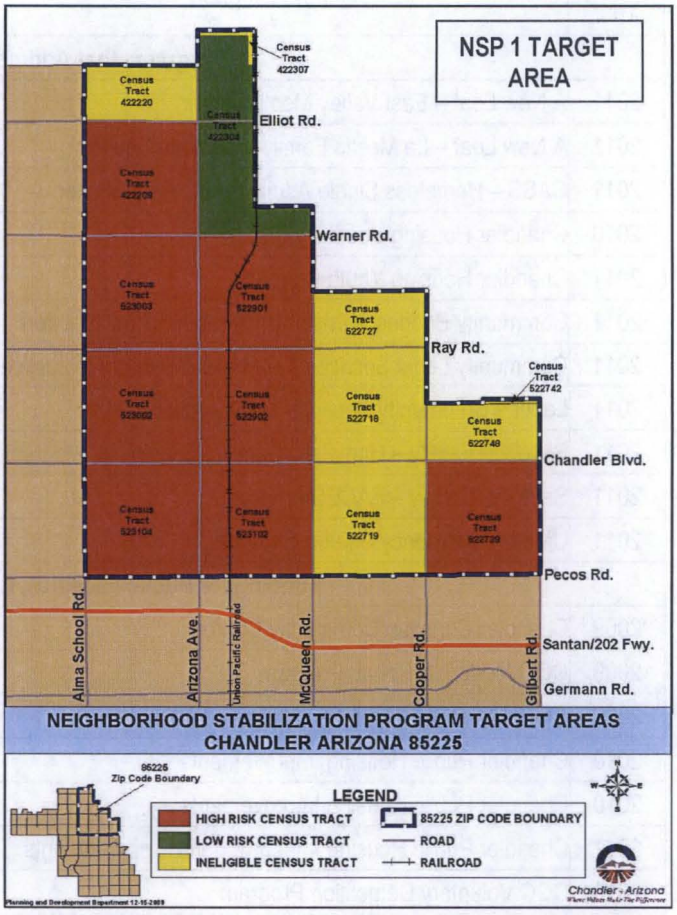
NSP 1 Target Area

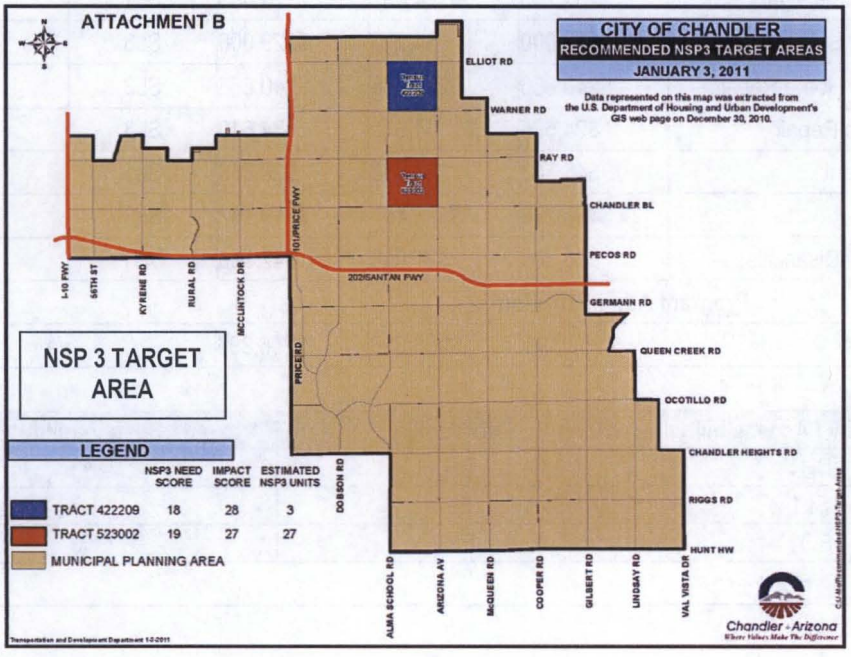
The Target Area for NSP 1 was quite broad including most of Chandler's 85225 zip code. The NSP 1 Target Area map illustrates that most of this area is identified as a high-risk. NSP 1 funds used specifically in this area resulted in a total investment of more than $2 million in funds through June, 2012. The funds were used by nonprofit organizations to purchase and rehabilitate foreclosed homes.

Since the program's inception, 6 homes were purchased by Affordable Rental Movement (ARM) of Save the Family. These homes have been made available to working poor families. The homes are managed by ARM, providing long-term stability for the neighborhoods where the homes are located.

Six 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 service the affordability of these units through a ground lease for a 99-year period.

Both of these programs purchased vacant, foreclosed homes that were a blight within the community and revitalized the homes into housing that will enhance long-term neighborhood stability.





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 Newtown's Acquisition/Rehabilitation/Resale Community Land Trust program as well as a Homebuyer Assistance program for first-time homebuyers. Save the Family's Affordable Rental Movement will purchase vacant foreclosed properties located within a small target area for redevelopment that will create new rental housing units.

TABLE 1 - CDBG FUNDING AND OUTCOMES - FY 2011

Program Year	Agency / Program	Funding Available	Spent in FY 2011	Total Spent	HUD Outcome	Persons Assisted
	Programs that Address Basic Needs (Public Services)					
2011	A New Leaf – East Valley Men's Center	$40,490	$40,490	$40,490	DH3	15
2011	A New Leaf – La Mesita Family Homeless Shelter	$15,720	$15,720	$15,720	DH3	31
2011	CASS – Homeless Single Adults Emergency Shelter	$23,818	$23,818	$23,818	DH3	225
2010	Chandler Housing Youth Program	$45,000	$2,756	$45,000	SL1	---
2011	Chandler Housing Youth Program	$20,987	$20,987	$20,987	SL1	487
2011	Community Bridges – Crisis Stabilization& Peer Support	$11,433	$11,433	$11,433	SL3	443
2011	Community Legal Services – Removing Barriers to Justice	$8,098	$8,098	$8,098	SL1	631
2011	Labor's Community Services Transitional Housing	$7,003	$7,003	$7,003	DH3	13
2011	Save the Family – Homeless Family Intervention Program	$42,631	$40,187	$40,187	DH3	32
2011	Save the Family – FACES Program	$9,527	$9,527	$9,527	DH3	32
2011	UMOM Emergency Shelter Chandler	$ 9,527	$9,527	$9,527	DH3	10
	Funding for Public Facilities, Housing and Neighborhood Improvements					
2009	Chandler Christian Community Center	$396,309	$198,066	$228,677	SL1	---
2009	COC Moderate Rehab Program	$108,067	$62,728	$102,212	DH3	16
2009	Chandler Public Housing Improvements	$211,552	$14,987	$211,552	DH3	2
2010	Chandler Public Housing Improvements	$200,000	$111,473	$200,000	DH3	14
2010	Chandler Public Housing Improvements	$190,000	$44,468	$190,000	DH3	7
2011	Chandler Public Housing Interior/Exterior Improvements	$185,414	$81,998	$81,998	DH3	33
2010	COC Voluntary Demolition Program	$140,000	$59,012	$62,512	SL1	5
2011	COC Neighborhood Resources –Code Blight Elimination	$231,768	$37,403	$37,403	SL1	---
2011	COC Transportation & Development - Street lights	$231,768	$174,493	$174,493	SL1	---
2010	Community Services of AZ – Emergency Home Repair	$329,000	$4,223	$329,000	SL3	----
2011	Community Services of AZ – Emergency Home Repair	$240,866	$240,866	$240,866	SL3	70
2011	Habitat for Humanity – Emergency Home Repair	$24,505	$4,610	$4,610	SL3	---
2009	East Valley Family JCC Floor Replacement	$46,383	$2,852	$28,883	SL1	----
2010	Exterior Home Improvement Program	$439,278	$176,457	$219,757	SL3	21
2010	Home Modification Program – Persons w/Disabilities	$96,304	$21,058	$42,588	DH1	4
	Program Administration					
2011	Chandler Program Administration	$ 256,396	$256,396	$256,396	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 2011/12 Expenditures	Outcome/ People Served
A New Leaf – East Valley Men's Center	Homeless Single Adult Males	Emergency	CDBG	$15,720	15
A New Leaf – La Mesita Homeless Shelter	Homeless Families	Emergency	CDBG	$40,490	31
Central Arizona Shelter Services – Adult Shelter	Homeless Single Adult Males	Emergency	CDBG	$23,818	225
Community Bridges	Homeless Men and Women – Medical Detox	Supportive	CDBG	$7,003	443
Community Legal Services	Homeless Men, Women & Families – Public Benefit Representation	Supportive	CDBG	$11,433	631
Labor's Community Service Agency	Homeless Families	Transitional	CDBG	$40,187	13
Save the Family	Homeless Families Intervention	Transitional	CDBG	$9,527	32
Save the Family	FACES Program	Emergency	CDBG	$9,527	32
UMOM New Day Care Center	Homeless Families	Emergency	CDBG	$8,098	10
A New Leaf - EMPOWER	Foster Youth – 14 & Older	Re-housing	HPRP	$20,721	14
A New Leaf – East Valley Men's Center	Homeless Single Adult Males	Re-Housing	HPRP	$20,857	73
A New Leaf – La Mesita Homeless Shelter	Homeless Families	Re-housing	HPRP	$5,069	21
Chrysalis	Homeless Domestic Violence Victims	Emergency	HPRP	$2,355	---
Community Services of Arizona	CAP Office – Eviction Prevention	Emergency	HPRP	$1,708	6
Save the Family	Eviction Prevention	Emergency	HPRP	$27,094	12
A New Leaf – Child & Youth Development Center	Homeless Families – Daycare Assistance	Emergency	Gen. Funds	$11,000	1
A New Leaf – EMPOWER	Homeless Men and Women ages 18-25	Re-housing	Gen. Funds	$9,000	8
Catholic Charities – My Sister's Place	Homeless Domestic Violence Victims	Emergency	Gen. Funds	$9,000	4
Chandler Christian Community Center	Food Bank	Supportive	Gen. Funds	$55,000	9,855
Child Crisis Center – Emergency Shelter	Homeless	Emergency	Gen. Funds	$5,000	5,000
Chrysalis	Homeless DV Victims	Emergency	Gen. Funds	$10,000	19
Community Services of Arizona	CAP Office – Eviction & Utility Assistance	Supportive	Gen. Funds	$155,309	5,139
Communities in Schools Tempe/Kyrene	Kyrene Family Resource Center	Supportive	Gen. Funds	$4,003	1,655
Matthew's Crossing	Food Bank	Supportive	Gen. Funds	$14,500	3,611
National Advocacy & Training Network-SEEDs	Homeless Domestic Violence Victims	Emergency/ Supportive	Gen. Funds	$20,000	34
Salvation Army	Emergency Financial Assistance- Eviction Prevention & Food Bank	Supportive	Gen. Funds	$40,000	2,460
			Totals:	**$576,419**	**29,344**

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.

The following activities took place during April, 2012 to publicize Fair Housing Month and promote fair housing in Chandler:

1. Council Proclamation during a regular City Council meeting;
2. Information posted on the City website promoting Fair Housing;
3. Two public service announcement slides included on the City's cable channel;
4. Housing staff sent out 78 notices announcing a Fair Housing workshop presented by AZ Fair Housing Partnership on April 11, 2012 from 9 to 2 pm in Phoenix AZ;
5. Provided fair housing information;
6. Information posted on the City's Community Development and Public Housing/Section 8 webpages for tenants, homebuyers and landlords;
7. In English, Spanish and other languages on the Public Housing / Section 8 website;
8. Via an informational video demonstrating discrimination examples and characteristics;
9. Publicized and attended a regional fair housing training event;
10. Provided space at City offices for HUD Certified Counselors to assist residents with becoming a homebuyer and with foreclosure prevention issues;
11. 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, both of which were included in all briefing packets; and
12. Provided referrals to customers who think they may have been discriminated against.

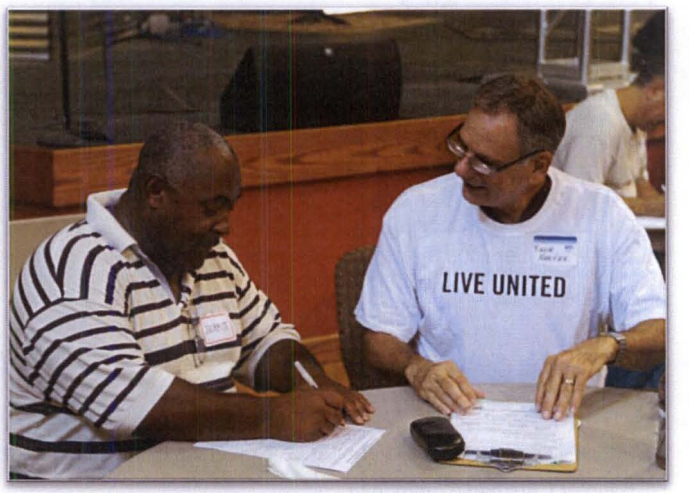
Lead-Based Paint Activity

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 Section 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 primary intention of monitoring is to ensure sub-recipients are complying with all Federal and City regulations governing their administrative, financial, and programmatic operations; while making sure performance goals are achieved on schedule and within budget. The City is responsible for managing the day-to-day operations of grant and sub-grant supported activities; providing technical assistance and dialogue to ensure the successful delivery of important resident services. This oversight proved essential during FY 2011-12, especially for nonprofits severely impacted by the economy and budget cuts. Agencies were periodically monitored for compliance utilizing a variety of sub-recipient auditing methods. The City of Chandler also conducts internal departmental audits to ensure funds are properly utilized and accounted for. Below is a partial list of Federal requirements that are reviewed as part of an on-going comprehensive monitoring plan:

- Organizational Capacity
- Compliance with Contract Requirements
- Affirmative Marketing
- MBE/WBE Outreach
- Non-Discrimination and Equal Access
- Section 504 of the Rehabilitation Act of 1973
- Drug Free Workplace
- Records Retention
- Employee Verification
- Financial Audits and Reports
- Internal Controls
- Accounting Records
- Match (for HOME-funded activities)
- Program Income Tracking
- CHDO Proceeds (for HOME funded activities)
- Environmental Review
- Procurement
- Section 3
- Federal Labor Standards
- Housing Rehabilitation Standards
- Lead Based Paint Hazards
- Relocation
- Affordability (for HOME funded activities)
- Program Beneficiaries
- HPRP Supplement

The City will build on its efforts to assist partner agencies achieve their goals and improve community services through frequent technical assistance, mandatory, Pre-Contract Orientations, training and on-going dialogue. In addition, City staff, HHSC and volunteers will continue to tour agencies and services for insight into community needs, specific agency operations, successes and challenges, and to ensure that allocated dollars are invested in activities as proposed by partner agencies.

Citizen Participation Plan

The City of Chandler's Citizen Participation Plan follows the regulations applicable under submittal requirements at 24 CFR 91.105. For 2011-12, the City will hold one public hearing and welcomes public comments.

The public hearing meeting will be held:

- August 16, 2012 in the Chandler City Council Chambers.

The public hearing will be announced through an advertisement in the Arizona Republic and posted in public locations including the City Clerk's office, the Neighborhood Resources Division office and at the main branch of Chandler Public Library.

The Notice includes meeting location; date, time, key staff contacts, lists the topics to be considered and provides the beginning and ending dates of the 15-day comment period. In addition to welcoming comments at the public hearing, citizens are invited to submit their comments in writing. The notice also includes locations where the draft CAPER will be available for review including the City's website at www.chandleraz.gov/communitydev, the Neighborhood Resources Division's office and at the Chandler Main Library. Additional Information is included outlining the request process for citizens who need accommodations for a disability.

Comments received during the public comment period will be incorporated into this document. See page 32 (Attachment 4) for a summary of comments received regarding the 2011-12 CAPER comment period.

Overcoming Regulatory Barriers

The City has closely examined 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 2011-2012. 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.

Over the last few years, Habitat for Humanity Central Arizona has supplied modern, energy-efficient homes in some of the city's older neighborhoods just south of downtown. The City Council approved loans for Habitat in 3 installments for the purchase of property to build 5 homes within 3 years of each installment. The loans were forgiven when Habitat fulfilled the condition of completing the homes within the applicable time limits.

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. As a result 15 homes were 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.

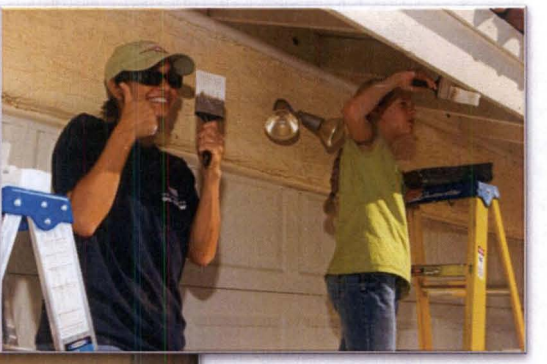
PERFORMANCE MEASUREMENTS

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 how the services proposed will enhance the lives of clients residing in the City. In addition to requesting client demographics and including individuals and households-assisted projections, the City requests annual unit-of-service projections.

The City requires sub-recipients to provide quarterly updates, 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 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 2011-12 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		2011-12 Accomplishments	
		5-Year Goal	Annual	Total	%
Acquisition of Existing Units		Households			
Elderly	Less than 30% AMI				
	31%-50% AMI				
	51%-80%AMI			1	
Small Related Family	Less than 30% AMI				
	31%-50% AMI			2	
	51%-80%AMI			6	
Large Related Family	Less than 30% AMI				
	31%-50% AMI				
	51%-80%AMI				
All Others	Less than 30%				
	31%-50%				
	51%-80%			3	
SUBTOTAL		25	5	12	120%
Production of New Units		Households			
SUBTOTAL		25	5	0	0%
Preservation & Rehabilitation of Existing Units		Households			
Elderly	Less than 30% AMI			18	
	31% - 50% AMI			13	
	51% - 80% AMI			13	
Small Related Family	Less than 30% AMI			6	
	31% - 50% AMI			8	
	51% - 80% AMI			10	
Large Related Family	Less than 30% AMI			3	
	30% - 50% AMI			3	
	51% - 80% AMI			4	
All Others	Less than 30% AMI			5	
	31% - 50% AMI			4	
	51% - 80% AMI			1	
Special Needs	0 – 80% AMI			0	
SUBTOTAL		575	115	88	110%
Homebuyer Assistance		Households			
Small Related Family	51% - 80% AMI			1	
Large Related Family	51% - 80% AMI				
SUBTOTAL		10	2	1	100%

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				
	31% - 50% AMI				
Large Related Family	31% - 50% AMI				
SUBTOTAL		20	4	0	75%
Production of New Units		Household			
SUBTOTAL		20	4	0	0%
Preservation & Rehabilitation of Existing Units		Household			
Elderly	Less than 30% AMI			17	
	31% - 50% AMI			0	
	51% - 80% AMI			0	
Small Related Family	Less than 30% AMI			10	
	31% - 50% AMI			3	
	51% - 80% AMI			7	
Large Related Family	Less than 30% AMI			9	
	31% - 50% AMI			1	
	51% - 80% AMI			9	
All Others	Less than 30% AMI			0	
	31% - 50% AMI			0	
Special Needs	0 – 80% AMI			0	
SUBTOTAL		220	44	56	272%

BEFORE

AFTER

PERFORMANCE MEASUREMENTS

Addressing Priority Non-Housing Community Development Needs

The City identified 2 types of public facilities, 11 public service activities, 2 Economic Development activities and 2 Administration and Planning activities as a high priority in the Five-Year Plan. The Plan also identified medium–level priorities. During 2011-2012, the City expended CDBG funds on 3 public facility projects, 1 street light project and provided 53 public services. 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 22 through 27.

Table 5 – Progress Towards Consolidated Plan High Priority Non-housing Community Development Needs (HUD Table 2B) 2011-2012 Accomplishments

	5-Year Plan		2011-2012 Accomplishments	
	Priority Level	5-Year Goal	Accomplishments	$ Expended
Public Facilities		Facilities		
Neighborhood Facilities	M	2	2	$56,641
Parks/Recreation Facilities	M	2	0	---
Health Facilities	M	2	0	---
Fire Protection	M	2	0	---
Youth Centers	M	2	0	---
Child Care Centers	H	2	1	$26,680
Senior Centers	H	2	0	--
Infrastructure		Contracts		
Street Improvements (Street lights)	M	1	1	$222,479
Sidewalks	M	1	0	---
Flood Control Improvements	M	1	0	---
Solid Waste Disposal	M	1	0	---
Public Services		Contracts		
General Public Services	H	15	4	$31,216
Youth Services	H	25	15	$313,500
Senior Services and Programs	H	15	4	$167,000
Handicap Services	H	5	7	$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	3	$19,000
Substance Abuse Services	M	5	1	$12,000
Employment Training	H	5	1	$20,000
Health Services	H	5	3	$260,600
Anti-Crime Programs-(Graffiti)	H	5	1	$20,000
Adult Services	M	10	2	--
Economic Development		Contracts		
Microbusiness Loans	H	15 Businesses	0	---
Demolition/Code Enforcement	H	25 Units	5	$140,000
Administration and Planning		Contracts		
Neighborhood Planning	H	2	0	---
		Total	62	$1,594,679

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 8,012 (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 22 through 27.

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

	Population	Goals		Accomplishments	
		5-Year Plan	Annual	2011-2012	% of Annual Goal
HOUSING NEEDS	Elderly	20 Units	4	5	125%
	Developmentally /Physically Disabled	20 Units	4	2	100%
	Domestic Violence Victims	10 Units	2	-	--
	Public Housing Residents	200 Units	40	56	365%
SUPPORTIVE SERVICES NEEDS	Elderly/Frail Elderly	1,500	300	3,680	1,132%
	Persons w/ Severe Mental Illness	50	10	35	380%
	Disabled	1,250	250	2,682	1,024%
	Alcohol/Other Drug Addictions	80	16	443	4,506%
	Persons w/ HIV/AIDS	5	1	114	570%
	Domestic Violence Victims	250	50	57	87%
	Public Housing Resident	200	40	56	70%

Program Income

During 2011-2012, the City received program income from its housing rehabilitation programs:

- CDBG-funded activities - $14,250
- HOME-funded activities - $37,493
- The City has 45 outstanding loans that require repayment of principal
- The outstanding principal amount of these loans is $421,522

The City of Chandler offers 3 housing rehabilitation programs to assist low and moderate-income Chandler residents improve their living conditions and enhance the condition of the surrounding neighborhood including: The Moderate Rehabilitation; Exterior Improvement Loan; and Home Modifications for Persons with Disabilities Programs. Program income is received by these programs through payments, from loans repaid to the City or when a home is sold or transferred prior to the forgiveness period. The City has 77outstanding loans that may be forgiven in whole or in part over the next 15 years. The outstanding principal amount of these loans is $2,378,856.

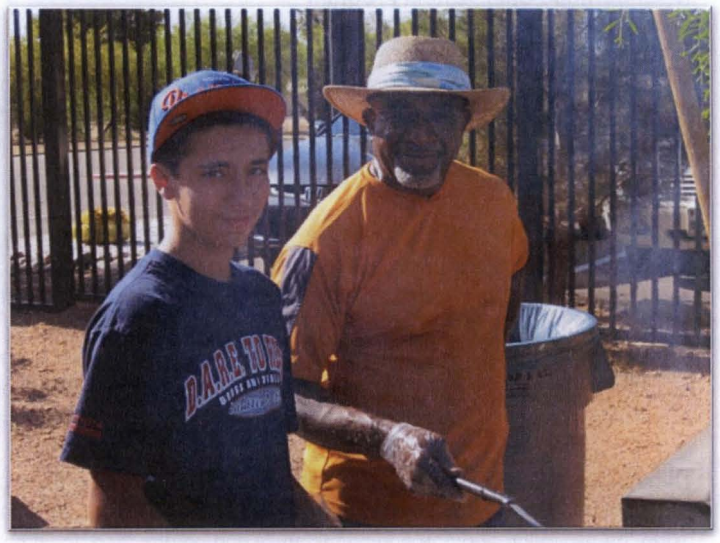
During FY 2011-12, the City conducted a comprehensive review of program guidelines and made revisions to increase program accessibility for income-eligible applicants while ensuring clients don't under-utilize their own assets as a source of income to rehabilitate their own home. For example, the Moderate Rehabilitation Program guidelines previously required the maximum Loan To Value (LTV) ratio not exceed 90% of the total value of the home, which includes the first mortgage lien and the rehabilitation loan amount combined. Recognizing the depreciation of current housing values, guidelines were revised to limit the LTV at 100% and in limited circumstances, 110% when the homeowner can demonstrate long term stability and creditworthiness.

Participants in the City's Moderate Rehabilitation Program receive a zero interest loan of up to $50,000, partially forgiven over the life of the loan. Payment terms of up to 15 years are determined by the loan amount and family's household income. A family with a household income of 51% - 80% Area Median Income (AMI) will repay 50% of the total loan. Households with an income of 31% - 50% AMI will repay 25% of the total loan amount. Households whose income is 30% or less 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 loan term. These deferred loans are secured and carry other program restrictions. A loan may be assumed by a direct lineal descendent 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 loan term. If the owner sells or moves out of the home before the loan is entirely forgiven or paid off, the loan balance including both the forgivable and payable portions of the loan must be repaid to the City before the lien will be released.

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 was finalized in the spring of 2011. In this quarter, final punch list work, which consisted of installation of a final drainage channel to facilitate the flow of storm water and maintain the historical flow patterns was completed. This final phase of work was necessary to improve drainage at Knox Rd. and Evergreen Street. Construction is now complete.

Through June 30, 2012, 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, 2012, 100% of Chandler's total HPRP allocation was expended. These expenditures have assisted 841 individuals and 307 households.

The non-profit agencies that participated in Chandler's HPRP funding expended the majority of their funding on homeless prevention activities. However, in the final reallocation of funds, Chandler specifically requested that the funds be reallocated to agencies who could offer rapid re-housing assistance to homeless individuals and families. Through this reallocation process, 6 homeless families were housed and are now benefiting from case-management services and more stable housing conditions.

The City of Chandler appreciates having the opportunity to receive and award HPRP funding to non-profits serving homeless and near-homeless, especially during the economic downturn. The ability to utilize and refer individuals and families to this resource during the past 3 years has helped to stabilize many.

Neighborhood Stabilization Program
NSP-1

In 2008, the City of Chandler received Neighborhood Stabilization Program, or NSP 1 funds from HUD in the amount of $2,415,100. Chandler's NSP 1 activities include funding for Newtown Community Development Corporation to acquire/rehabilitate and resale foreclosed housing units under their Community Land Trust Program, as well as funding for Newtown for housing counseling for their clients, and a down payment assistance program.

In addition, the Affordable Rental Movement (ARM) of Save the Family was awarded funding to acquire and rehabilitate six housing units to be added to their permanent affordable rental housing program. The City of Chandler established a Land Bank area and designated NSP 1 funding for activities associated with the Land Bank including acquisition and demolition costs, as well.

In the spring of 2011, the City analyzed the status of these projects and in a desire to expend funds prior to the deadline, made the decision to reallocate funds from projects which were not expending funds, to those that were. Funds for the reallocation were taken from the Land Bank acquisition and demolition programs as no foreclosed properties were able to be purchased in the Land Bank area during the grant term.

Through this reallocation, Newtown's acquisition/rehabilitation/resale program was awarded an additional $143,800 in funds for their program and an additional $4,500 for down payment assistance. It is anticipated that an additional one to two houses can be acquired by Newtown using the allocation and one additional family can be provided down payment assistance.

In the 2011-2012 year, Newtown acquired, rehabilitated and resold six homes to first time home buyers. In addition, they provided down payment assistance to one buyer. ARM of Save the Family concluded their activities funded with Chandler funding in 2011. In terms of administration, a great deal of staff time was spent in developing revised grant agreements and monitoring and processing sub-recipient payments.

NSP-3

Chandler was awarded $1,332,011 in NSP 3 funds in 2011-12. Funds were allocated to:

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

HUD approved the City's Action Plan for NSP 3 in March of 2011. In June of 2011, City Council approved sub-recipient agreements for Newtown and ARM's activities. Following the approval of the agreements, staff was made aware of HUD's guidance regarding defining developers, sub-recipients and contractors and learned that the Sub-recipient Agreement with Newtown for NSP 1 and NSP 3 was required to be split into separate agreements based on activity. Through the balance of 2011-2012, staff worked with Newtown and a technical assistance provider funded by HUD to develop five separate agreements to appropriately contract with Newtown for their NSP activities. All Newtown NSP 1 and NSP 3 funded agreements have been revised and approved.

As Newtown's Homebuyer Program Sub-recipient and Developer Agreement have just recently been approved, funds have not yet been expended for these activities. However, Newtown has continued to build a pipeline of first-time homebuyers who are waiting for funds to become available. ARM of Save the Family has begun searching for properties to purchase and expect to acquire several over the next few months.

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 2011-2012, the City allocated $428,965 to 14 social service programs that serve low and moderate-income residents.

A New Leaf, EMPOWER Program

The EMPOWER program focuses on men and women ages 18-25 who are in danger of homelessness or who are homeless, therefore, the overall number of clients served by the program is increasing. Services include transitional housing and outreach support including assistance to gain employment, complete education, and find sustainable and safe housing.

Funds Expended: $9.000
Clients Served: 8 Chandler 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: 191 Chandler Homebound Residents

American Service Animal Society: Dogs4Vets Program

The program serves disabled veterans by providing service dog training with rescued dogs from shelters. The veteran receives education on training the dog at the same time. The program supports independent living and provides opportunities for socialization and education.

Funds Expended: $15,311
Clients Served: 429 Chandler Residents

Central Arizona Shelter Services (CASS) Mattress Purchase

CASS provides emergency shelter and services for the homeless with 400 adult beds, 300 for men and 100 for women. CASS provides supportive services to address their immediate crisis needs such as shelter, basic needs, and assists clients to access resources such as case management, employment and medical services. This program purchased 200 new mattresses for the emergency shelter.

Funds Expended: $8,712
Clients Served: 225 Chandler Residents

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: 9,855 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: 2 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: $155,309*
Clients Served: 5,139 Chandler Households
***Figure includes $72,000 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: $137,980
Clients Served: 548 Chandler Seniors

EMPACT Suicide Prevention Center –Senior Peer Counseling

EMPACT-SPC provides prevention services to older adults in Chandler through the Senior Peer Counseling at the Chandler Senior Center. The program is conducted through one-on-one counseling and group settings that address loneliness, depression, difficult transitions, and coping skills.

Funds Expended: $10,000
Clients Served: 184 Chandler Residents

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: 30 Chandler Residents

Southwest Center for HIV/AIDS Women's Health Empowerment Project

This health empowerment program is for high risk women including those living in a homeless shelter and/or with a chemical dependency. The program helps participants improve their problem solving skills, positive self-talk, personal goal setting, negotiation skills, and assertive communication.

Funds Expended: $4,000
Clients Served: 114 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: 2,460 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 81,993 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 2011-12, the City allocated $638,938 to 23 programs that served 37,446 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

La Mesita Child Development Center is an on-site licensed facility providing day care for homeless children 6 weeks to 6 years old. The Center's primary goals are to enhance child and youth social skill development and self-esteem, offer a varied and nutritious meal plan, provide a developmentally appropriate curriculum, and train staff to be cognizant and responsive to the unique needs of homeless children. Services are available to homeless children residing at La Mesita from 6 am to 6 pm Monday through Friday.

Funds Expended: $11,000
Clients Served: 1 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: 3,335 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: $3,748
Clients Served: 66 Chandler Youth (Including Disabled)

Big Brothers Big Sisters: San Marcos Mentoring

The mission of the agency is to help children realize their potential through professionally supported one-to-one relationships with volunteers who care about them. Children and their mentors participate in fun activities 2 to 4 times per month. The program targets the students of San Marcos Elementary School.

Funds Expended: $2,500
Clients Served: 3 Chandler Youth

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: $85,000
Clients Served: 1,818 Chandler Youth

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: 4 Chandler Women & Children

Chandler Cultural Foundation: Vision Kidz Program

The Healing Through the Arts program offers 54 artist taught workshops serving 20 at risk youth per workshop. The key areas the program supports are education support, focusing on traditional and non-traditional methods of artistic expression, and creating mentoring and student leadership opportunities under the tutelage of a professional artist team. The subjects being developed through creative expression will express basic health and creative problem solving for social issues, which include prevention and intervention of at risk behaviors. Chandler funds will be

used for programming costs including artist fees, curriculum, literature, and art supplies.

Funds Expended: $5,389
Clients Served: 320_ Chandler Youth

Chandler Education Foundation: Chandler CARE Center

Chandler CARE Center offers medical and dental services free of charge to low-income Chandler youth. Doctors and dentists donate their time to provide free acute-care medical treatment, well-child check-ups, TB skin tests, immunizations, and sports physicals for uninsured Chandler youth from birth to 18 years of age who are from families with little or no income. The services provided to youth ensure they may be admitted to school meeting appropriate health requirements. Other services on site include a food bank, counseling, WIC, VITA, Workforce connections, and assistance with AHCCCS sign-ups.

Funds Expended: $121,000
Clients Served: 22,487 Chandler Youth

Chandler Education Foundation: Destination College

The Destination College program targets fifth grade students from Title 1 schools in the Chandler Unified School District. The schools are: Erie, Frye, Galveston, Hartford Sylvia Encinas, Knox, and San Marcos Elementary. Based on current data, Bologna Elementary has been designated as a Title 1 school for the 2010 - 2011 school year and will qualify students for the Destination College program.

Funds Expended: $10,000
Clients Served: 142 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: 1 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: 1 Chandler 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: 1 Chandler Youth

CHW Foundation: Dental Clinic

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: $95,000
Clients Served: 3,601 Chandler Youth

Communities in Schools of Tempe/Kyrene: Achievement & Character for Excellence (ACE Club)

ACE Club is a structured intervention program by a team of professionals who assist socially, emotionally, and academically challenged students, which promotes success by addressing self-esteem, team concepts, improving study skills, and mentoring with the goal of staying in school and graduating.

Funds Expended: $10,000
Clients Served: 27 Chandler Youth

Communities in Schools of Tempe/Kyrene: Kyrene Family Resource Center

The Kyrene Resource Center focus is on families with school age children, but no one who needs help is turned away. The Resource Center, located on the campus of Kyrene de los Ninos Elementary, provides services including a food pantry, support for families experiencing homelessness, children's clothing, household items, home visits, ESOL, GED, computer applications, citizenship classes, dental services, immunizations, backpacks and school supplies, adult education, community workshops.

Funds Expended: $4,003
Clients Served: 137 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: 115 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: 4 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: $95,000
Clients Served: 1,000 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: $24,500
Clients Served: 490 Chandler Youth

Si Se Puede: Education Program

This program has two components: 1) The college readiness program that includes a workshop for parents and students on applying for college scholarships. An 11-week long boot camp provides life skills training and a support system for college and home. 2) The robotics program is a 12 month program of weekly classes plus weekend, intersession, and summer session events to design, build, and program robots, plus math and science camps.

Funds Expended: $15,000
Clients Served: 81 Chandler Youth

Southwest Human Development: Fussy Baby Program

The Birth to Five Helpline/Fussy Baby program provides toll-free helpline for parents/caregivers of children birth to 5, offering individualized support, resources, and home visits on a full range of early childhood topics. One aspect of this program is the long-term support provided through Healthy Families.

Funds Expended: $5,000
Clients Served: 215 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: 199 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 2011-2012, the City allocated $63,049 to 7 programs that serve individuals and families in need.

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: $7,500
Clients Served: 378 Chandler Residents

Friends of the 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: 612 Chandler Residents

Marc Center of Mesa- Advocates for the Disabled

Advocates For the Disabled's Disability Services Program provides Chandler residents with serious disabilities case management that promotes short-term access to daily living resources, public healthcare coverage, as well as promoting long-term income stability by assisting individuals with the process of applying for the public disability benefits to which they are entitled.

Funds Expended: $3,000
Clients Served: 10 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: $14,500
Clients Served: 3,611 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: 34 Chandler Residents

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: $7,500
Clients Served: 278 Disabled Youth

CITY OF CHANDLER NEIGHBORHOOD RESOURCES DIVISION

Housing and Human Services Commission

Brigita Fody-Landstrom, Chairperson
Justin Lisonbee, Vice Chairperson
Kris Kyllo
Timothy Lewis
Justin Lisonbee, Vice Chairperson
Raleigh Grady
Scott Powell
Louise Moskowitz
Kelly Vickrey
Rich Becker
Sharon Rosner
Tammy Clow-Kennedy

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
www.chandleraz.gov

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

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

City Manager
Rich Dlugas

City of Chandler Neighborhood Resources Division
Jennifer Morrison, Director

Staff Contacts

Barbara Bellamy, CDBG Supervisor
480-782-4353
barbara.bellamy@chandleraz.gov

Leah Powell, Community Resources and Diversity Manager
480-782-4352
leah.powell@chandleraz.gov

Jeanne Vega, Community Development Coordinator
480-782-4349
jeanne.vega@chandleraz.gov

Holli McGaughey, Housing Rehabilitation Specialist
480-782-4357
holli.mcgaughy@chandleraz.gov

Jeanne Bosarge, Community Resource Assistant
480.782.4358
Jeanne.bosarge@chandleraz.gov

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 2011-2012 Action Plan was amended to include:

- The Voluntary Demolition Program, 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 including 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 for first time homebuyers.
  - ✓ Permanent Affordable Rental that will provide permanent affordable rental housing for previously homeless and low income Chandler families through the purchase and rehabilitation of foreclosed homes.
  - ✓ 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 98,833 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, 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 19 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 and Evaluation 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, 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.
- A significant gap exists between the tasks required to properly administer the HOME program and the funding provided.
- 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 challenged throughout the recession to maintain service levels.
- 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 2 years ago with new funding priorities, application forms and review committee structure. These changes have created a more results-oriented funding application and allocation process. The process continues to be evaluated on an annual basis.

Are any activities or types of activities falling behind schedule?

- Chandler's Moderate Rehabilitation program guidelines were revised and adopted by City Council in FY 2011-12, to address a number of issues including the declining home values. Program requirements previously obligated applicants to have at least 10% equity in their home after adding the value of the rehabilitation work to their current mortgage balance. New guidelines were developed to make the program more accessible to low and moderate-income Chandler homeowners by decreasing the amount of home equity required. The revised guidelines now allow the total value of an existing mortgage plus rehabilitation work to be funded by the City to an amount not to exceed 100% of the current home's value and in some extenuating circumstances, 110% of the current home value (providing the after-rehab value does not exceed HOME Program limits).
- Clarification to NSP regulations required an overhaul of previously approved agreements. Modifying contracts consumed significant staff time and delayed program implementation.

Are grant disbursements timely?
Yes. The City's CDBG expenditure ratio was 1.17 on April 30, 2012, the HUD expenditure deadline. This is over $420,000 below 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 2011-12. Leveraging General Funds has resulted in the City significantly surpassing numerous goals. Additionally, grant recipients were able to maximize resources through a network of nonprofit and faith-based organizations.

What adjustments or improvements to strategies and activities might meet your needs more effectively?
The City works with neighborhood, local and regional organizations to address Chandler 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 which will 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 2011-2012

PART I: SUMMARY OF CDBG RESOURCES	
01 UNEXPENDED CDBG FUNDS AT END OF PREVIOUS PROGRAM YEAR	1,483,942.81
02 ENTITLEMENT GRANT	1,269,874.00
03 SURPLUS URBAN RENEWAL	0
04 SECTION 108 GUARANTEED LOAN FUNDS	0
05 CURRENT YEAR PROGRAM INCOME	14,250.44
06 RETURNS	0
07 ADJUSTMENT TO COMPUTE TOTAL AVAILABLE	0
08 TOTAL AVAILABLE (SUM, LINES 01-07)	2,768,067.25
09 DISBURSEMENTS OTHER THAN SECTION 108 REPAYMENTS AND PLANNING/ADMINISTRATION	1,424,241.45
10 ADJUSTMENT TO COMPUTE TOTAL AMOUNT SUBJECT TO LOW/MOD BENEFIT	0
11 AMOUNT SUBJECT TO LOW/MOD BENEFIT (LINE 09 + LINE 10)	1,424,241.45
12 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	256,395.55
13 DISBURSED IN IDIS FOR SECTION 108 REPAYMENTS	0
14 ADJUSTMENT TO COMPUTE TOTAL EXPENDITURES	0
15 TOTAL EXPENDITURES (SUM, LINES 11-14)	1,680,637.00
16 UNEXPENDED BALANCE (LINE 08 - LINE 15)	1,087,430.25
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	1,363,138.19
20 ADJUSTMENT TO COMPUTE TOTAL LOW/MOD CREDIT	0
21 TOTAL LOW/MOD CREDIT (SUM, LINES 17-20)	1,363,138.19
22 PERCENT LOW/MOD CREDIT (LINE 21/LINE 11)	95,71%
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	189,545.94
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)	189,545.94
32 ENTITLEMENT GRANT	1,269,874.00
33 PRIOR YEAR PROGRAM INCOME	18,825.92
34 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PS CAP	0
35 TOTAL SUBJECT TO PS CAP (SUM, LINES 32-34)	1,288,699.92
36 PERCENT FUNDS OBLIGATED FOR PS ACTIVITIES (LINE 31/LINE 35)	14.71%
PART V: PLANNING AND ADMINISTRATION (PA) CAP	
37 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	256,395.55
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)	256,395.55
42 ENTITLEMENT GRANT	1,269,874.00
43 CURRENT YEAR PROGRAM INCOME	14,250.44
44 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PA CAP	0
45 TOTAL SUBJECT TO PA CAP (SUM, LINES 42-44)	1,284,124.44
46 PERCENT FUNDS OBLIGATED FOR PA ACTIVITIES (LINE 41/LINE 45)	19,97%

ATTACHMENT 4 – PUBLIC COMMENTS

August 8, 2012
Housing and Human Services Commission (HHSC) Meeting
235 S. Arizona Avenue, Chandler, AZ 85225

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

Commissioner Fody- Landstrom stated that as the City of Chandler is serviced by several newspapers, would submitting notification to other local newspapers be cost prohibitive.

Ms. Bellamy answered that the U. S. Department of Housing and Urban Development (HUD) instructs and asks that the public notice to be placed in a local newspaper that has a wide audience. She also stated the public notice went into the Chandler Zone (Arizona Republic). The Chandler Zone focuses on notices for Chandler residents.

Commissioner Fody- Landstrom stated that she is more likely to read the small community papers than the Arizona Republic.

Ms. Bellamy stated the City could consider placing the public notice in more than one newspaper.
Commissioner Moskowitz asked what type of feedback will residents typically offer to the City regarding the City's performance on programs and funding sources?

Ms. Bellamy stated based on her experience with the City of Phoenix, the CAPER acts more as an educational tool for the public. It defines where public funds were expended and explains how City residents were assisted. The City's performance in reaching their stated goals is revealed in the CAPER. City staff follow HUD's rigorous CAPER preparation requirements for publication while striving to translate the document into a readable format for the public. Publicizing the CAPER also gives community members the opportunity to provide feedback and give their input on funding and other needs that are not currently being met.

Commission members noted that the CAPER format was clear and that they appreciate the appearance of the CAPER.

Commissioner Becker made a suggestion regarding the bottom of page three under Capital improvement issues. He suggested that in the additional space, it would be a good idea to expand on the issues that are listed in the above paragraph, so HUD is fully aware of the issues regarding the lack of capital funds available to improve public housing.

Ms. Bellamy thanked Commission Becker for his suggestion and added that staff would review that area of the report.

Ms. Morrison thanked the Commission members on their appreciation of the CAPER and noted that staff members Jeanne Vega and Niki Tapia had worked diligently to produce the report.

August 16, 2012
City of Chandler Council Meeting – Public Hearing
175 S. Arizona Avenue, Chandler, AZ 85225

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

Councilmember Matt Orlando stated that while he understood the challenges associated with giving a preference for veterans programs, he asked what programs were available to veterans in Chandler.

Jennifer Morrison described several City-funded programs that provide services for veterans. This included Resurrection Street Ministry (transportation), Dogs for Disabled Vets and a new Tenant Based Rental Assistance (TBRA) program that is geared towards housing chronically homeless persons with a special emphasis on outreach to veterans.

Councilmember Orlando suggested conducting an assessment during the first year of the TBRA program to include the number of veterans actually housed through this specific program and information regarding unmet veteran needs and issues.

Councilmember Orlando expressed his appreciation for Councilmember Trinity Donavan's efforts in the community.