



**MEMORANDUM NEIGHBORHOOD RESOURCES - COUNCIL MEMO NO. NR14-09**

**DATE:** MARCH 27, 2014

**TO:** MAYOR AND CITY COUNCIL

**THRU:** RICH DLUGAS, CITY MANAGER *RD*  
JEFF CLARK, FIRE CHIEF  
JENNIFER MORRISON, NEIGHBORHOOD RESOURCES DIRECTOR *JM*

**FROM:** BARBARA BELLAMY, CDBG SUPERVISOR *BB*

**SUBJECT:** PUBLIC HEARING ON COMMUNITY DEVELOPMENT BLOCK GRANT  
FISCAL YEAR 2014-2015 ANNUAL ACTION PLAN

**BACKGROUND:** The Department of Housing and Urban Development (HUD) requires that all local governments receiving Community Development Block Grant (CDBG) funding submit an Annual Action Plan that will guide HUD funded housing, homeless and community development activities in the City of Chandler for the period beginning July 1, 2014 through June 30, 2015. Chandler will receive \$1,191,063 in CDBG funds for Fiscal Year 2014-2015.

To comply with the City of Chandler's Public Participation Plan, the City is holding a public comment period that began Wednesday, March 26, 2014 and will remain open for 30 days. In addition, a Public Hearing on the Annual Plan was held Wednesday, March 26, 2014 at the Housing and Human Services Commission (HHSC) meeting. Staff is requesting an additional Public Hearing to be held at the April 10, 2014 City Council meeting to ensure opportunities for input from the community.

**DISCUSSION:** Non-profit organizations applying for Fiscal Year 2014-2015 CDBG funding submitted applications in November, 2013. A total of 13 applications were received, requesting a total of \$1,423,409. The HHSC reviewed and evaluated the applications and made initial CDBG funding recommendations to City Council for approval. Initial CDBG funding recommendations were finalized by HHSC on Wednesday, March 26, 2014 and are summarized on page 16 of the Plan. The City's CDBG funding for Fiscal Year 2014-2015 is a less than one percent (1%) reduction in funding compared to Fiscal Year 2013-2014.

After the close of the 30 day public comment period, the Fiscal Year 2014-2015 Annual Action Plan, including the CDBG funding allocation recommendations, will be brought to the Mayor and Council for approval on May 8, 2014. HUD requires submittal of the Plan by May 15, 2014.

An item of significant discussion of the CDBG Subcommittee, who is charged with review of the CDBG applications and initial recommendations to the entire HHSC, was the application for funding for the City's Blight Elimination Program. For the past several years, CDBG has funded 50% of the salary and benefit costs of a City Code Inspector to perform enhanced code enforcement in neighborhoods where blight is of particular concern. The Code Inspector spends roughly 50% of his time in these areas, working with owners on the myriad of issues associated with blighted properties. His duties also include insuring eligible homeowners are also aware of the City's housing rehabilitation and Voluntary Demolition Programs.

While the HHSC supports the goal of this Program, they indicated that they would prefer to fund programs for Chandler citizens to improve their properties with CDBG funding, rather than funding City staff costs. The HHSC is recommending a \$25,000 allocation for the Blight Elimination Program in Fiscal Year 2014-2015 and indicated they would likely recommend zero funding in Fiscal Year 2015-2016.

**RECOMMENDATION:** Federal regulations and Chandler Public Participation Plan requires the City Council to hold a public hearing to collect public input regarding Chandler's Fiscal Year 2014-2015 Annual Action Plan which includes the allocation of Fiscal Year 2014-2015 CDBG funds.

**MAYOR'S STATEMENT:** The Public Hearing regarding the Community Development Block Grant FY 2014-2015 Annual Action Plan, which includes the allocation of Fiscal Year 2014-2015 Community Development Block Grant funds is now open for discussion.

# ATTACHMENT A -DRAFT CITY OF CHANDLER 2014 - 2015 ANNUAL ACTION PLAN



## 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



## Table of Contents

Executive Summary	1
Rental and Public Housing	5
Homeownership Housing	6
Neighborhood & Community Development	7
Homeless and Special Populations	9
Fair Housing & Regulatory Barriers	11
Economic Development	12
Human Services/Anti-poverty	13
Program Monitoring	14
Public Participation	15
CDBG Funding Recommendations	16
CDBG and HOME Program Descriptions	17
Institutional Structure	19

## What is the Annual Action Plan?

The Annual Action Plan (Action Plan) is submitted to the U.S. Department of Housing and Urban Development (HUD) and serves as the formal application for the use of entitlement funds that are received by the City of Chandler. The City's Neighborhood Resources Division is the HUD "lead agency" for the Consolidated Plan and Annual Action Plan.

The Action Plan defines the one-year activities in relationship to the five-year goals and objectives of the Consolidated Plan covering Fiscal Years 2010-2015, submitted to HUD on May 15, 2010. The Action Plan provides a brief description of the programs and projects of the City of Chandler in Fiscal Year 2014-2015, and funding announcements for the CDBG program. The City of Chandler is also a member of the Maricopa County HOME Consortium. The HOME Consortium is the "lead agency" for HUD HOME Investment Partnership Funds. Chandler HOME-funded activities are also included in Maricopa County's Consolidated Plan and Annual Action Plan.

The City of Chandler makes funding allocations based on community priorities and input. More information about how this input was obtained is found on page 15.

The funding recommendations in this plan will be brought to the City Council for final allocation approval on May 8, 2014.

Annual Action Plan Resources			
CDBG Entitlement Program	2013	2014	
Community Development Block Grant (CDBG)	\$ 1,231,780	\$ 1,191,063	
CDBG Prior Year Carry Forward & Program Income	\$ 123,567	\$ 117,886	
Total CDBG Allocation Amount	1,355,347	\$ 1,308,949	
HOME Investment Partnership Funds			
HOME (through agreement with Maricopa County)	\$ 288,088	\$ 293,292	
HOME TBRA (2013/14 MOU with Maricopa Co)		\$ 184,251	
Sales Proceeds		\$ 167,897	
Total HOME Funds		\$ 645,440	
Public Housing Programs			
Section 8 Housing Choice Voucher Program	\$ 5,460,000	\$ 5,600,000	
Public Housing Program	\$ 2,193,000	\$ 2,325,000	
Public Housing Capital Funds	\$ 850,000	\$ 850,000	
Local Resources			2014
HOME Match		\$ 475,132	
Acts of Kindness (AOK)		\$ 56,666	
Social Service Funds (SSF)		\$ 421,465	
Youth Enhancement Program (YEP)		\$ 629,491	
Veterans Transportation		\$ 10,000	

# CITY OF CHANDLER

## 2014- 2015 ANNUAL ACTION PLAN

### EXECUTIVE SUMMARY

#### Prioritizing Intervention and Prevention

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

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

#### Leveraging HUD Funding

In addition to CDBG funds, the City of Chandler will make available \$1.1 million in General Fund resources to support agencies that address the needs of the City's vulnerable residents. HHSC focus areas for 2014 are:

1. Youth, including educational support, health programs, and prevention / intervention activities.
2. Families in Crisis, including crisis intervention, temporary assistance, basic needs, and support services focused on employment assistance and adult education.
3. Special Populations, including basic needs, independent living programs, socialization and education services.
4. Transportation Services for low-income veterans.

The City of Chandler has a robust program for neighborhoods which is fueled by strong Mayor and City Council support. This focus on the importance of sustainable neighborhoods has led to a comprehensive approach to neighborhood revitalization and stabilization. The Neighborhood Resources Division partners with other city departments and outside agencies to provide residents and neighborhoods with assistance to help stabilize the community and individual homes, and assist families. Community Development Block Grant (CDBG) and HOME Investment Partnership Program (HOME) funds, combined with ongoing support from the City's General fund provide for a variety of programs that enhance neighborhoods. Examples of ongoing programs for neighborhoods include:



- CDBG funding for ramps and sidewalks to meet the requirements of the American with Disabilities Act and funding for the expansion of a local community center to provide enhanced services
- HOME funding for a myriad of housing programs from housing reconstruction, to housing rehabilitation to housing assistance for the chronically homeless
- General Fund dollars for grants to low-income neighborhoods for improvements such as neighborhood cleanups and the installation of speed bumps;
- The provision of over \$1.1 million in General Funds to provide community assistance programs such as food banks, transportation assistance, and youth programs; and
- The General Funding of a Neighborhoods Programs Office to provide outreach and education to Traditional Neighborhoods to insure an active, engaged community.

Neighborhood and community programs are offered in partnership with the Chandler Police Department, which educates neighborhoods and assists with block watch programs. In addition, City Code Enforcement offers training and education on common code violations to avoid and address blighted conditions.

#### City of Chandler: At-A-Glance

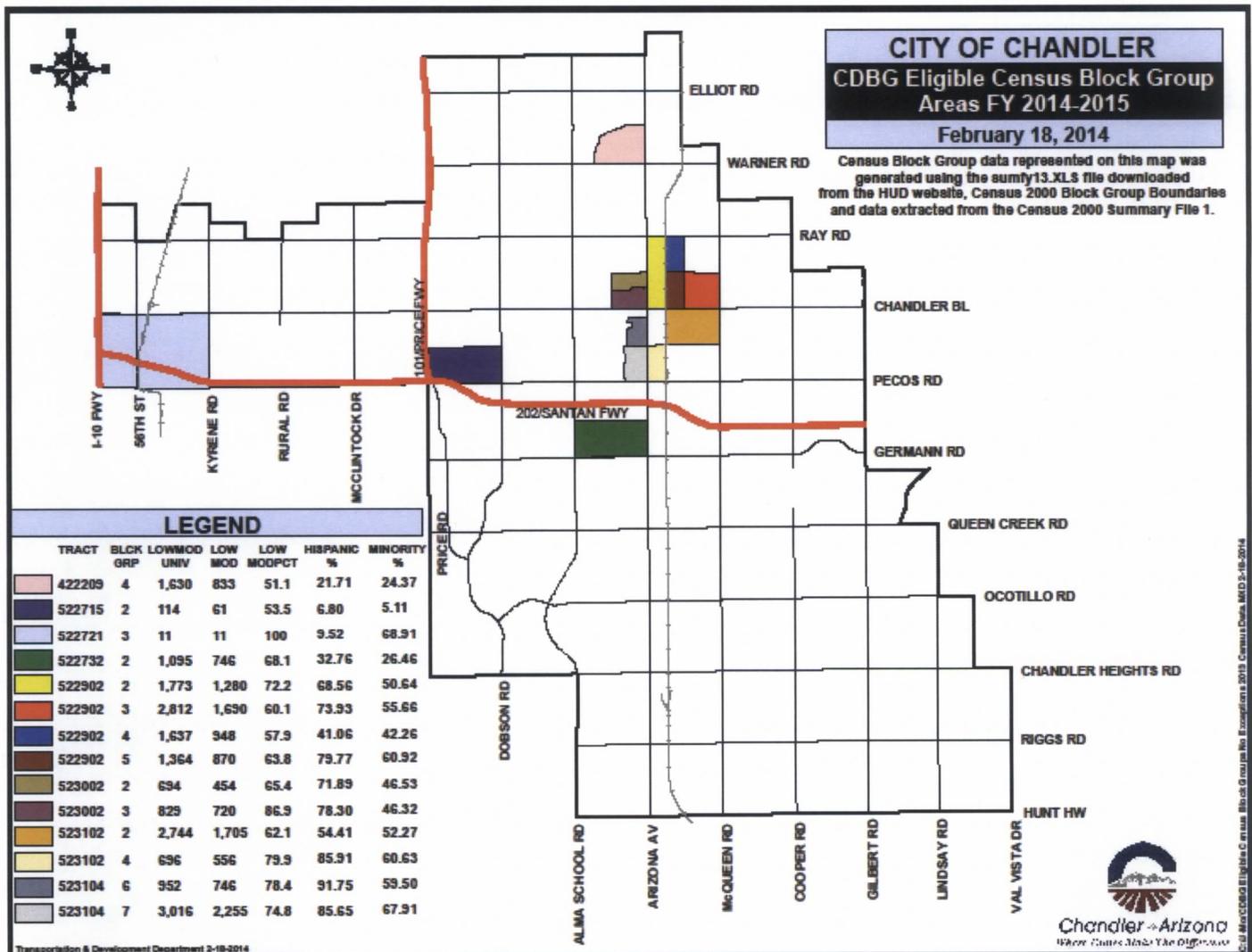
With a population of 240,000, the City is approaching build-out, placing focus on the revitalization and stabilization of existing neighborhoods. Community involvement and volunteerism play an essential role in sustaining neighborhoods. The Mayor and City Council host "Listening Tour" meetings five times each year throughout the community. Three of these meetings focus on obtaining feedback from the community regarding the challenges and opportunities that exist in neighborhoods. Two of the Tours provide a forum on items of special interest to neighborhoods including a session for Homeowner's Association (HOAs) on key legislative updates and trends, as well as a session called, "Do It Yourself" Connect to provide information and resources to homeowners that want to upgrade their home through simple improvements.

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## Targeting Resources

As the City of Chandler reaches build-out, key objectives are neighborhood stabilization and revitalization, especially in areas with a large volume of older and substandard housing stock and concentrations of low-income households. The City allocates much of its CDBG resources to Community Development Target Areas. In addition to Community Development Target Areas, the City provides resources for programs that address the needs of low-income households and special populations throughout the City. 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.
- 64% of the population is Hispanic or Latino
- 51% of the population are minorities, and may also be Hispanic or Latino
- 66% of households are low- or moderate-income



# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## 2014 – 2015 CITY OF CHANDLER INITIATIVES

### Affordable Housing

Utilize CDBG funds to:

- Provide emergency Home Repairs for seventy-one (71) low-income homeowners.
- Rehabilitate fifteen (15) homes owned by low- and moderate-income households.

Utilize HOME funds to

- Acquire, rehabilitate and resell five to six homes to low- and moderate-income first-time homebuyers.
- Provide tenant-based rental assistance to fifteen formerly-homeless individuals and families.

### Human Services, Homeless and Special Needs Populations

- Utilize CDBG funds to provide:
  - Emergency shelter and case management services to thirty-nine (39) individuals and families.
  - Case management and counseling services for twenty-four (24) individuals and families in transitional housing.
  - Intensive targeted intervention and case management services for fifteen (15) previously-homeless families participating in the City's tenant based rental assistance program.
  - Homework assistance, arts and crafts and recreation opportunities for four hundred forty (440) youth residing in Public Housing.
  - Legal services to two hundred seventy eight (278) low-income and poverty-level households.
- Provide General Fund resources to veteran's transportation services, twenty-one (21) programs addressing the needs of families in crisis, ten (10) programs serving special populations, and nineteen (19) programs serving youth.

### Neighborhood Revitalization and Community Development

- Utilize CDBG funds to eliminate blight in neighborhoods, benefitting three hundred fifteen (315) households.

### Coordination and Delivery of Resources

- Review funding priorities and distribution methods to ensure resources are targeted to the most needy populations and neighborhoods.
- Continue to work with For Our City to expand their role in meeting the needs of Chandler's homeless and low income populations.
- Utilize Live Love, Inc. to mentor traditional neighborhoods and provide for the housing maintenance needs of elderly and disabled residents
- Meet regularly with For Our City to continue to expand coordination of resources to Chandler's homeless population.

### Goals from the 5-year City of Chandler Consolidated Plan

1. Increase homeownership opportunities for low and moderate income households.
2. Rehabilitate and redevelop the existing housing stock.
3. Increase the supply of affordable housing for both owners and renters.
4. Promote human and supportive services and facilities for frail elderly, disabled persons, low income households and other needy populations.
5. Participate in a regional Continuum of Care system that will effectively transition persons who are homeless to appropriate permanent housing settings.
6. Revitalize Chandler's neighborhoods.
7. Strengthen the coordination and delivery of resources

### Housing Quick Facts – from the City of Chandler 5-year Consolidated Plan

- More than 2/3 of Chandler households own their home.
- Single-family detached housing represents nearly three quarters of the housing stock
- More than 29,000 households pay more than 30% of their household income for housing.
- 11,000 housing units are more than 30 years old.
- Renters are more likely to occupy older housing units.
- Growth in the housing market has slowed with the economic downturn.
- One in ten units is vacant
- Chandler is approaching build-out and more creative strategies are necessary to ensure a long-term supply of housing for households at various income levels.



# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## RENTAL AND PUBLIC HOUSING

### Renter Quick Facts– from the City of Chandler 5-year Consolidated Plan

- Nearly 1,300 rental units are needed for extremely low income renters.
- 1,600 renters live in overcrowded conditions.
- More than 4,000 renters occupy housing that is more than 30 years old.
- Two-thirds of the public housing stock is 40 years old.
- Four of ten renters pay more than 30% of their income for housing.
- Renting is the primary housing choice for single moms.
- Rental assistance is essential for the lowest income households.

### The Chandler Public Housing Authority: Providing Opportunities for Chandler’s Lowest-income Households

Assisting low-income households to be self-sufficient is one of HUD’s goals for Public Housing Programs. The Chandler PHA works to assist public housing residents that need assistance by matching resources to promote tenant education and self-sufficiency. The mission of the PHA is to work together with community partners to ensure affordable and diverse housing opportunities within our community. This mission is supported through social service and educational programs provided in conjunction with the Family Investment Center, Youth Recreation Program and the Capital Improvement Program. The Housing Division works closely with other community social service providers and has two Family Self-sufficiency specialists on staff who serve our Public Housing and Housing Choice Voucher programs.

### HOME Funding to Community Housing Development Organizations (CHDOs)

The City of Chandler receives HOME funding through an agreement with Maricopa County. While the City may typically allocate these funds to any HOME-eligible activity, a minimum of \$170,153 of this year’s allocation will be specifically set-aside for rental or homeownership development activities by CHDOs. This one-time set-aside is the result of a HOME-funded CHDO rental housing project located in Chandler that was unable to meet HOME program requirements during the housing market downturn. As a result, the City provided a repayment to HUD with non-federal dollars, which have been returned to the City for additional housing initiatives.

### 2014 Affordable Rental Housing Strategies

Continue to provide rental assistance for fifteen formerly homeless individuals and families with incomes below 50% of the area median income, including assistance with rental payments, security deposits and utility reimbursements. Provide additional targeted services to participants through the Homeless Navigator Program.

### Public Housing

The Chandler Housing and Redevelopment Division (also known as the PHA) addresses the needs of extremely low income and low to moderate-income families in Chandler. The Public Housing program and the Section 8 Housing Choice Voucher program continue to be designated by HUD as “High Performing”. The City’s PHA manages 303 public housing units and 486 Housing Choice Vouchers. In addition, the Housing and Redevelopment Division owns and manages four (4) scattered site senior homes in gated designated adult communities as a non-federal affordable housing venture. The Division recently added three (3) affordable market rate condominiums and two affordable HOME funded townhomes to our inventory.

While the City’s PHA has done much to address the needs of low-income households in Chandler, demand for housing assistance remains high. There are 2,993 families on the Public Housing waiting list and 1,786 on the Section 8 waiting list. Vacancy turnover in Public Housing is approximately 60-80 families per year. Average waiting times for Public Housing varies widely depending on the bedroom size required. On average the wait is approximately 3 to 6 years for one and two bedroom units and 1 to 2 years on larger bedroom sizes. Two bedroom units are in the greatest demand and larger bedroom units have the shortest wait time.

With professional management and continued capital improvements, the affordable housing stock has been sustained over the last 40 years. To survive and thrive into the future, funding approaches and new income mix strategies will need to occur. The costs to make the required structural and design changes to modernize the apartment sites and dwelling units to become marketable in the future will be an invasive and economically difficult task. Large scale redevelopment or a large infusion of capital improvements through a leveraged capital loan program are two of the primary alternatives and the most likely to provide a sustainable Public Housing/Affordable Housing program into the future.



## HOMEOWNERSHIP & HOUSING

### Home Prices Continue Increasing

Home sales prices have steadily increased since 2011 after reaching a peak in 2006 and 2007 and then decreasing dramatically during the housing and economic recession. The median sales price of a Chandler home in the last six months of 2013 was \$252,250, up 30% from \$193,400 in 2012.

- **New Homes.** The median price of a new single family home increased 7% to \$385,500 from \$359,900 in 2012.
- **Resale Homes.** The median price of a resale home increased 14% to \$250,200 from \$218,400 in 2012.

### The Foreclosure Market

The volume of short-sale and pre-foreclosure homes remained relatively stable from 2012 to 2013. The median price of a short-sale or pre-foreclosure home however increased 36% to \$216,700 from \$159,000 in 2012, reflecting the overall increase in home prices during the last year.

Before



After

### Home Purchasing Power Decreasing

While median home sales prices increased 30% from 2012 to 2013, median household income in Chandler increased only 1.2%. In 2012, 75% of Chandler households could afford to purchase a median priced home, declining to 60% in 2013.

### Home Price Increases also Result in Declining Rental Affordability

Over the past few years, the shift from homeownership to rental resulted in increased rents as rental vacancy rates declined. And despite strong home purchase affordability, economic uncertainty and conservative mortgage lending decreased the pool of new homeowners willing and able to purchase a home.

From 2012 to 2013, the HUD Fair Market Rent increased 3.5% while median household income increased 1.2%. While most moderate and higher income households could afford a median rent unit, Chandler's lowest income households are more challenged than ever to afford renting.

### 2014 Homeownership Activities

- In partnership with Habitat for Humanity, provide emergency home repairs to seventy-one (71) low-income homeowners.
- Through the City's Housing Rehabilitation program, rehabilitate fifteen (15) owner-occupied housing units.
- In partnership with Newtown Community Development Corporation, acquire, rehabilitate and resell five to six (5-6) homes to low- and moderate-income first-time homebuyers.

### HOME Recapture and Resale Provisions

The Federal HOME program requires that housing remain affordable to low-income households for a period of time ranging from five to fifteen years, depending on the amount of HOME funds invested. As a member of the Maricopa County HOME Consortium, the City of Chandler has two options for controlling the resale of a HOME-assisted homebuyer property during the affordability period. These are the recapture option and the resale option. The City selects which option it will use prior to providing assistance to the homebuyer.

Under the recapture option, when a home is sold, HOME funds are returned to the HOME Program. This option allows the seller to sell to any willing buyer at any price. Once the HOME funds are repaid, the property is no longer subject to any HOME restrictions. The recaptured funds must be used for another HOME-eligible activity.

Under the resale option, if a buyer chooses to sell their home during the affordability period, they must sell it to another income-eligible homebuyer at an affordable price. An affordable price is defined as a price that results in a monthly payment not more than 30% of the gross income of a household with income equal to 80% of the median income. The seller is allowed a fair return, which is defined as the homeowner's original investment, plus any capital improvements, not to exceed the assessed value at the time of sale, plus 60% of the appraised increase in value from the date of purchase. For leasehold properties, fair return is defined as the lessee's purchase price, plus 25% of the lessee's share of increase in value at the time of resale, based on a leasehold valuation performed by a licensed appraiser.

The methods used to secure the HOME investment depend upon the type of program that is implemented. The City utilizes a variety of methods to secure the HOME investment, including deeds of trust, promissory notes, and declarations or restrictions.

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## NEIGHBORHOOD ENHANCEMENT AND COMMUNITY DEVELOPMENT

### Housing Quality Quick Facts– from the City of Chandler 5-year Consolidated Plan

- 11,000 housing units are more than 30 years old
- More than 4,000 renters occupy housing units that are more than 30 years old, as do more than 6,000 owners.
- Since 2005, 140 housing units have been rehabilitated with CDBG, HOME and other resources.

### Lead-based Paint

Childhood lead poisoning is a serious pediatric health problem. Children ages six years old and younger are particularly susceptible to lead poisoning. Research indicates that even a low level of lead in a child's blood can have harmful effects on physical and developmental health. The most common source of exposure is deteriorating lead-based paint and lead-contaminated dust found in the home, but other sources include pottery, jewelry, candy and makeup. The use of lead-based paint became illegal in 1978.

To reduce the risk of lead poisoning, information is distributed to participants in City housing programs. The City follows strict HUD guidelines for testing and abatement of lead-based paint and other hazardous substances, and requires compliance from its contractors and subcontractors. Any structure built before 1978 that is proposed for rehabilitation under federal programs, is tested for lead-based paint. Notices and requirements regarding testing and removal of lead-based paint are provided to program participants, contractors and project sponsors.

### 2014 Neighborhood Enhancement and Community Development Strategies

- Proactive code enforcement coupled with referrals for housing rehabilitation assistance;
- Continue to provide neighborhood leadership training to both traditional neighborhoods HOA neighborhoods;
- Work with neighborhood leaders to develop neighborhood plans that coordinate with broader area redevelopment plans;
- Integrate community development planning into neighborhood leadership training to better plan for the use of local, state and federal resources.

### Mayor's Neighborhood Excellence Awards

Mayor Tibshraeny presented the first ever Mayor's Neighborhood Excellence Awards at his State of the City address in early 2014. The awards provide a medium to recognize the contributions and accomplishments of Chandler neighborhoods and their leaders. Individuals of neighborhoods nominated for the awards had to demonstrate exceptional performance in their efforts to sustain a greater quality of life in their neighborhoods. Residents interested in participating in the program were encouraged to submit essays along with photographs demonstrating their strengths in the following categories: Best Neighborhood Event (one-time or ongoing), Most Active or Engaged Neighborhood and the Best Revitalization Story. In addition, neighborhood groups could nominate their neighborhood leader for the Neighborhood Leader of the Year Award.

The City received a number of entries, each telling a unique story filled with accounts of neighbors coming together for the good of the community and the City as a whole. This competition was especially rewarding for Chandler's traditional neighborhoods such as San Mateo Estates Neighborhood that won the award for the Best Revitalization Story. San Mateo Estates submitted a story titled "Pride is Contagious" which told the story of how a couple that purchased a home in the neighborhood and watched their neighborhood grow from one where no one knew their neighbors to one that utilized City resources and worked with community volunteer groups as means connect with their neighbors. Now they live in a neighborhood where neighbors know each other, spend time together and work together to beautify their neighborhood. All entries were posted on [www.chandleraz.gov](http://www.chandleraz.gov) to allow residents citywide to read the stories and vote for their favorite stories.



# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## NEIGHBORHOOD ENHANCEMENT AND COMMUNITY DEVELOPMENT -CONTINUED

### Chandler Addresses Residential Parking Concerns

Residential-parking issues are among the most-frequent complaints received by the City. To address residents' concerns, particularly those of residents living in traditional neighborhoods, a task force of neighborhood leaders, city staff and the Police Department was assembled in 2012 to review the City code and recommend changes. City code enforcement staff and the police department will be working to educate residents about the new parking codes, which include the following recommendations:

- Vehicles may not be stored on public streets for more than 48 hours without being moved;
- Utility vehicles, oversize recreational vehicles and boats may not be parked indefinitely on public streets, allowing for a 48-hour loading and unloading period.
- Recreational vehicles parked on public streets cannot be occupied.
- Major auto repairs that cause a vehicle to be inoperable for more than 24 hours may not be done in the driveway or front yard.
- Vehicles may not be parked on sidewalks or unimproved surfaces.

### Neighborhood Sign Grant Program

The City of Chandler launched the Neighborhood Signage Grant Program in response to one of City Council's Strategic Policy and Priorities for the development of programs to facilitate neighborhood identity in Chandler's aging neighborhoods. The purpose of the program is to improve the livability and character of Chandler's older neighborhoods and to foster a sense of pride and belonging. The General Funded Neighborhood Signage Grant Program covers the cost of manufacturing and installing the signs at the major entry points of a *traditional neighborhood*. However, neighborhood groups interested in the Program must participate in the City's Neighborhood Registration Program and attend a four-week Traditional Neighborhood Academy-Workshop to learn about the importance of building community, expanding communication amongst neighbors, identifying neighborhood boundaries and name and understanding the principals of neighborhood leadership. Historic Park Manors Neighborhood participated in the Sign Program and provides a perfect example of an older traditional neighborhood, where the neighborhood leader, Dee Allomong utilized this program as the catalyst to building community. Dee outlined the benefits of the program saying, "It can be awkward to just go knock on someone's door if you don't have a reason. This gave us an opportunity to talk to people beyond just our immediate neighbors, to get out there and get to know people. We found the people we talked to were extremely excited about the signs."



The City of Chandler has allocated grant funds to 12 neighborhood groups and is anticipating more participants in the coming year. The neighborhood signs are attractive and the program has been recognized valley-wide and has sparked interest in neighboring cities.

### Chandler's HOA Academy

In the Spring and Fall of each year, the City of Chandler hosts an academy for residents living in homes governed by a Homeowner's Association (HOA). The Academy is comprised of four 90-minute sessions, is widely attended by both Chandler residents and residents from cities in the Valley of the Sun. The Chandler HOA Academy includes an overview of effective HOA management and pending HOA legislation. This year's academies will focus on:

- Encouraging board members and the public to be educated about laws governing HOAs and individual HOA governing documents;
- Dealing with problems effectively;
- Encouraging owners to attend HOA meetings; and
- Communication between HOA boards and residents.

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## HOMELESS AND SPECIAL POPULATIONS

### What is supportive housing?

Supportive housing is linked with services that make it possible for a person to live in his or her home. Supportive services include such things as independent living skills training, vocational skills training, personal care and home health services, transportation, and development of social skills.

### Who needs supportive housing?

A person who would probably not be able to live in his or her own housing without the services.

### Who provides supportive services?

Providers include home health aides, social workers, employment counselors, mental health workers and others.

### How Many People with Special Needs Have Housing Needs?

Not all people who are part of a special population need housing or supportive services. Still, an estimated 3,304 Chandler residents have housing problems and would benefit from assistance, including supportive housing, more affordable housing units, and accessibility and other home improvements, including:

- 627 elderly homeowners;                      770 elderly renters;
- 729 owners with disabilities;              848 renters with disabilities;
- 330 victims of domestic violence.



### 2014 Homeless and Special Populations Strategies

1. Prioritize the allocation of CDBG Public Service funds for the funding of programs which serve homeless individuals and families;
2. Utilize CDBG funding to provide operating support to five programs operated by three nonprofits providing emergency and transitional housing for homeless individuals and families.
3. Provide over \$1.1 million in General Fund resources to support families in crisis, services and assistance to special populations, and youth services including:
  - Programs that provide for basic needs including health-related and transportation programs;
  - Independent living programs that allow seniors to safely age in place, and persons with disabilities to live independently, including caregiver respite and support, home-delivered and congregate meals and nutrition programs, and supportive programs for grandparents raising grandchildren;
  - Socialization, recreation and education opportunities to seniors or children and adults with disabilities to combat depression, maintain or improve functional living skills, aid in workforce readiness, improve physical health or enhance quality of life;
  - Programs that provide transportation for veterans to veterans' service centers or other locales for low-income veterans.
4. Participate in the regional Continuum of Care.

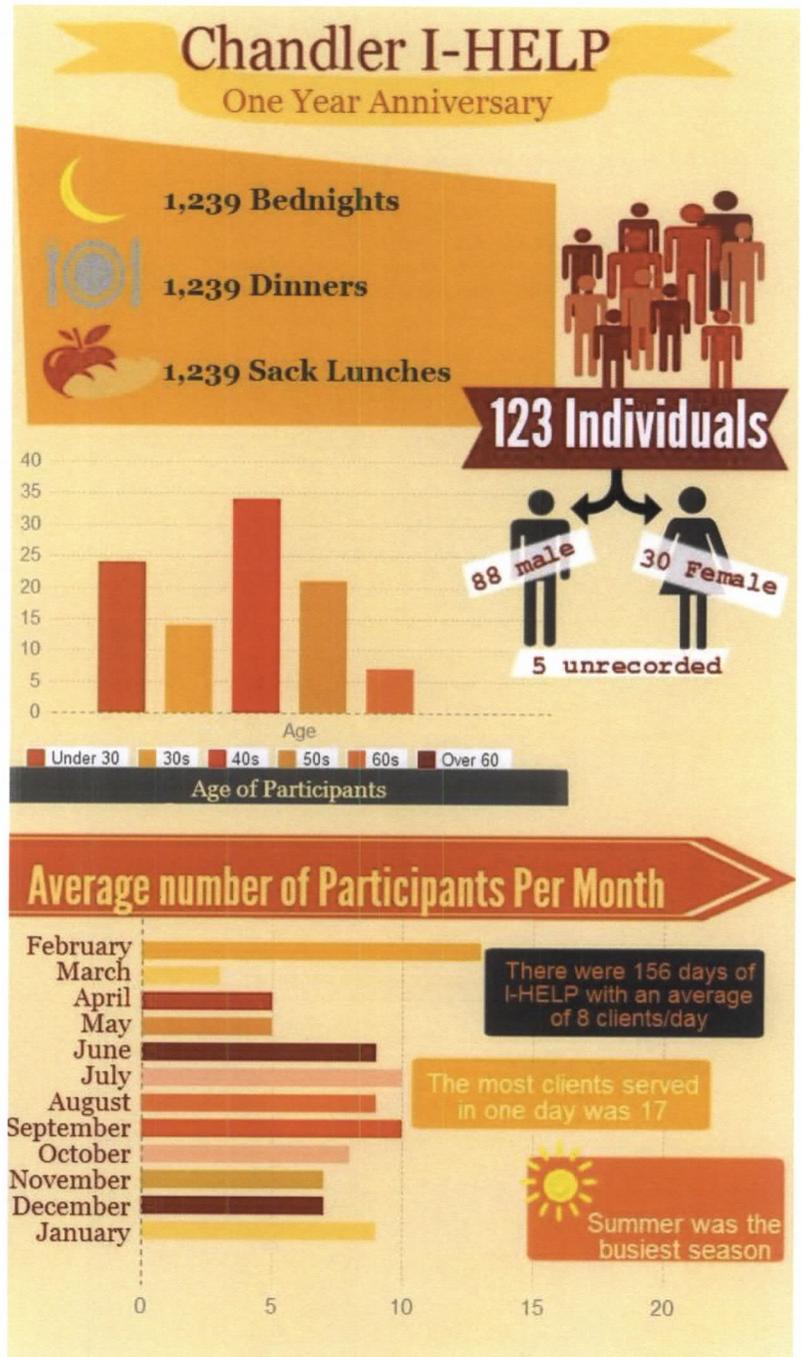


# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## Chandler Expands Programs for the Homeless

Over the past several years, Chandler has prioritized programs for the homeless and significantly expanded its programs for the homeless through the coordination of faith-based, non-profit and private and public sector service providers. The Interfaith Homeless Emergency Lodging Program (I-HELP) partners with faith-based organizations and community agencies to provide a safe place to sleep, a warm meal, and case management to homeless individuals. Chandler I-HELP provides services every Sunday, Monday and Tuesday and will provide shelter for more than 100 individuals and over 2,500 meals during the coming year.

- The Interfaith Homeless Emergency Lodging Program (I-HELP) partners with faith-based organizations and community agencies to provide a safe place to sleep, a warm meal, and case management to homeless individuals. Chandler I-Help provides services every Sunday, Monday and Tuesday and will provide shelter for more than 100 individuals and over 2500 meals during the coming year.
- Community Bridges, Inc. provides a Tenant Based Rental Assistance Program for 15 chronically homeless households. HOME pay for housing costs while CDBG Public Service dollars fund the costs of a Homeless Navigator who provides clients with support in their efforts to secure and maintain housing. Valley of the Sun United Way also generously provides funding for a portion of the Navigator's salary and benefit costs.



# CITY OF CHANDLER

## 2014- 2015 ANNUAL ACTION PLAN

### FAIR HOUSING AND REGULATORY BARRIERS

#### Taking Action to Address Fair Housing Impediments

In March 2011, Chandler completed and submitted to HUD an Analysis of Impediments to Fair Housing (AI) detailing conditions affecting housing opportunities and defining strategies to create greater housing choice.

During the coming year, the City will take the following actions to address identified impediments and promote fair housing choice:

- Distribute at least 2,000 copies of the Fair Housing Brochure and Fair Housing Resolution adopted by City Council to the public and to and through Realtors, nonprofit organizations, housing providers, Senior Centers, City Boards and Commissions, and other community organizations.
- For all program recipients, provide a copy of the "Fair Housing, It's Your Right" pamphlet, a form that may be used to file a complaint with the City, and a phone list that includes the Fair Housing Hotline number.
- Distribute at least 200 copies each year of the "Ten Most Common Fair Housing Mistakes" to housing providers and real estate companies.
- Advertise Fair Housing Month in the City Newsletter and on the City's Cable Channel.
- Dedicate a bi-lingual (English/Spanish) staff person to follow up to Fair Housing calls and provide assistance making contact with the Arizona Attorney General's Office or a Fair Housing Organization.
- Conduct a quarterly survey of agencies and organizations for status of fair housing complaints and concerns.
- Twice annually assess fair housing complaint data.
- Through a partnership with Community Legal Services, provide educational meetings and events for Chandler landlords, tenants and potential tenants.
- Continue to regularly publish the phone number of the Fair Housing Hotline in water bills.
- Provide all program information in both English and Spanish. Ensure the City's Fair Housing Hotline includes a Spanish-language option.
- Continue to provide builders with information regarding ADA requirements; post the requirements on the City website.
- Through the Mayor's Committee for People with Disabilities conduct a review of ADA accessible housing units to determine the actual supply of ADA accessible housing.
- Convene representatives of the City's Section 8 program and other groups that address Fair Housing issues to develop a fair housing education program for tenants and landlords.

#### Overcoming Regulatory Barriers

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

Through the South Arizona Corridor Study, the City has established a goal of 1,000 new housing units in the downtown area. The goal is to bring a mix of households to the downtown and create a vibrant urban-living environment. The area is currently plagued by substandard residential and commercial buildings and is not considered safe by many visitors or residents.

Balancing the need to redevelop the area with existing neighborhoods is an opportunity to examine regulatory barriers and build new strategies for mixed-income and mixed-use development. Some of the strategies the City will consider include:

- Incorporating affordable housing into planned high-density zones through dedicated funding or developer incentives.
- Focusing housing rehabilitation on existing substandard housing adjacent to planned redevelopment sites.
- Acquiring vacant land for future development.
- Developing moderate-density units for mixed-income occupancy as a buffer between planned high-density development and existing neighborhoods.
- Developing live-work space as a buffer between planned commercial uses and existing neighborhoods.

#### Dedicated Funding Will Expand Fair Housing Education

Recognizing the need to further fair housing education in the City, Chandler set-aside \$8,542 that will be made available through a separate Request for Proposals (RFP) for a consultant partner. With this funding the City will educate Chandler landlords regarding fair housing and expand staff knowledge and capacity to further fair housing.

## ECONOMIC DEVELOPMENT

### Economic Development and Community Sustainability

After an extended period of rapid growth that transformed Chandler from a small town into a vibrant City, the focus is shifting from growth to long-term stability. To achieve this stability, the Chandler General Plan is encouraging a variety of businesses that will enhance the existing local economy.

The primary goals of economic development are to ensure that a variety of well-paying employment opportunities are available and that revenue generation is consistent. This requires a mix of small, medium and large businesses in multiple sectors. One objective is to foster corporate headquarters and other large office employers; these employers generally provide both entry-level and professional and technical employment opportunities. Of particular interest are knowledge-intensive industries that will employ Chandler's well-educated residents including, high-technology, bio-medical, software, renewable energy research and development and advanced business services.



### Downtown Redevelopment

The City began a comprehensive strategy to redevelop the downtown area through direct investment and partnerships with private firms. In a relatively short period of time, it has created a huge transformation. The restoration of historic building facades and the reintroduction of the original colonnades have created a welcoming atmosphere where people feel comfortable. The recently completed Arizona Avenue improvements expand the walkability of Downtown and bring a much-needed balance between vehicles, pedestrians and bicycles. With the recent completion of the innovative City Hall, the stage is set for the expansion of Downtown beyond the Historic Square with new architectural forms and mixed-use developments.

In the next five years, the focus of redevelopment efforts will be on completing development on the City-owned sites, increasing the number of arts, cultural and entertainment facilities, and marketing the area south of the Historic Square to attract additional development to the expanded Downtown area.

### 2014 Economic Development Strategies

The City's Economic Development Division will continue employing and refining successful strategies from previous years to:

1. Attract high-end development projects that will strengthen Chandler's economy and quality of life.
2. Add industries to diversify Chandler's employment base and place them into strategic geographic locations.
3. Communicate Chandler's strengths of a strong business climate with great retail and industrial business development opportunities.
4. Position Chandler as a destination for local, national, and international visitors.
5. Revitalize and restore the Downtown to create a unique and exciting destination for both visitors and investors.
6. Work with regional economic development organizations on business development and state and regional strategic issues.

### On The Job Training and Employment Services

National Advocacy & Training Network (NATN) is a nonprofit agency committed to addressing health, safety, economic and social justice issues related to domestic violence, sexual assault, and substance abuse through education, public awareness, and direct services. NATN operates four women's shelters in Mesa and Chandler and plans to add more space as demand far exceeds available space.

The City of Chandler will continue to provide funding for the NATN provides funding for their Support, Education, Empowerment and Directions (SEEDs) program. SEEDs residents operate the Cup O' Karma Community Cafe for a Cause and learn employment skills such as customer service, community relations, marketing and outreach, purchasing and management. Cup O'Karma opened its second café in the Downtown Chandler Library in February 2014, and will run the coffee and sandwich shop for two to three years under a contract with the City. All proceeds generated through Cup O'Karma are used to advance the mission of NATN.

# CITY OF CHANDLER

## 2014- 2015 ANNUAL ACTION PLAN

### HUMAN AND PUBLIC SERVICES: KEYS TO ADDRESSING BASIC NEEDS

#### What are Human Services?

Human services are the benefits and facilities that improve the life and living conditions of people. While usually directed to the poor, disabled, and elderly, all members of a community benefit from human services such as:

- Education and recreation programs.
- Job skills development programs.
- Assistance finding employment.
- Assistance navigating social and economic systems.
- Physical and mental health services.
- Shelter and rental assistance.
- Food and clothing.
- Transportation services.

#### 2014 Leverage Funding Priorities – Families in Crisis

For 2014, the Housing and Human Services Commission established the following priorities for the use of local resources targeted to families in crisis. These services promote strengthening the capacity of low-to-moderate income individuals and families to move toward self-sufficiency.

- **Emergency Intervention:** programs that support families and children in crisis due to child abuse, domestic violence, and/or behavioral health issues such as substance abuse and mental health issues.
- **Temporary Assistance:** programs that provide temporary financial assistance (utilities, rent, mortgage) and support for individuals in accessing additional community resources.
- **Basic Needs:** programs that provide access to food and other basic needs, including clothing and hygiene, to ensure basic physical health needs are met.
- **Support Services:** programs that provide employment assistance and/or adult education including basic education, literacy, English as a Second Language, financial literacy, workforce skills training and job search skills support; and programs that help families avert a crisis through supportive services including affordable child care and transportation.
- **Homelessness:** programs that provide support services, shelter, and housing for homeless individuals and families.

#### 2014 Leverage Funding Priorities – Youth Services

For 2014, the Housing and Human Services Commission established the following priorities for the use of local resources targeted to youth services:

- **Education,** including programs that focus on academic achievement and support such as technology learning, tutoring, mentoring, and student leadership.
- **Health:** programs that provide basic health and nutrition services that support physical, behavioral and mental health, and prevent childhood obesity.
- **Prevention/Intervention:** programs that support healthy social development through the prevention of violence and gang activity, substance abuse, teen pregnancy, and other risk behaviors.

#### 2014 Public Services Strategies

- Support Community Legal Services in removing barriers to justice for low income households.
- Provide over \$1.1 million in General Fund resources to support families in crisis, services and assistance to special populations, and youth services.
- Provide CDBG funds for:
  - Emergency shelter services to thirty-nine (39) individuals and families.
  - Case management and counseling services for twenty-four (24) individuals and families in transitional housing.
  - Intensive targeted services for fifteen (15) families participating in the City's tenant based rental assistance program.
  - Homework assistance, arts and crafts and recreation opportunities for 440 youth residing in Public Housing.

#### Poverty Impacts Nearly 6,500 Chandler Residents

While Chandler's household income is relatively high, 9% of families (6,472) lived in poverty in 2010 and more than half (56%) of all poverty-level families were single mothers with dependent children. Comparatively, 5% of married couples with children and 4% of single fathers lived in poverty. To make their way out of poverty, families require a combination of basic services, including child care, job training and transportation.

#### Demand for Human Services Continues

While the economy continues to decline, many families and individuals continue to need services that meet their basic needs. During the coming year the City will fund approximately fifty (50) programs that address the needs of Chandler's vulnerable families and individuals, including:

- Youth programs;
- Services for seniors and the disabled;
- Supportive services for homeless individuals and families;
- Transportation;
- Food and clothing.

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## MONITORING PROGRAMS TO ENSURE SUSTAINABILITY

### Monitoring

The goal of monitoring is to improve the delivery of services to low and moderate income residents by ensuring that funded activities are carried out in accordance with administrative, financial and programmatic requirements. Monitoring begins with a formal application process and pre-contract training. Ongoing monitoring includes review of monthly performance reports and annual fiscal audits, desk audits and agency risk assessments, and formal site visits.

As part of the application process, non-City agencies are required to submit information on fiscal and program capability, non-profit status, disability accessibility, and other requirements. Prior to contracting, the City conducts training sessions to explain program laws, regulations and requirements and City monitoring standards and procedures. To determine whether the agency can meet requirements for undertaking a federally-funded activity, the City also conducts pre-contract site visits.

Written agreements are entered into with both City and non-City agencies. Written agreements with non-City agencies include measurable objectives, monthly reporting requirements and reimbursement processes. City staff reviews reports and source documents for accuracy, cost allowability and cost reasonableness prior to reimbursement.

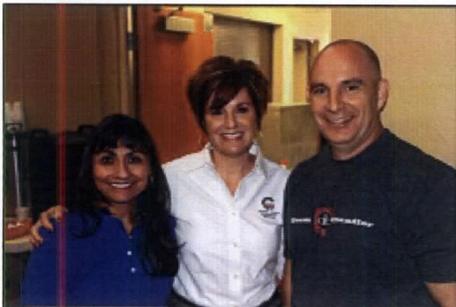
Risk assessments are based on a desk audit utilizing a Program Performance Monitoring Checklist. The Monitoring Checklist includes:

1. Program Outcomes, including progress towards stated objectives.
2. Accessibility for disabled persons.
3. Fiscal Management, including Fiscal Audit Reports and Audit Management Letters.
4. Procurement, including procurement procedures and documentation.
5. Program/Client Records, including target population served, and verification of compliance with national low/moderate income objective.
6. Board Operations, including Board membership lists, and Board member backgrounds.

After completing the risk assessment and identifying areas for review, staff coordinates the site visit with the Executive Director of the Agency and mails a conformation letter. At the formal site visit, staff conducts an entrance discussion with key agency staff, including the nature and purpose of the monitoring and a discussion of general program issues. Following the entrance discussion, City staff reviews:

- Disability accessibility compliance, including the agency's self-evaluation, disability accessibility policy and program documents. City staff also inspects the facilities for compliance.
- Fiscal records, including transactions, procedures, internal controls, agency wide financial statements showing budget variances, and regular review of financial statements by the agency governing board.
- Procurement policies and practices, including MBE/WBE outreach, bidding processes, and cost reasonableness and allowability testing.
- Board meeting minutes to verify the Board's involvement in governance and knowledge of CDBG regulations.

Following review, City staff conducts an exit conference to discuss preliminary findings and concerns. Within 45 days of the site visit, City staff prepares and delivers to the agency a formal monitoring letter, which includes concerns, corrective actions and the timeline for agency response. The City then follows up to ensure that any corrective actions have been addressed.



# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## PUBLIC PARTICIPATION

### The 2014 Annual Action Plan Community Input

The City of Chandler recognizes that sustainable programs are based on community input and strives to provide multiple opportunities for residents to participate in community development actions. The City continues to identify needs, priorities, specific objectives, and strategies to provide decent housing, a suitable living environment, and expand economic opportunities for low and moderate income residents. The City encourages participation from the community through surveys and outreach programs.

Ongoing communication regarding community needs is also obtained through monthly meetings with For Our City. The For Our City initiative, established by Chandler City Councilmember Kevin Hartke is a local network of 100 faith and community-based organizations and leaders whose mission is to "build a bridge for municipal and faith leaders to dialogue for solutions, by promoting passion for people. Recent successes of For Our City include organizing volunteers to address weeds and overgrown vegetation, multi-agency collaborative holiday food and gift drives, annual school supply drives, and recognition events for volunteers.

In addition to holding Annual Plan public hearings to obtain input into community development needs and priorities, the City uses the Chandler Nonprofit Coalition to obtain feedback. The Chandler Nonprofit Coalition is a local network of organizations whose mission is to improve the performance of Chandler nonprofit organizations by promoting social responsibility and community action through awareness building, collaboration, and advocacy.



### 2014 Community Survey

Community surveys are widely recognized as an effective method for gathering citizen input. Surveys complement and support other efforts, such as public hearings, meetings with agencies, and public events held throughout the year. For 2014, the City sent out 1,273 surveys to residents of low to moderate income Census Tracts and received 98 responses.

The greatest neighborhood needs identified by respondents were speeding, code enforcement, signs of blight, including deteriorated houses, and unsupervised youth.

Survey respondents indicated that they believe lower-income families, homeless individuals and families and the elderly are in greatest need for housing and supportive services.

Survey respondents who had benefitted from a City of Chandler housing, economic development or community development program in the last three years were asked to rate City services and programs. One of six respondents had benefitted from a City housing, economic or community development program in the last three years. Program and service beneficiaries cited the Neighborhood Clean Up and Code Enforcement, Habitat for Humanity and City Housing Rehabilitation programs as the most important.

When asked how they would allocate federal funds for housing and community development activities, respondents indicated they would address the following highest-priority needs:

1. Public Safety
2. Code Enforcement
3. Small Business Development
4. Supportive Services for neglected or abused children
5. Housing rehabilitation
6. Supportive services for low income people

To help the City identify the extent of possible housing discrimination and identify strategies to overcome impediments to fair housing choice, residents were asked about factors that might impact their fair housing choices. Twelve percent indicated they had experienced housing discrimination, with discrimination by property managers being the most often cited source of discrimination, and race and familial status being the two most often cited types of discrimination.

### 2014 Public Hearings and Comments

Two Public Hearings will be held on the Annual Action Plan:

1. Wednesday March 26, 2014– HHSC Committee Meeting
2. Thursday April 10, 2014 – City Council Meeting

The public comment period will be open from March 26, 2014 to April 25, 2014. The draft Annual Action Plan will be posted on the City's website beginning March 26, 2014.

Written comments received during the public hearings and public comment period will be incorporated into the final Annual Action Plan along with the City's response to the comments.

**CITY OF CHANDLER  
2014- 2015 ANNUAL ACTION PLAN**

**TOTAL CDBG ALLOCATIONS: \$ 1,308,949**

**TOTAL HOME ALLOCATIONS: \$ 645,440**

<b>CDBG Public Services</b>			
Agency	Funding Requested	Funding Recommendation	HUD Outcome
A New Leaf, Inc. – East Valley Men’s Center	\$ 30,000	\$ 25,000	DH3
A New Leaf, Inc. – La Mesita Homeless Shelter	\$ 24,000	\$ 24,000	DH3
A New Leaf, Inc. – East Valley Women’s Shelter	\$18,000	--	DH3
City of Chandler Housing and Redevelopment – Public Housing Youth	\$ 37,000	\$ 37,000	SL1
Community Bridges, Inc. – Homeless Navigator	\$ 35,515	\$ 35,515	SL3
Community Legal Services – Impediments to Fair Housing	\$ 6,000	--	SL1
Community Legal Services – Removing Barriers to Justice	\$ 10,000	\$ 6,100	SL1
Labor’s Community Service Agency – Transitional Housing	\$ 11,547	\$ 11,547	DH3
Save the Family – Case Management and Transitional Housing	\$ 35,100	\$ 25,000	DH3
Fair Housing Set-Aside		\$ 8,542	SL1
Total CDBG Public Services	\$ 207,162	\$ 172,704	
<b>CDBG Public Facilities, Capital Improvements, and Housing</b>			
City of Chandler Code Enforcement – Blight Elimination Program	\$ 51,460	\$ 25,000	SL3
City of Chandler Neighborhood Resources – Housing Rehabilitation	\$ 700,557	\$ 603,988	DH3
City of Chandler Housing and Redevelopment – Public Housing Storage	\$ 175,000	--	SL3
Habitat for Humanity of Central Arizona – Emergency Home Repair	\$ 289,230	\$ 275,000	DH3
Total CDBG Public Facilities, Capital Improvements and Housing	\$ 1,216,247	\$ 903,988	
<b>Administration</b>			
CDBG Program Administration		\$232,257	N/A
HOME Program Administration		\$27,544	N/A
<b>HOME Investment Partnership Program</b>			
Community Bridges, Inc. – Tenant Based Rental Assistance (TBRA)	\$ 131,144	\$ 175,038	DH2
Habitat for Humanity – Housing Reconstruction	\$ 100,000	--	DH3
Newtown CDC – Community Land Trust First-time Homebuyer Program	\$ 270,000	\$ 442,858	DH2
Total HOME	\$ 501,144	\$ 617,896	

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

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## FY 2014 CDBG AND HOME PROGRAM DESCRIPTIONS

### FY 2014-2015 CDBG FUNDED PROGRAM DESCRIPTIONS

#### PUBLIC SERVICE

##### **A New Leaf, Inc. – East Valley Men’s Center**

The Center is the only regional emergency shelter program for homeless adult men 18 years and older in the East Valley. The shelter serves male residents only who need emergency shelter services including: case management, life skills, legal aid, behavioral health care, AA support groups, GED prep and adult literacy. Men must be drug & alcohol free and willing and able to and save 85% of their income in order to live at the shelter. All residents receive an orientation, intake assessment and meet with a case manager and individual service plan established to set goals to obtain employment. An estimated 27 men will receive services.

##### **A New Leaf, Inc. – La Mesita Shelter**

A New Leaf will provide comprehensive services for homeless individuals by providing a safe environment where families can develop the skills and resources needed to become self-sufficient. La Mesita is the only emergency shelter in the East Valley offering services to families with children. La Mesita provides the basic physiological needs of food, shelter and clothing. In addition, La Mesita provides transportation, case management, financial literacy counseling, parenting education and support, job training and a host of other services. The shelter is located in Mesa but serves families referred by the Community Action Agencies from Maricopa County. The agency is building a new shelter on the site of the existing shelter. During construction of the new shelter residents of La Mesita have been relocated to an apartment complex in Chandler.

##### **A New Leaf-East Valley Women’s Shelter**

Funding was requested to provide emergency shelter and support service for homeless women at the East Valley Women’s Shelter located in Mesa. It was estimated that three homeless women from Chandler would be housed and provided services at a housing unit that houses a maximum of 8 women at a time.

##### **City of Chandler Public Housing – Public Housing Youth Program**

The program will serve approximately 400 families with youth ages 6-18 who reside in Chandler’s four Public Housing family sites. The program is offered after-school and during school breaks. The after-school program component is available Monday – Friday at each of the four sites for 3.75 hours each day. The program also includes home-work help, arts & crafts, recreational activities and special events. During the summer months, the programming is offered in the morning for the younger children, afternoon for all ages and evening activities for teens. The Holy Trinity Lutheran Church located at 739 W. Erie St. partners for years and allows use of its gym during school breaks and one afternoon a week. Van transportation is provided to and from activities and specialized events.



##### **Community Bridges Inc. (CBI) - Homeless Navigator**

The program provides intensive, targeted intervention services to 15 households who participate in Chandler’s Tenant Based Rental Assistance (TBRA) program. The Homeless Navigator locates and establishes relationships with the homeless to facilitate their voluntary acceptance of housing and provides support and advocacy needed to help them stay housed.

##### **Community Legal Services – Removing Barriers to Justice**

The program will provide legal services and direct representation in court to approximately 278 low-income Chandler residents with legal problems in family law, domestic violence, housing, consumer, health care and government benefits. CLS staff screen potential clients, provide legal consultation, case work and court representation. Referrals for services come from police, Chandler city staff and service providers.

##### **Labor’s Community Service Agency (LCSA) – Transitional Housing**

LCSA will serve Chandler families residing in LCSAs three single family homes through a transitional housing program. The program offers comprehensive case management services for small and large families. LCSA works with the school liaisons, emergency/domestic violence family shelters, Community Information and Referral and the local CAP office. LCSA provides housing for homeless families, and conducts all case management in-home services with individualized case plans. Families must save 10% of all income to successfully prepare for departure into permanent housing to prevent future homelessness.

# CITY OF CHANDLER

## 2014- 2015 ANNUAL ACTION PLAN

### **Save the Family - Homeless Case Management**

Save the Family will provide a transitional housing program with supportive services to homeless families including intake assessments and case management. Chandler clients to be served by this program are homeless families residing or referred by the City and housed in one of the agency's 62 transitional housing units located in Mesa, Gilbert, Tempe, Scottsdale and Chandler. Clients are families in crisis who are homeless and have extremely low income, earning less than 50% of the Area Median Income.

### **Fair Housing Set-aside**

Funding in the amount of \$8,542 will be reserved to be made available through a separate Request for Proposals (RFP) to obtain a consultant partner who will provide fair housing activities in Chandler. Activities will likely include education and training for City staff and Chandler landlords regarding fair housing practices and other activities that further the City's fair housing goals.

## **CDBG CAPITAL/PUBLIC FACILITIES**

### **City of Chandler-Housing Rehabilitation Program**

The City's Housing Rehabilitation Program will provide distinct housing rehab programs to approximately 15 low and moderate income single family homeowners. The Moderate Rehab program allows up to \$50,000 with zero % interest deferred loan for interior and exterior repairs to correct code issues and make health and safety improvements. The Exterior Improvement Loan (EIL) program offers up to \$20,000 for exterior improvements that remove blighting conditions to revitalize the property and improve the surrounding neighborhood. The EIL program offers zero % interest loans that are forgivable over 5 years. Qualified homeowners are screened for eligibility in accordance with CDBG guidelines. The City's housing rehabilitation programs assist low and moderate income homeowners to remedy negative property conditions for which they cannot afford to resolve without funding assistance.

### **Habitat for Humanity-Emergency Home Repairs**

The goal of Habitat's program is to offer Emergency Home Repair services to approximately 71 qualified Chandler homeowners. Chandler's program limits the repairs to \$5,000 per household, per year. The program has grown and the calls for service to Habitat's Hotline have increased from last year. Habitat's staff qualifies each applicant, develops scopes of work, hires subcontractors when necessary, tracks work, coordinates with the City, and submits monthly performance reports and payment reimbursements.

### **City of Chandler Code Enforcement-Blight Elimination**

The goal of the program is to improve the neighborhood and housing conditions through the implementation of the Blight Elimination Program. Objectives include: 1) the inspection of residential housing units for violation of the City's Chapter 30 Code; 2) the identification of significantly blighted unoccupied structures deemed unsafe and uninhabitable and correct through enforcement, up to and including demolition; and 3) the marketing of the City's Housing Rehabilitation program to homeowners in the City's low-to-moderate income Census Tracts. The Code Enforcement Section anticipates serving up to 315 households during the FY 2014-15 program year.

## **FY 2014-2015 HOME FUNDED PROGRAM DESCRIPTIONS**

### **Community Bridges, Inc.-Tenant Based Rental Assistance Program (TBRA)**

The goal of the program is to house and maintain housing for vulnerable homeless people, who before being housed, were living on the streets of Chandler. CBI utilizes the AZ Coalition to End Homelessness matrix which identifies and prioritizes for housing the most chronic homeless. As a result of this funding, the agency anticipates 15 homeless clients will continue to receive housing services through June 30, 2015. This program will help the most vulnerable homeless remain in TBRA-assisted housing or transition to permanent housing.

### **Newtown Community Development Corporation-Community Land Trust**

The goal of the program is to provide affordable homeownership opportunities to five to six Chandler low income first time homebuyers who are priced out of the current housing market. Eligible buyers must complete homebuyer education classes and homeownership counseling. They also must attend an orientation where the ground lease, resale restrictions, shared equity and other provisions of the CLT program are fully explained. The Community Land Trust ground lease contains resale restrictions required by HOME program guidelines. Properties must be kept as the homebuyer's principal place of residency and only households with incomes below 80% of the Area Median Income (AMI) are eligible to purchase a Newtown home. The ground lease gives Newtown the right of first refusal and includes a shared appreciation provision to ensure the CLT homes remain affordable in future years.

# CITY OF CHANDLER 2014- 2015 ANNUAL ACTION PLAN

## CITY OF CHANDLER NEIGHBORHOOD RESOURCES DIVISION

### Housing and Human Services Commission (HHSC)

Justin Lisonbee, Chairperson  
Louise Moskowitz, Vice-Chairperson  
Rick Becker  
Jadine Bowens  
Judith Carroll  
Tammy Clow-Kennedy  
Joseph Curbelo  
Raleigh Grady  
Kris Kylo  
Jeff Riggs  
William Wallace

The HHSC is appointed by the Mayor and approved by City Council. The HHSC serves as an advisory body to the City Council and Public Housing Authority Commission and plays an important role in assessing community needs and making funding recommendations to Council. Some of the duties of the HHSC are to:

- Recommend the annual allocation of Community Development Block Grant, HOME and General Fund Social Service funds to the City Council;
- Advise the City Council on matters relating to the welfare of the City's low and moderate income citizens;
- Assess the human service needs of the community, determine any gaps in service and utilize this information in developing the priorities funding;

### Neighborhood Resources Division

235 S. Arizona Ave.  
Chandler, AZ 85225  
Mailing Address:  
Mail Stop 600  
PO Box 4008  
Chandler, AZ 85244-4008  
Phone: 480-782-4320  
[www.chandleraz.gov](http://www.chandleraz.gov)

The Neighborhood Resources Division is comprised of five divisions. The divisions work together as a team to keep neighborhoods well maintained and provide for the basic needs of low income and homeless individuals and families. The five divisions are:

- Code Enforcement
- Community Development
- Neighborhood Programs
- Chandler's Diversity Office
- Housing and Redevelopment

The Community Development Division administers the funds and programs that are used to address the goals and strategies of the Consolidated Plan. These resources promote the improvement of quality of life for low- to moderate-income families and assist in the stabilization of Chandler neighborhoods through affordable housing programs and partnerships with non-profit and faith-based agencies as well as other City departments.

### City of Chandler Council

**Mayor Jay Tibshraeny**  
Rick Heumann, Vice Mayor  
Trinity Donovan  
Nora Ellen  
Kevin Hartke  
Jack Sellers  
Jeff Wenninger



### City Manager

Rich Dlugas

### City of Chandler Neighborhood Resources Division

Jennifer Morrison, Director

### Community Development - Staff Contacts

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