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MEMORANDUM NEIGHBORHOOD RESOURCES MCC MEMO NO. NR14-027

DATE: AUGUST 22, 2014

TO: MAYOR AND MEMBERS OF THE CITY COUNCIL

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

FROM: BARBARA BELLAMY, CDBG SUPERVISOR

SUBJECT: RESOLUTION NO. 4791 APPROVING THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER) FOR THE FISCAL YEAR 2013-2014 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. 4791 approving the Consolidated Annual Performance and Evaluation Report for the fiscal year 2013-2014 and authorizing the City Manager or his designee to execute and submit the CAPER to the United States Department of Housing and Urban Development (HUD).

BACKGROUND: Each year the City of Chandler is required to evaluate the programs funded by 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 2013-2014 CAPER was held at the Chandler City Council meeting on August 14, 2014.

DISCUSSION: The fiscal year 2013-2014 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 and Neighborhood Stabilization Programs.

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: None.

PROPOSED MOTION: Approval of Resolution No. 4791 approving the Consolidated Annual Performance and Evaluation Report (CAPER) for the fiscal year 2013-2014 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 4791
Fiscal Year 2013-2014 Chandler Consolidated Annual Performance and Evaluation Report

RESOLUTION NO. 4791

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 2013-2014 AND AUTHORIZING THE CITY MANAGER OR HIS DESIGNEE TO EXECUTE AND SUBMIT THE CAPER TO THE UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, the U. S. Department of Housing and Urban Development (HUD) requires Community Development Block Grant (CDBG) entitlement jurisdictions to submit a Consolidated Annual Performance and Evaluation Report (CAPER) for each program year (Exhibit A); and

WHEREAS, the CAPER provides information to HUD and Chandler residents regarding the year's accomplishments and how the projects helped to meet the goals and objectives in the 2010-2014 Consolidated Plan, and the specific accomplishments of Fiscal Year 2013-2014; and

WHEREAS, the City conducted a public hearing on August 14, 2014 provided a 15-day public comment period for the purpose of receiving written and oral comments on the CAPER and no comments were received; 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 the Fiscal Year 2013-2014 year-end CAPER to HUD;

NOW, THEREFORE BE IT RESOLVED, by the City Council of the City of Chandler, Arizona that the Council hereby approves, and authorizes the City Manager or his designee to execute and submit to HUD, a year-end Consolidated Annual Performance and Evaluation Report, 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 _____ day of September 2014.

ATTEST:

_____ _____

CITY CLERK MAYOR

CERTIFICATION

I HEREBY CERTIFY that the above foregoing Resolution No. 4791 was duly passed and adopted by the City Council of the City of Chandler, Arizona at a regular meeting held on the _____ day of _____, 2014, and that a quorum was present thereat.

_____
CITY CLERK

APPROVED AS TO FORM:

_____
CITY ATTORNEY (KB)

City of Chandler

Neighborhood Resources Division

2013-2014 | Consolidated Annual Performance and Evaluation Report

CITY OF CHANDLER
2013 – 2014 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

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What is the Consolidated Annual Performance Report (CAPER)?

As a recipient of federal funds from the US Department of Housing and Urban Development (HUD), the City of Chandler is required to publish an annual performance report detailing activities that took place during the most recent program year. 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.

In addition, the CAPER describes accomplishments of General-Funded social service programs including activities funded with Acts of Kindness, Social Services Funding, Youth Enhancement Program (YEP) and Veteran's Transportation funds.

The City strives to holistically address the needs of its neighborhoods through the provision of a combination of general and federally funded programs. The goal to do so is driven by an ongoing commitment to neighborhoods by the Mayor and City Council. This year the Mayor launched Next Door, an online application to connect residents with their neighbors. In addition, the inaugural Neighborhood Excellence Awards were presented by the Mayor at the State of the City address, to outstanding neighborhood leaders and neighborhoods. In addition to these programs, the City, with the assistance of a citizen panel, performed a thorough review of the City ordinances that govern parking in neighborhoods. These new and continuing efforts at neighborhood outreach, recognition and participation help to maintain a steady focus on improving Chandler's neighborhoods.

To address neighborhood conditions, the City through Community Development Block Grant funds, improved access and provided additional accessibility through ADA ramps and routes in a low and moderate income neighborhood. CDBG funds were also utilized to support the elimination of blight in low and moderate income neighborhoods, through a provision of an enhanced Code Enforcement Program, including the marketing of the City's Housing Rehabilitation Program. In addition to Housing Rehabilitation, the City focused on the creation of first time homebuyer opportunities and for the first time, provided a housing reconstruction program for homebuyers. These programs were made possible through a combination of local and federal funds, working together to carry out the City objectives for improving and maintaining neighborhoods.

2013-2014 Program Year CAPER Resources	
Entitlement Programs	
Community Development Block Grant	$1,201,662
HOME (through an agreement with Maricopa County)	$276,790
Public Housing Programs	
Section 8 Housing Choice Voucher Program	$4,061,207
Public Housing Program	$1,142,240
Public Housing Capital Funds	$774,597
Local Resources and Leverage	
CDBG Program Income	$11,365
HOME Program Income	$42,459
Acts of Kindness (AOK)	$60,178
Social Service Funds (SSF)	$424,043
Youth Enhancement Program (YEP)	$631,438
Veterans Transportation	$10,000
Total Leverage	$1,179,483
Total Resources Available	**$8,635,979**

EXECUTIVE SUMMARY

HOUSING

- Improved public housing units through re-roofing of apartment buildings, installed sewer line cleanouts on same buildings, replaced apartment ranges, and exterior doors, in addition to replacing several air conditioner units. Upgraded parking on the City's public housing sites by the re-sealing and striping at five apartment locations. Projects improved housing conditions for 184 households.
- In partnership with Habitat for Humanity, demolished and reconstructed a dilapidated single family home using HOME dollars to provide decent and safe housing for a single female head of household senior homeowner.
- Made emergency home repairs for 44 low and moderate- income homeowners through a CDBG-funded partnership with Habitat for Humanity.
- Created nine first-time buyers utilizing HOME and NSP 3 funds through a partnership with Newtown Community Development Corporation bringing the number of Chandler Land Trust properties to 49.
- Improved 14 single-family owner-occupied homes using CDBG and HOME funds, including substantial rehabilitation of seven homes and exterior improvements for seven homes.

HOUSING AFFORDABILITY

- The City acquired five units of affordable housing, two units of which were funded by the HOME program to expand the number of affordable housing opportunities in Chandler.
- City provided Housing Choice Vouchers for 486 households and operated 303 units of affordable public housing.
- Partnered with Newtown Community Development Corporation to provide five homebuyer education classes for 183 participants and five Community Land Trust orientations for 102 participants.

NON-HOUSING COMMUNITY DEVELOPMENT

- Improved mobility and connectivity of low to moderate income residential neighborhoods by constructing ADA standards improvements associated with 115 single family homes. ADA related improvements included installation of 30 curb ramps, 32 residential driveways, three commercial drives, 10 alley entrances and 2300 linear feet of new sidewalk.
- Investigated 6,869 property-related code complaints, including 3,956 citizen-initiated complaints and 2,913 cases initiated by inspectors while on routine patrol. 99.79 % of cases complied voluntarily within an average of 18 days.
- Continued the voluntary demolition program, resulting in the demolition of one severely dilapidated property.
- Removed graffiti from 1,084 locations and removed overgrown weeds, fallen trees and other debris from 69 sites using General Funds.

SPECIAL POPULATIONS

- General Fund resources supported 15 programs, including:
- Programs that provided 34 victims of domestic violence with shelter and supportive services.
- Programs that provided 3,114 disabled youth and adults with various services.
- Programs that provided 3,457 seniors with assistance to meet their basic needs, including food, clothing and transportation.

HOMELESSNESS

- Focused on services to Chandler's street homeless population through the Interfaith Homeless Emergency Lodging Program (I-Help) and Homeless Navigator.
- Provided the Homeless Navigator program including intervention services for 64 individuals experiencing street homelessness. In particular, the case managers assisted with transportation to detox and treatment facilities. The Homeless Navigator also assisted with client evaluation and support for Tenant Based Rental Assistance (TBRA) program.
- Continued the provision of tenant based rental assistance for 15 chronically homeless individuals and families through the TBRA Program
- Provided 7,982 bed nights of shelter for homeless populations using CDBG and Social Service Funding.
- Provided CDBG funds to five emergency and transitional shelter programs that served 207 homeless individuals, families and victims of domestic violence.
- Collaborated on the MAG Homeless Committee Homeless Street Count and provided hydration stations during the summer months.

ANTI-POVERTY AND HUMAN SERVICES

- Provided funds to assist 1,636 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 440 youth to become involved in positive activities, complete homework and participate in recreation, arts and crafts and field trips.
- Provided 316 families with emergency financial assistance to prevent evictions and utility shut-offs through the Chandler Christian Community Center's Community Action Program using General Funds.
- Assisted families with services such as foster care, adoption and emergency shelter through the Child Crisis Center.
- Utilized CDBG funding to provide no-cost attorneys and legal advocates to resolve civil legal problems for 157 low-income Chandler residents through Community Legal Services.
- Provided referrals for 12,052 individuals through Human Services Funding.

LOCAL / LEVERAGE RESOURCES

- Celebrated five year anniversary of the formation of For Our City, a partnership of nonprofit, faith based and local government entities.
- Two hundred and forty four (244) volunteers assisted 21 residents through Let's Pull Together, a For Our City Volunteer effort to assist disabled and senior homeowners with yard and housing maintenance
- Provided over 3,000 school age children with free backpacks and school supplies through the For Our City Operation Back to School drive and volunteer event
- 232 individuals contributed over 100 hours of volunteer service, including seven who volunteered over 1,000 hours each, for a total of 53,440 volunteer hours with an estimated value of over $1.2 million.
- Allocated Acts of Kindness funding to 5 programs that served 1,976 Chandler residents.
- Allocated Social Services Funds to 17 programs that served 22,176 Chandler residents.
- Allocated Youth Enhancement Program funds to 29 programs that served 19,316 youth and their families.
- Allocated Veterans Transportation program funds to 1 agency that served disabled and low-income military veterans and their families.

CDBG Program Expenditure Summary					
FY 2013-2014 Entitlement	FY 2013-2014 Program Income	Prior Year Balance	FY 2013-2014 Total Revenue	Expenditures	Balance
$ 1,201,662	$ 11,365	$1,190,421	$2,403,448	$1,446,364	$957,084
** as of August , 2014; not including end of year adjustments that may take place through August 30, 2014					

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	335	250	68	4	12	-	1
Hispanic/Latino	156	136	1	-	3	-	0

HOUSING

Chandler is a member of the Maricopa HOME Consortium. Chandler's HOME-funded housing, homeless and special needs activities are officially planned and reported through the Consortium and are included here to provide a complete description of Chandler's activities.

Together, CDBG and HOME funding improved 243 housing units

- Through the use of CDBG funding, replaced sewers and roofing on the City's Public Housing sites 1, 2, 3 & 4.
- The Housing Rehabilitation Program improved electrical and plumbing, heating and cooling, roofing and other systems that increase safety and habitability for seven homeowners.
- The Exterior Improvement Program addressed roofing, painting, landscaping and other exterior elements that visibly impact the home and the neighborhood for seven homeowners.
- The Emergency Home Repair Program operated by Habitat for Humanity made repairs that represent an imminent threat to health and safety such as roof leaks, plumbing leaks and HVAC for 44 homeowners.
- The City acquired five units of affordable housing, two units of which were funded by the HOME program to expand the units of affordable housing in Chandler.

	Household Income Level			
Accomplishments	0-30%	31-50%	51-80%	$ Spent
CDBG				
Housing Rehab	1	0	0	$170,052
Exterior Improvements	0	6	1	$131,170
Emergency Repair	2	31	11	$204,439
Public Housing Improvements	123	37	24	$184,254
HOME				
Housing Rehab	0	6	0	$181,250
Total	126	80	36	$871,165

HOUSING

NSP and HOME funding assist nine First-Time Homebuyers to Purchase a Home

In cooperation with Newtown Community Development Corporation, nine homes were acquired, rehabilitated and resold to first time homebuyers through the Chandler Community Land Trust.

	Household Income Level			
Accomplishments	< 50%	51-80%	81 – 120%	$ Spent
Land Trust, HOME	0	2	0	$454,522
Land Trust, NSP 1	0	1	0	$0
Land Trust, NSP3	0	6	0	$142,010
Total	**0**	**9**	**0**	**$596,532**

* Land Trust NSP1 property listed above was purchased with Project Proceeds.

Housing Counseling

The City of Chandler and Newtown CDC continued their partnership to provide housing counseling to families and individuals interested in purchasing a home in Chandler. Newtown provided five Homebuyer Education classes for 183 participants and five Community Land Trust orientations for 102 participants.

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 City's PHA manages 303 public housing units and 486 Housing Choice Vouchers while maintaining its HUD "High Performing" designation for both the Section 8 Voucher and Public Housing Programs. In addition, the Housing and Redevelopment Division operates four scattered-site senior homes in gated, designated adult communities as a non-federal affordable housing venture.

FY 2013-2014 Housing Goals

- Increase homeownership through first-time homebuyer and down payment assistance programs.
- Increase the quality and habitability of owner-occupied housing through rehabilitation and emergency repair assistance 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 owner-occupied and rental housing by continuing to partner with nonprofit agencies to acquire and rehabilitate housing for purchase and/or rental.
- Assist homeowners at risk of foreclosure by partnering with nonprofit housing counseling agencies.

First Housing Reconstruction Project a Success!

Isabel Duran has lived in her Chandler home near Arizona Avenue and Pecos Road for more than 42 years. From October 2013 to April of 2014, the City in partnership with Habitat for Humanity, executed the first Housing Reconstruction project at Ms. Duran's home. Ms. Duran wanted to remain in the neighborhood because as she says, "I raised my kids here and my grandkids. I know this neighborhood."

Through the Housing Reconstruction Program, the City provides $50,000 in HOME funds for rehabilitation and the homeowner is provided with a 0% interest loan through a mortgage to fund the remainder of the project.

CDBG PUBLIC SERVICES ACTIVITIES - HOMELESSNESS

Addressing the needs of homeless families and individuals is a high priority of the City as identified through a city-wide 2007 Human Services Needs Assessment. During FY 2013-2014, the City provided CDBG support to seven nonprofit organizations that offer shelter and services to homeless individuals and families and victims of domestic violence. City General Fund resources leveraged CDBG resources and are described on page 8.

FY 2013-2014 Homeless Accomplishments

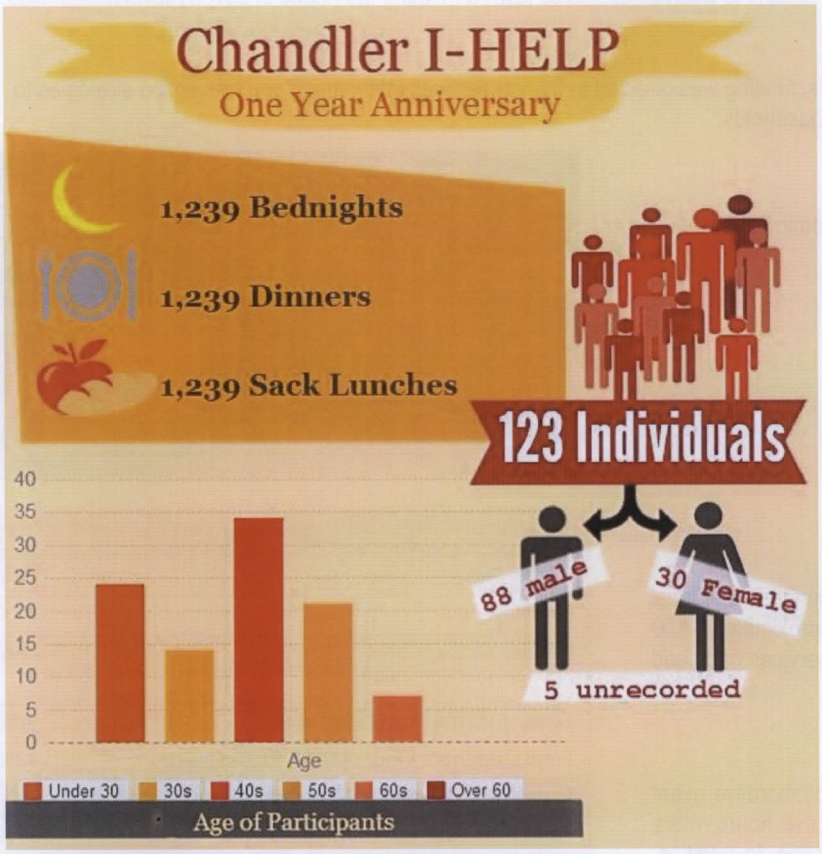
- Supported prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness.
- Provided financial and technical support to programs that provide emergency and transitional shelter for homeless individuals and families and victims of domestic violence.
- Supported regional MAG Continuum of Care activities to serve the homeless including hydration stations during summer months and
- Continued the partnership with For Our City – Chandler, which coordinates services offered by the City and non-profit organizations with the service resources of faith-based communities, employers, business groups, and others.
- Experienced a reduction in unsheltered homeless individuals from 65 in 2011 to 17 in 2013. Participated in the Point-in Time Homeless Street Count, which focuses on the number of homeless persons living on the street. In addition to the 17 identified homeless persons, 14 individuals received shelter during the count through the Interfaith Homeless Emergency Lodging Program (I-HELP).
- Continued to provide the Chandler Interfaith Homeless Lodging Program (I-HELP), which provides food and safe shelter three days a week.

- **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 19 Chandler families with emergency shelter and case management services for up to 120 days.
- **A New Leaf - The East Valley Men's Center** – As the only East Valley shelter serving single, adult homeless men exclusively, 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 provided 43 Chandler adult men with shelter and assistance finding and keeping gainful employment.
- **Community Bridges, Inc.** – Peer support and the Homeless Navigator Program provided intervention for 64 individuals experiencing street homelessness. In particular, the interventionists assisted with substance abuse issues including transporting these individuals to detox and behavioral health facilities. The Homeless Navigator also assisted with client evaluation and support for those homeless individuals and families participating in the HOME funded TBRA program.
- **House of Refuge** - House of Refuge provided an employment and social services program to assist 32 homeless individuals and families. The agency conducted assessments of each resident and developed an action plan that outlined the steps to reach employment or educational goals. Program participants attended classes to help them with job searches, resume writing, interview preparation and applying for financial aid to attend college.
- **Labor's Community Service Agency** –paid monthly utility costs for 22 Chandler families occupying transitional housing. The transitional housing program assists homeless families to address social and financial responsibilities and move from homelessness to permanent housing. Families in transitional housing work toward self-sufficiency, upgrading or maintaining long-term employment and providing services to help children move up a grade level.
- **National Advocacy & Training Network – The Support, Education, Empowerment & Directions (SEEDs) Program** - National Advocacy & Training Network utilized funds to deliver housing, food, clothing and supportive services to 34 women and children from Chandler. Supportive services included case management, counseling for domestic violence and sexual assault, substance abuse advocacy and education, legal advocacy, mentoring job training and career development. The program also provided on the job training at the 'Cup O Karma' coffee shop at its new location at the Chandler Downtown Library.
- **Save the Family- Homeless Case Management** provided housing and case management to 91 Chandler families. Save the Family provided a transitional housing program that includes intake assessments and case management based on the Critical Time Intervention (CTI) case management model. Chandler clients 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. All clients served are families in crisis who are homeless and have extremely low income, earning less than 50% of the Area Median Income. 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.

HOME Tenant Based Rental Assistance Provided Supportive Housing for 17 Households

Throughout FY 2013-2014, the City continued to fund the costs associated with the Tenant Based Rental Assistance program for homeless individuals and families. While the program experiences lease up and vacancies periodically, 27 people received housing and ongoing case management. Households included four families and 13 individuals who were safely housed and received supportive services through the HOME TBRA program. Two nonprofit organizations - Community Bridges, Inc., (CBI) and HOM, Inc. work together to ensure that Chandler's vulnerable residents receive intensive intervention. Through a Homeless Navigator, CBI identifies individuals and families who wish to seek housing. HOM, Inc. then qualifies the household under HUD regulations, enters into a housing assistance payment contract with the landlord on behalf of the client, and inspects housing units to ensure they meet HUD standards. Households receive rental assistance for up to 24 months while the CBI Homeless Navigators provide supportive services to help participants achieve their highest levels of housing stability and self-sufficiency.

COLLABORATIVE SERVICES FOR THE HOMELESS

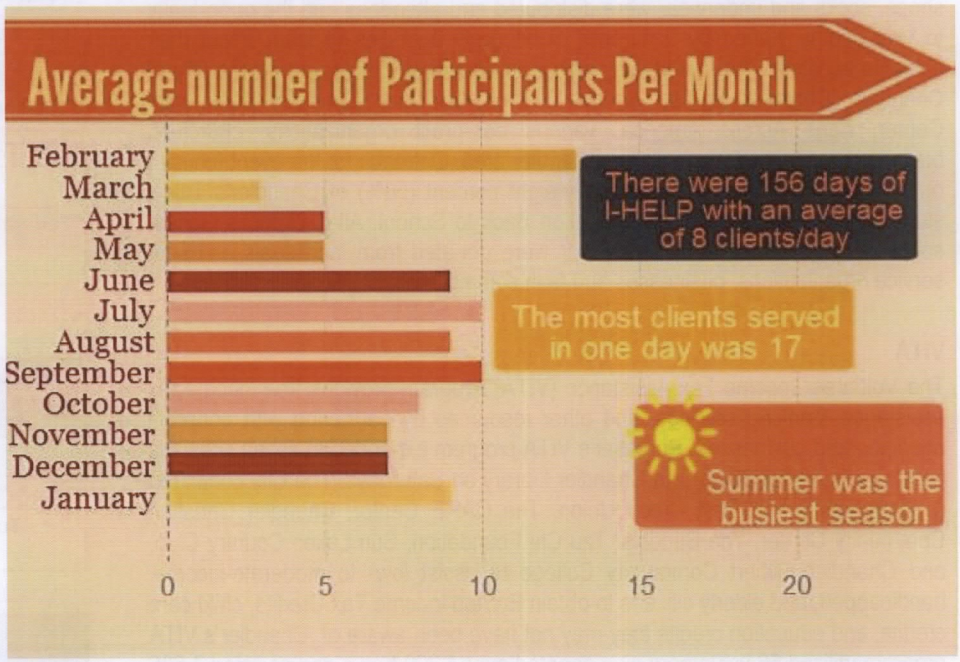


Interfaith Homeless Emergency Lodging Program (I-HELP)

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 provided shelter for more than 192 individuals and over 2,500 meals during the past year.

In FY 13/14, I-HELP successfully implemented a case management component by hiring the program's first Case Manager in February 2014. With the inclusion of this component, 47 unduplicated homeless individuals have engaged in active case management, 18 homeless individuals have been employed, 6 have been housed and 17 have received necessary medical and/or mental health treatment.

Daniel Kamau, Case Manager for Chandler I-HELP, receives a check for $1,500 from Bob Miller, a board member of Hidden Treasures Thrift Store, toward the purchase of a van to help with the transfer of clients to the overnight faith community location each night.



PUBLIC SERVICES ACTIVITIES/NON HOMELESSNESS AND SPECIAL POPULATIONS

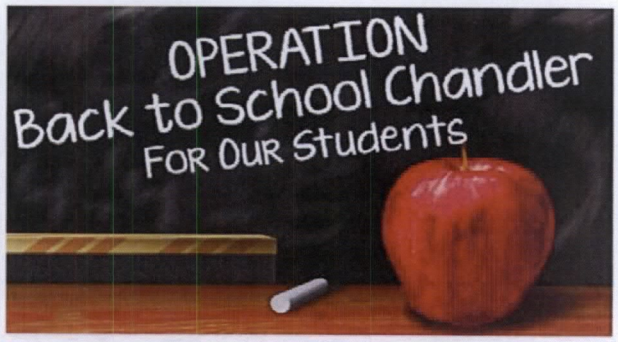
Addressing Underserved Needs and the Needs of Poverty-Level Households

In addition to CDBG-funded activities, the City endorsed several actions to address obstacles toward meeting the needs of poverty-level households.

FY 2013-2014 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.



FOR OUR CITY INITATIVES

The City staffs the faith-based coalition "For Our City", which partners with local nonprofits to meet community and nonprofit needs. Approximately 100 participating faith-based organizations help identify community services gaps and provide assistance to address those gaps.

OPERATION BACK TO SCHOOL

Operation Back to School Chandler–For Our Students was a collaborative event held on July 20 at Chandler High School. Over the course of five hours, more than 3,000 students received backpacks filled with school supplies. In addition, shoes, socks and underwear were distributed and attendees had the opportunity to visit booths staffed by a number of nonprofit agencies to learn about their valuable services. The undertaking was a collaborative effort involving the City of Chandler, Chandler Unified School District, Chandler Christian Community Center, Fans Across America, various non-profit organizations, churches, business groups, and others in the Chandler area. Outreach for the event focused on Chandler's 6 Title I schools. Fifty-eight percent (58%) of Chandler's Title I students were served through Operation Back to School. All backpacks, school supplies, shoes, sock and, underwear were donated from individuals, families, service organizations, businesses and faith communities.

Total Children Served	3,023
Male	46%
Female	47%
Gender not captured	7%
Total students from Preschool	4%
Total students - Kindergarten to 2nd grade	22%
Total students - 3rd to 5th grade	23%
Total students - 6th to 8th grade	17%
Total students - 9th to 12th grade	11%
Grade unknown	24%
Total number of CUSD students	96%
Total number of non-CUSD students	4%
Federal Program Students	
Native Students	2%
Families in transition	3%
Migrant students	2%
Children who received other services but not given backpacks	
San Marcos Elementary School	3%
Total number of schools & organizations reached: 92 schools & 5 non-profit organizations	

VITA

The Volunteer Income Tax Assistance (VITA) Program provides free income tax assistance, banking services, and other resources by partnering with nonprofit agencies and businesses. Chandler's VITA program expanded to seven sites this year by adding the Downtown Chandler Library on Saturdays. The City continued its partnership with First Credit Union, The CARE Center, Chandler Christian Community Center, The Buddhist Tzu Chi Foundation, Sun Lakes Country Club, and Chandler Gilbert Community College to assist low- to moderate-income, handicapped, and elderly citizens to obtain Earned Income Tax Credits, child care credits, and education credits they may not have been aware of. Chandler's VITA program utilized 56 volunteers who donated over 4,200 hours and assisted 1,636 residents in filing their tax returns, resulting in refunds totaling $1,800,000.

TABLE 1 - CDBG FUNDING AND OUTCOMES - FY 2013-2014

Program Year	Agency / Program	Funding Available	Expended in FY 2013	Total Expended	HUD Outcome	Persons Assisted
Programs that Address Basic Needs (Public Services)						
2013	About Care – Transportation Program	$5,020	$5,020	$5,020	SL1	487
2013	A New Leaf – East Valley Men's Center	$20,081	$20,081	$20,081	DH3	43
2013	A New Leaf – La Mesita Family Homeless Shelter	$8,027	$8,027	$8,027	DH3	19
2013	Chandler Housing Youth Program	$34,685	$35,122	$35,122	SL1	440
2013	Community Bridges – Homeless Navigator	$40,163	$36,346	$36,346	SL3	64
2013	Community Legal Services – Removing Barriers to Justice	$6,021	$6,021	$6,021	SL1	157
2013	House of Refuge – Employment and Social Services	$15,061	$15,061	$15,061	SL3	32
2013	Labor's Community Services Transitional Housing	$10,041	$10,041	$10,041	DH3	4
2013	National Advocacy & Training Network – SEEDS Program	$15,061	$15,061	$15,061	DH3	34
2013	Save the Family – Homeless Family Intervention Program	$20,081	$20,081	$20,081	DH3	91
	TOTAL		$170,861	$170,861		1,371
Funding for Public Facilities, Housing and Neighborhood Improvements						
Program Year	Agency / Program	Funding Available	Expended in FY 2013	Total Expended	HUD Outcome	Households Assisted
2013	Chandler Christian Community Center	$400,000	$90,280	$90,280	SL1	0
2009	COC Moderate Rehab Program	$301,604	$76,738	$301,604	DH3	1
2012	COC Housing Rehab Program	$226,011	$224,484	$224,484	DH3	14
2012	Chandler Public Housing Improvements	$200,000	$183,674	$200,000	DH3	184
2013	Chandler Public Housing Improvements	$136,496	$580	$580	DH3	0
2011	COC Voluntary Demolition Program	$58,452	$18,247	$18,453	SL1	200
2012	COC Neighborhood Resources –Code Blight Elimination	$55,167	$18,252	$26,405	SL1	200
2012	COC ADA Ramps and Routes – Phase I	$250,000	$222,446	$224,782	SL1	356
2013	COC ADA Ramps and Routes – Phase II	$250,000	$456	$456	SL1	0
2012	Habitat for Humanity – Emergency Home Repair	$290,000	$140,162	$290,000	SL3	30
2013	Habitat for Humanity – Emergency Home Repair	$100,000	$64,277	$64,277	SL3	14
2013	COC Code Enforcement – Residential Landscape Impr.	$17,000	$0	$0	DH1	---
	TOTAL		$1,039,596	$2,880,642		998
Program Administration						
2013	Chandler Program Administration	$ 235,907	$235,907	$235,907		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 2013/14 Expenditures	Outcome/ People Served H- HHLD P- Persons
A New Leaf – East Valley Men's Center	Homeless Single Adult Males	Emergency	CDBG	$ 20,081	43P
A New Leaf – La Mesita Homeless Shelter	Homeless Families	Emergency	CDBG	$ 8,027	19P
Community Bridges	Homeless Navigator	Supportive	CDBG	$ 36,346	64P
Community Legal Services	Homeless Men, Women & Families – Public Benefit Representation	Supportive	CDBG	$ 6,021	157P
House of Refuge	Employment and Social Services	Supportive	CDBG	$ 15,061	32P
Labor's Community Service Agency	Homeless Families	Transitional	CDBG	$ 10,041	22P
National Advocacy & Training Network	SEEDS Program	Supportive	CDBG	$15,061	34P
Save the Family	Homeless Families Intervention	Transitional	CDBG	$ 20,081	91P
A New Leaf – La Mesita Children's Services	Homeless Families – Daycare Assistance	Emergency	Gen. Funds	$ 5,000	1P
A New Leaf – EMPOWER	Homeless Men and Women ages 18-25	Re-housing	Gen. Funds	$ 9,000	24P
Catholic Charities – My Sister's Place	Homeless Domestic Violence Victims	Emergency	Gen. Funds	$ 11,306	5P
Chandler Christian Community Center	Food Bank	Supportive	Gen. Funds	$ 55,000	9,651P
Chandler Christian Community Center	CAP Office – Eviction & Utility Assistance	Supportive	Gen. Funds	$ 155,000	9,858P
Chandler Education Foundation –The CARE Center	Medical and Social Services	Supportive	Gen. Funds	$ 87,500	479P
Chandler Gilbert ARC	Independent Living for Homeless SMI	Supportive	Gen Funds	$ 6,600	4P
Child Crisis Center – Emergency Shelter	Homeless	Emergency	Gen. Funds	$ 5,000	1P
Chrysalis Crisis Shelter Program	Homeless Domestic Violence Victims	Emergency	Gen. Funds	$ 10,000	7P
Kyrene Foundation	Kyrene Family Resource Center	Supportive	Gen. Funds	$ 11,000	118P
Matthew's Crossing	Food Bank	Supportive	Gen. Funds	$ 20,000	6,400P
National Advocacy & Training Network-SEEDs	Homeless Domestic Violence Victims	Emergency/ Supportive	Gen. Funds	$ 22,000	39P
Salvation Army	Emergency Financial Assistance-Eviction Prevention & Food Bank	Supportive	Gen. Funds	$ 20,000	110P
			Total:	**$548,125**	**27,159**

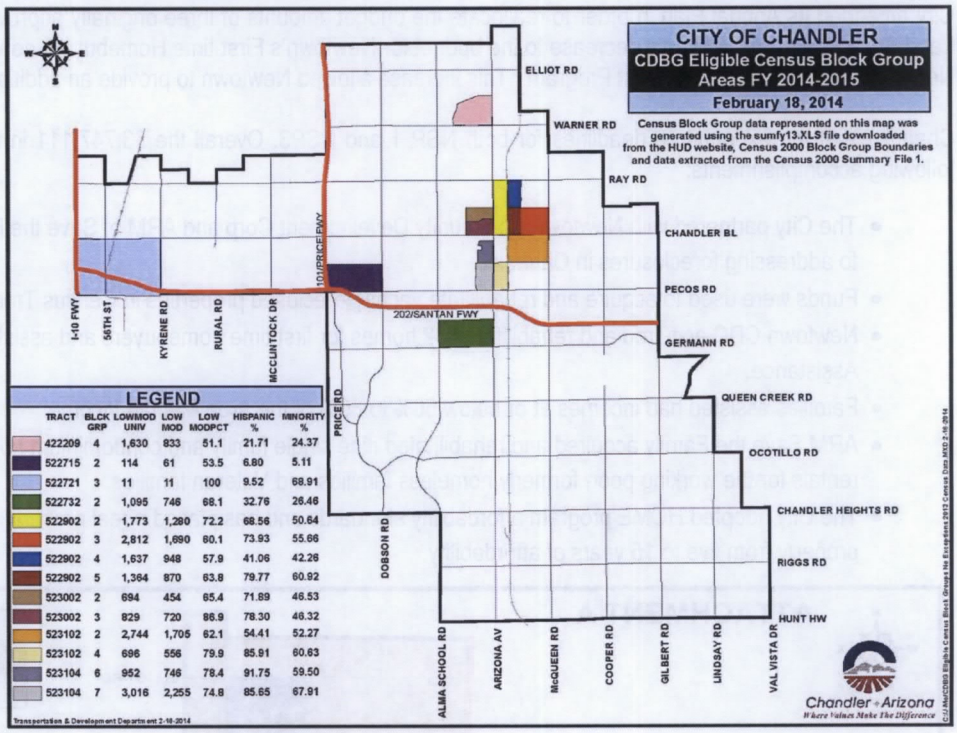
GEOGRAPHIC DISTRIBUTION OF ACTIVITIES

Community Development Target Areas

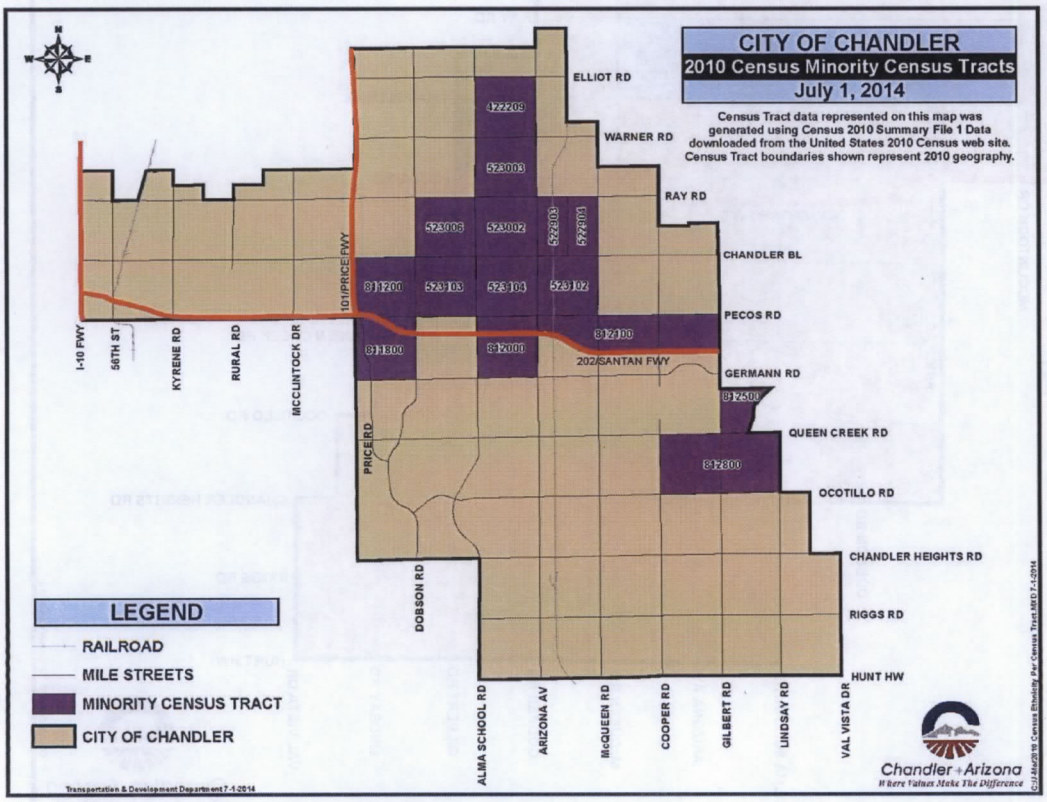
There are fourteen Community Development Target Areas in Chandler. Community Development Target Areas are Census Tract Block Groups where at least 51% of the population is low- or moderate-income.

- 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 FY 2013-2014, the Moderate Rehabilitation, Exterior Improvement and Home Modification Programs were available throughout the City including Target Areas.



TRACT	BLCK GRP	LOWMOD UNIV	LOW MOD	LOW MODPCT	HISPANIC %	MINORITY %
422209	4	1,630	833	51.1	21.71	24.37
522715	2	114	61	53.5	6.80	5.11
522721	3	11	11	100	9.52	68.91
522732	2	1,095	746	68.1	32.76	26.46
522902	2	1,773	1,280	72.2	68.56	50.64
522902	3	2,812	1,690	60.1	73.93	55.66
522902	4	1,637	948	57.9	41.06	42.26
522902	5	1,364	870	63.8	79.77	60.92
523002	2	694	454	65.4	71.89	46.53
523002	3	829	720	86.9	78.30	46.32
523102	2	2,744	1,705	62.1	54.41	52.27
523102	4	696	556	79.9	85.91	60.63
523104	6	952	746	78.4	91.75	59.50
523104	7	3,016	2,255	74.8	85.65	67.91



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.

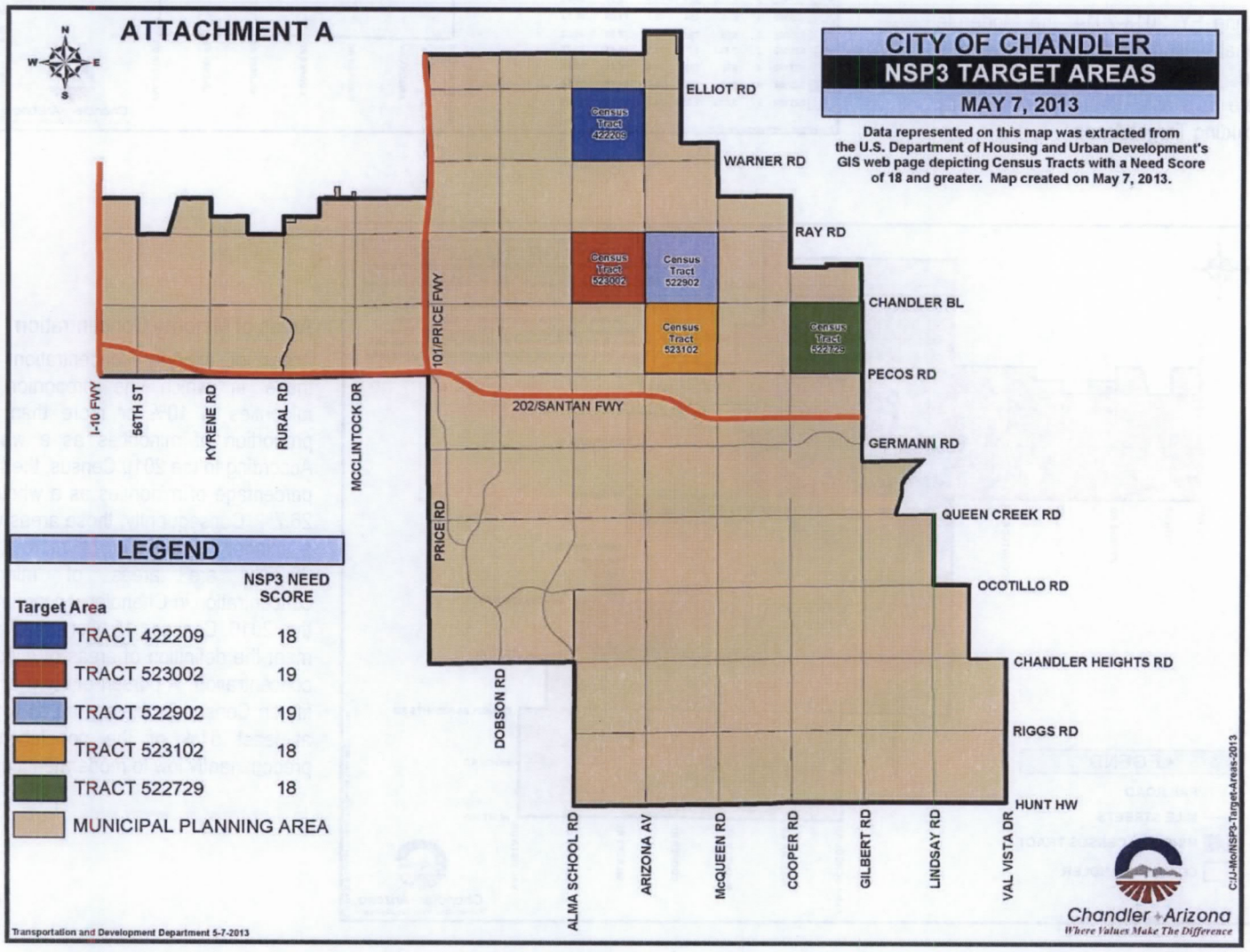
NEIGHBORHOOD STABILIZATION PROGRAMS – NSP1 AND NSP3

NSP

In 2010, the City of Chandler received $1,332,011 in NSP3 funds to continue its efforts to ameliorate the effects of foreclosures. In July of 2013, the City amended its Annual Plan in order to reallocate the budget amounts of three originally approved activities including the deletion of the Chandler Land Bank activity, as well as a decrease to the budget for Newtown's First-time Homebuyers down payment assistance program and an increase to Newtown's Community Land Trust Program. This increase allowed Newtown to provide an additional five first time home buying opportunities.

Chandler met the expenditure deadlines for both NSP 1 and NSP3. Overall the $3,747,111 in funding through NSP 1 and NSP3 resulted in the following accomplishments:

- The City partnered with Newtown Community Development Corp and ARM of Save the Family to carry out a multi-faceted approach to addressing foreclosures in Chandler.
- Funds were used to acquire and rehabilitate vacant foreclosed properties in Census Tracts with the greatest need.
- Newtown CDC acquired and rehabilitated 32 homes for first time homebuyers and assisted four families with Down Payment Assistance.
- Families assisted had incomes at or below 50% to 80% of the Area Median Income.
- ARM Save the Family acquired and rehabilitated nine single family and condominium homes for the use of permanent affordable rentals for the working poor, formerly homeless families and Veteran families.
- The City adopted HOME program affordability standards and has placed a real property lien for Chandler's NSP investment on each property from five to 15 years of affordability.



FAIR HOUSING, LEAD-BASED PAINT AND OUTREACH TO MINORITY AND WOMEN-OWNED BUSINESSES

Fair Housing

The City of Chandler is committed to fair housing for all and increasing public awareness of fair housing laws and resources. As part of Chandler's five year planning process, the City created a new Analysis of Impediments (AI) to Fair Housing Choice in 2010. In FY 2013-2014 the City undertook a new initiative to offer an additional service to residents in Chandler with Fair Housing complaints related to substandard housing.

Chandler Substandard Building Inspection Program

The City receives complaints regarding tenant occupied units that are unsafe. As the City does not offer an ongoing program for the inspection of substandard housing units, Chandler residents were often referred to outside agencies such as the Attorney General's Office, Community Legal Services of Landlord/Tenant Counseling agencies to remedy the issue. For the 2013-2014 fiscal year, the Chandler City Council approved $50,000 in one-time General Funds to hire a temporary employee to serve as the central point of contact for calls for service regarding substandard living conditions. Inspections completed the last twelve months reflect the following findings:

Type of Complaint	Dilapidated/Unsafe Housing Conditions
Number of Complaints	15
Status	5 = Compliance 7 = No Violation 1 = Referred 2 = In Progress

Fair Housing Staff Training

On Wednesday February 5, 2014, staff from Community Development, Neighborhood Programs and the City's Code Enforcement Section attended a Fair Housing training held at Chandler City Hall focusing on the Landlord/Tenant Act. Sharron L. Sauls, a Landlord and Tenant Counselor for the City of Phoenix, presented the training which included a review of both landlord and tenant rights under the Arizona Residential Landlord and Tenant Act including any resources available to residents and landlords to address common concerns

Community Legal Services

Provided free legal advice for low-income Chandler residents. Attorneys and legal advocates worked to resolve civil legal problems for 157 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 fair housing, consumer/finance, family law, health, housing, income maintenance and education.

In addition to partnering with Community Legal Services, the City promoted fair housing in the following ways:

1. Maintained information on the City website promoting Fair Housing;
2. Provided fair housing information through the City's Neighborhood Program Office, and the City's Community Development and Public Housing/Section 8 web pages for tenants, homebuyers and landlords;
3. Provided fair housing information in English, Spanish and other languages on the Public Housing / Section 8 website;
4. Provided space at City offices for HUD Certified Counselors to assist residents with becoming a homebuyer and with foreclosure prevention issues;
5. Two Housing and Redevelopment staff attended fair housing training presented by Nan McKay and Associates. One employee became certified as a "Fair Housing & Reasonable Accommodation Specialist". The curriculum included protected classes, fair housing laws, how to properly deal with persons with disabilities and how to process accommodation requests.
6. Prominently display Fair Housing posters in multiple languages in Neighborhood Resources and Housing and Redevelopment Division offices.
7. Provided customers who may have been discriminated against with referrals to the Attorney General's Office through Chandler's Fair Housing Hotline. Staff assisted10 customers who requested additional information;
8. Included copies of "Fair Housing, It's Your Right", "Ten Most Common Mistakes" and a City fair housing complaint form in Section 8 briefing packets; and
9. Referred individuals with fair housing, landlord-tenant, and predatory lending concerns to Community Legal Services, resulting in 157 cases.

During Fair Housing Month – April 2014, the City also promoted fair housing through:

1. Council Proclamation during a regular City Council meeting;
2. Public service announcement slides on the city cable channel.

Lead-Based Paint Activity

Although only 3% of the City's housing stock 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. 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 1979 include lead hazards testing and abatement in accordance with HUD's Lead Based Paint Regulation. In addition to providing manuals and testing for lead hazards, lead-based paint educational materials are made available to all residents at the Community Development Division and Public Housing Offices.

Through a Request for Qualifications, the City sought firms qualified to perform lead-based paint inspections and risk assessments on behalf of the City for several CDBG funded programs including: Voluntary Demolition, Housing Rehabilitation and Public Housing Improvements. The City has a well-qualified vendor who conducts inspections of residential properties and public facilities to assess Lead Base Paint Risk and to provide clearance testing to certify the removal of the hazard found at the time of initial inspection.

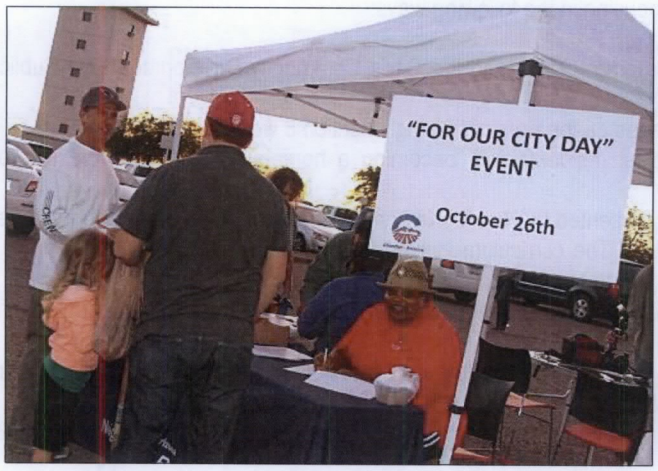
Outreach to Minority and Women-Owned Businesses

The City of Chandler has developed procurement procedures that facilitate opportunities for Minority Business Enterprises and Women Business Enterprises (MBEs and WBEs) to participate as contractors and suppliers of goods and services. The City's bid and contract language ensure a good faith effort to reach out to and utilize contractors and other entities that are owned by minorities and women to the maximum extent possible. The City has a method of identifying and maintaining an inventory of minority and women's business enterprises (MBEs and WBEs) and has developed procurement packets to provide opportunities for MBEs and WBEs.

The City encourages sub-recipient agencies to outreach and utilize minority-owned and women's business firms whenever possible. The City also provides technical assistance to sub-recipient agencies in locating and outreaching to minority and women-owned business firms for goods and/or service.

System for Awards Management

Excluded Parties List System (EPLS) was the system that contained the list of people and organizations excluded from receiving federally funded contracts. EPLS is being phased out and the System for Awards Management (SAMS) is the new system that will house suspension and debarment information. The City is assisting organizations interested in responding to Request for Proposals and professional service solicitations to become registered in SAMS. SAMS provides enhanced information and can identify an organization as a woman owned, minority owned or small business. Beginning on November 1, 2014 the City will not be able to contract with businesses or organizations that are not a registered provider in SAMS.



MONITORING AND PERFORMANCE MEASUREMENT

Monitoring

The goal of monitoring is to improve the delivery of services by ensuring that activities are carried out in accordance with administrative, financial and program requirements. Monitoring begins with a formal application process and pre-contract training. During the year, the City performs ongoing monitoring including fiscal audits, desk audits, agency risk assessments, and formal site visits.

As part of the application process, non-City agencies were required to submit information on fiscal and program capability, non-profit status, disability accessibility, and other requirements. Prior to contracting, the City conducted training sessions to explain program laws, regulations and requirements and City monitoring standards and procedures. The City also conducted pre-contract site visits.

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

Risk assessments were based on a desk audit utilizing a Program Performance Monitoring Checklist that 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 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 coordinated site visits. At the formal site visits, staff conducted an entrance discussion with key agency staff and reviewed:

- Disability accessibility compliance, including the agency's self-evaluation, disability accessibility policy and program documents. City staff also inspected 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 and/or HOME regulations.

Following review, City staff conducted exit conferences to discuss preliminary findings and concerns and later prepared and delivered formal monitoring letters. The City then followed up to ensure that corrective actions were addressed.

Performance Measurement System

The City requires sub-recipients to include a performance measurement strategy in their funding proposals to demonstrate that proposed services will enhance the lives of City residents. The strategy quantifies the long-term and short-term goals, activities, outputs and outcomes. It includes client demographics, projections of the number of individuals and households that will be served, and annual unit-of-service projections.

Funded agencies provide quarterly reports that quantify the number of clients/households served and units of service to demonstrate progress toward their goals and objectives. The quarterly reports allow the City to continuously monitor and evaluate progress and provide technical assistance to mitigate any unforeseen barriers or challenges.

MINIMIZING DISPLACEMENT, CITIZEN PARTICIPATION, OVERCOMING REGULATORY BARRIERS AND PROGRAM INCOME

Minimizing Displacement

City staff works with all programs and projects to identify alternatives to activities that may cause permanent displacement. To minimize displacement, the City follows a written Residential Anti-Displacement and Relocation Assistance Plan. The Plan states that the City will make reasonable efforts to ensure that CDBG, HOME and NSP activities 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 necessary to carry out a specific goal or objective that benefits the public.

During FY 2013-2014, the City temporarily relocated seven owner-occupants to facilitate the completion of substantial rehabilitation. In accordance with City guidelines, moving assistance and a monthly rental allowance were provided.

Citizen Participation Plan

The City of Chandler's Citizen Participation Plan includes a 15-day public comment period and public hearing for the CAPER.

For FY 2013-2014, the public comment period will begin August 6, 2014 and close August 21, 2014. The City will hold one public hearing at 7:00 pm on August 14, 2014 in the City Council Chambers. In addition to commenting at the public hearing, citizens are invited to submit written comments.

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 public hearing notice will include the 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. The notice also includes information for citizens requesting accommodations for a disability. Public comments will be incorporated into the CAPER after the public comment period closes.

The draft CAPER is available for review at multiple locations including the Chandler Main Library, the Neighborhood Resources Division office, and the City's website at www.chandleraz.gov/communitydev.

Overcoming Regulatory Barriers

The City has closely examined methods to reduce regulatory barriers to affordable housing development.

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 2012-2013. Continued improvements, in the corridor, will address blight conditions in the area.

Program Income

During 2013-2014, the City received program income from its housing rehabilitation programs:

- CDBG-funded activities - $11,365
- HOME-funded activities - $42,459
- The City has 44 outstanding loans that require repayment of principal.
- The outstanding principal amount of these loans is $448,503

Housing rehabilitation loans are due and payable in full if the property is sold, transferred or rented during the loan term. In some cases loans are forgiven over time. For example, 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 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.

PERFORMANCE MEASUREMENTS – HOUSING

Addressing Priority Housing Needs

Chandler's Five-Year Consolidated Plan estimated unmet housing needs for high-priority population groups. Households with incomes less than 30% of the median income and renters with household incomes less than 50% of the median income are the highest priorities. The following two tables demonstrate FY 2013-2014 housing accomplishments and progress towards meeting 5-year goals.

TABLE 3 – OWNER HOUSING ACTIVITIES AND PROGRESS TOWARDS 5-YEAR GOALS

Population	Income	5 Year Plan		Annual Accomplishments (FY 2013-2014 highlighted in blue)					Progress Towards 5-year Goals	
Acquisition of Existing Units		**5-Year Goal**	**Annual Goal**	**Yr 1**	**Yr 2**	**Yr 3**	**Yr 4**	**Yr 5**	**Total to Date**	**% Of Goal**
Elderly	Less than 30% AMI			0	0	0			0	
	31%-50% AMI			0	0	0			0	
	51%-80%AMI			0	1	0			1	
Small Related Family	Less than 30% AMI			0	0	0			0	
	31%-50% AMI			2	2	0			4	
	51%-80%AMI			0	6	0	8		14	
Large Related Family	Less than 30% AMI			0	0	0			0	
	31%-50% AMI			0	0	0			0	
	51%-80%AMI			2	0	0	1		3	
All Others	Less than 30%			0	0	1			1	
	31%-50%			0	0	2			2	
	51%-80%			0	3	1			4	
SUBTOTAL		25	5	4	12	4	9		29	116%
Production of New Units		**5-Year Goal**	**Annual Goal**	**Yr 1**	**Yr 2**	**Yr 3**	**Yr 4**	**Yr 5**	**Total to Date**	**% Of Goal**
SUBTOTAL		25	5	0	0	0	0		0	0%
Preservation & Rehabilitation of Existing Units		**5-Year Goal**	**Annual Goal**	**Yr 1**	**Yr 2**	**Yr 3**	**Yr 4**	**Yr 5**	**Total to Date**	**% Of Goal**
Elderly	Less than 30% AMI			26	18	13	3		60	
	31% - 50% AMI			11	13	10	16		50	
	51% - 80% AMI			8	13	1	1		23	
Small Related Family	Less than 30% AMI			24	6	5			35	
	31% - 50% AMI			13	8	11	19		51	
	51% - 80% AMI			9	10	7			26	
Large Related Family	Less than 30% AMI			4	3	3			10	
	30% - 50% AMI			2	3	5	9		19	
	51% - 80% AMI			2	4	1	11		18	
All Others	Less than 30% AMI			17	5	11			33	
	31% - 50% AMI			9	4	3			16	
	51% - 80% AMI			6	1	1			8	
Special Needs	0 – 80% AMI			33	0	0			33	
SUBTOTAL		575	115	164	88	71	59		382	66%
Homebuyer Assistance		**5-Year Goal**	**Annual Goal**	**Yr 1**	**Yr 2**	**Yr 3**	**Yr 4**	**Yr 5**	**Total to Date**	**% Of Goal**
Small Related Family	51% - 80% AMI			2	1	0	8		11	
Large Related Family	51% - 80% AMI			1	0	0	1		2	
SUBTOTAL		10	2	3	1	0	9		13	130%

TABLE 4 – RENTAL HOUSING ACTIVITIES AND 5-YEAR GOALS										
Population	Income	5 Year Plan		Annual Accomplishments (FY 2013-2014 highlighted in blue)					Progress Towards 5-year Goals	
Acquisition of Existing Units – ARM		5-Year Goal	Annual Goal	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Total to Date	% Of Goal
Small Related Family	Less than 30% AMI			4	0	0	1		5	
	31% - 50% AMI			1	0	3	3		7	
Large Related Family	31% - 50% AMI			1	0	2	1		4	
SUBTOTAL		20	4	6	0	5	5		16	80%
Production of New Units		5-Year Goal	Annual Goal	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Total to Date	% Of Goal
SUBTOTAL		20	4	0	0	0	0		0	0%
Preservation & Rehabilitation of Existing Units		5-Year Goal	Annual Goal	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Total to Date	% Of Goal
Elderly	Less than 30% AMI			34	17	10	17		78	
	31% - 50% AMI			6	0	0	3		9	
	51% - 80% AMI			2	0	0	3		5	
Small Related Family	Less than 30% AMI			35	10	33	76		154	
	31% - 50% AMI			21	3	12	20		56	
	51% - 80% AMI			12	7	8	9		36	
Large Related Family	Less than 30% AMI			22	9	30	39		100	
	31% - 50% AMI			10	1	13	16		40	
	51% - 80% AMI			4	9	6	3		22	
All Others	Less than 30% AMI			30	0	12	0		42	
	31% - 50% AMI			4	0	0	0		4	
	51%-80% AMI			0	0	2	0		2	
Special Needs	0% – 80% AMI			3	0	0	0		3	
SUBTOTAL		220	44	183	56	126	186		551	250%

PERFORMANCE MEASUREMENTS – NON-HOUSING COMMUNITY DEVELOPMENT

Addressing Priority Non-Housing Community Development Needs

High priority needs identified in the City 5-year Consolidated Plan included child care and senior center facilities, eleven public service activities, and economic development and planning activities. During 2013-2014, through a combination of CDBG and General Fund resources the City completed public facility and street-light improvement projects, and funded fifty-six public service activities to address the needs of low- and moderate-income residents. General Fund resources are described on pages 20 through 26.

Table 5 – Progress Towards Consolidated Plan High Priority Non-housing Community Development Needs
(HUD Table 2B) 2013-2014 Accomplishments

	5-Year Plan		Annual Accomplishments (FY 2013-2014 highlighted in blue)					Total to Date	$ Expended FY 2013-2014
	Priority Level	5-Year Goal	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5		
Public Facilities		Facilities							
Neighborhood Facilities	M	2	2	2	0	1		5	$ 89,622
Parks/Recreation Facilities	M	2	0	0	0	1		1	$ 580
Health Facilities	M	2	0	0	0	0		0	---
Fire Protection	M	2	0	0	0	0		0	---
Youth Centers	M	2	0	0	0	0		0	---
Child Care Centers	H	2	1	1	0	0		2	---
Senior Centers	H	2	0	0	0	0		0	--
Infrastructure		Contracts							
Street Improvements (Street lights)	M	1	1	1	0	0		2	$ 44,456
Sidewalks	M	1	0	0	0	1		1	$ 225,266
Flood Control Improvements	M	1	0	0	0	0		0	---
Solid Waste Disposal	M	1	0	0	0	0		0	---
Public Services		Contracts							
General Public Services	H	15	3	4	4	3		14	$ 180,000
Youth Services	H	25	12	15	18	19		64	$ 366,000
Senior Services and Programs	H	15	3	4	3	5		15	$ 162,200
Handicap Services	H	5	6	7	6	7		26	$ 54,806
Legal Services, incl. Fair Housing	H	5	1	1	1	1		4	$ 6,021
Food and Clothing Services	H	15	4	4	5	7		20	$ 128,500
Emergency Shelter Operating Costs	H	30	7	7	7	5		26	$ 96,608
Domestic Violence Services	H	25	2	3	4	4		13	$ 53,306
Substance Abuse Services	M	5	1	1	1	3		6	$ 10,000
Employment Training	H	5	1	1	1	3		6	$ 9,000
Health Services	H	5	2	3	3	3		11	$ 197,418
Anti-Crime Programs-(Graffiti)	H	5	1	1	1	1		4	$92,572
Adult Services	M	10	0	2	2	2		6	$ 24,000
Economic Development		Contracts							
Microbusiness Loans	H	15	0	0	0	0		0	---
Demolition/Code Enforcement	H	25 Units	0	5	1	1		7	$ 52,592
Administration and Planning		Contracts							
Neighborhood Planning	H	2	0	0	0	1		1	---
		Total	47	62	57	68		234	$1,792,947

PERFORMANCE MEASUREMENTS – SPECIAL NEEDS POPULATIONS

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. Through a combination of Federal and General Fund resources, the City addressed housing needs, and facilitated home modification and housing rehabilitation programs for special populations. Combined with supportive services, these housing activities addressed the needs of 5,967 unduplicated individuals with special needs during the program year. General Fund resources are described on pages 20 through 26.

Table 6 – Housing and Supportive Services Activities for Special Needs Populations

	Population	5 Year Plan		Year 2 Accomplishments (highlighted below in blue)					Total to Date	% of Goal
		5-Year Goal	Annual Goal	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5		
HOUSING NEEDS	Elderly	20 Units	4 Units	5	5	20	33		63	315%
	Developmentally /Physically Disabled	20 Units	4 Units	4	2	27	15		48	240%
	Domestic Violence Victims	10 Units	2 Units	----	----	23	20		43	430%
	Public Housing Residents	200 Units	40 Units	46	56	47	161		310	155%
SUPPORTIVE SERVICES NEEDS	Elderly/Frail Elderly	1,500	300	3,112	3,680	1,978	3,703		12,473	832%
	Persons w/ Severe Mental Illness	50	10	41	35	216	146		438	876%
	Disabled	1,250	250	2,438	2,682	2,907	3,372		11,399	912%
	Alcohol/Other Drug Addictions	80	16	519	443	51	466		1,479	1,848%
	Persons w/ HIV/AIDS	5	1	----	114	227	7		348	6,960%
	Domestic Violence Victims	250	50	30	57	27	36		150	60%
	Public Housing Resident	200	40	458	56	444	440		1,398	699%

The City of Chandler annually allocates General Fund dollars to the Social Services Fund (SSF) and the Youth Enhancement Program (YEP). In addition, funds from the utility bill donations are allocated from the Acts of Kindness (A-OK) program which is the program whereby Chandler residents can contribute to Chandler's social services through a donation in their City utility bill. In addition, the City allocates annually $10,000 for agencies that provide Veterans Transportation Services. For FY 2013-2014, $1,125,659 was awarded to five agencies to support their efforts in the provision of programs for Chandler residents. Funds are granted to qualifying non-profit agencies and programs on the recommendations of the City's Housing and Human Services Commission after an arduous review process and are finalized with approval of the City Council. The City is proud of its record in allocating over a million dollars annually in City General Funds to programs that assist with basic needs, assist the disabled, offer activities for youth and support our Veteran's.

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. 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 FY 2013-2014, the City allocated 60,178 to 5* programs that served 1,220 individuals and families in need.

Friends of the Chandler Public Library- Adult Literacy Program
The Chandler Public Library's Adult Literacy program will provide a variety of volunteer-facilitated education opportunities for 188 adult learners for whom English is not their native language.

Funds Allocated: $5,000
Clients Served: 545

Friends of the Chandler Public Library- Job Center
The Chandler Public Library's Job Center will provide job search resources and assistance to 97 adults at a convenient neighborhood location in Chandler for those seeking employment.

Funds Allocated: $5,000
Clients Served: 462

National Advocacy & Training Network – Support, Education, Empowerment & Directions (SEEDs) Program
The Support, Education, Empowerment & Directions (SEEDs) program will provide transitional housing and comprehensive support services to 19 Chandler women and children who have been battered and/or sexually abused, and are in recovery from alcohol and/or drug addiction. Workforce development and on the job training play an instrumental role in obtaining self-sufficiency.

Funds Allocated: $20,000
Clients Served: 10

Recreation and Athletics for the Disabled (RAD): Payment Assistance for Individuals with Disabilities (PAID)
The PAID program will assist 161 Chandler disabled residents pay registration fees to participate in therapeutic activities offered by the City's Parks & Recreation Department, which include softball, basketball, track & field, cheer competition, flag football, swimming, golf bowling and other sports.

Funds Allocated: $11,000
Clients Served: 203

*Only four programs reported here as partial funding of additional programs reported in total under YEP or SSF.

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 FY 2013-2014, the City allocated $424,043 of Social Services Funds to 17 programs that served 22,176 low-and-moderate-income residents.

A New Leaf, EMPOWER Program

The EMPOWER program provides transitional housing and outreach support services for four young adults ages 18 to 26 who are in danger of homelessness or who are homeless. EMPOWER serves males and female clients from all racial and ethnic backgrounds, with transitional housing and outreach support, including employment assistance, education, and safe housing.

Funds Allocated: $5,000
Clients Served: 2

Alzheimer's Association: Chandler Alzheimer's Program

The Alzheimer's Association Desert Southwest Chapter - Chandler Alzheimer's Program provides 150 Chandler individuals with support services through their 24/7 Helpline, Family Care Consultation Services, educational workshops, and support groups.

Funds Allocated: $5,000
Clients Served: 276

American Service Animal Society: Dogs4Vets Program

The program serves disabled veterans by matching service dogs (rescued from shelters) with veterans who have a service connected physical or mental disability. The veteran receives education and training with the dog to form a unique bond. The program gives individuals the opportunity for independent living, trust and companionship, and provides opportunities for socialization and education.

Funds Allocated: $21,323
Clients Served: 758

Chandler Christian Community Center: Chandler Food Bank

The Chandler Food Bank provides emergency and supplemental food for 9,600 Chandler individuals and families experiencing financial crises and food insecurity, and also offers nutrition classes, 12-step recovery groups for addicts, legal assistance, English as a Second Language instruction, and referrals to other supportive programs in an effort to prevent future crises.

Funds Allocated: $55,000
Clients Served: 11,139

Chandler Christian Community Center: Crisis Intervention Programs

The Crisis Intervention Program will provides low-income Chandler residents facing financial crisis with safety net programming including intake/eligibility services, referrals, case management, and direct financial assistance including rent, mortgage, and utility payments.

Funds Allocated: $155,000
Clients Served: 3,150

Chandler Christian Community Center: Interfaith Emergency Homeless Lodging Program, I-HELP

The I-HELP program addresses the need for emergency shelter for homeless adults, and CCCC will provide intake/screening, transportation to the host site where they will have shelter for the night, meals, social activities, and a sack lunch for the following day. Guests are then transported back to CCCC where additional support services are available, like case management and housing assistance.

Funds Allocated: $27,500
Clients Served: 192

Chandler Christian Community Center: Senior Nutrition Program

The Senior Nutrition Program will provide services to 480 low-income seniors, disabled, and homebound frail, elderly individuals to maintain their independence and health by receiving hot, nutritionally balanced meals in the dining rooms at CSA's Senior Centers or via home delivery.

Funds Allocated: $130,000
Clients Served: 636

Chandler/Gilbert ARC: Independent Living and Development Programs
The Chandler/Gilbert ARC Independent Living and Development program provides Chandler adults with any type of disability (i.e., physical, mental, or intellectual), with support services including financial subsidies for basic needs, case management, referral services, and other services including consultation on personal living skills, use of community resources, and advocacy.
Funds Allocated: $7,500
Clients Served: 6

Chrysalis Shelter for Victims of Domestic Violence - Victim Services
Chrysalis' Victim Services provides emergency shelter, food, basic necessities, trauma counseling, child therapy, victim advocacy, and case management to Chandler men, women, and children of domestic abuse, with the focus to assist victims in achieving self-sufficiency.
Funds Allocated: $10,000
Clients Served: 17

Community Bridges, Inc. –Community Based Outreach Services
CBI Outreach Services provides mobile community outreach and substance use/behavioral health-related crisis stabilization services to 335 homeless, indigent, and working poor adults from Chandler.
Funds Allocated: $10,521
Clients Served: 423

East Valley Adult Resources, Retired & Senior Volunteer Program (RSVP)
The RSVP program coordinates services to individuals age 55 and above, to volunteer their time, energy, skills, and experience at nonprofit organizations, medical centers, and City programs such as Fire, Police, Library, and the Senior Center.
Funds Allocated: $5,000
Clients Served: 94

EMPACT Suicide Prevention Center, Inc. – Senior Peer Counseling Program
The Senior Peer Counseling Program provides senior Chandler adults with services such as peer support to address loneliness, depression, difficult transitions, and coping skills at the Chandler Senior Center.
Funds Allocated: $11,435
Clients Served: 241

Matthew's Crossing Food Bank Program
Matthew's Crossing Food Bank provides food assistance to Chandler residents in need with emergency food, and supplemental food bags for those needing to extend their food buying power due to being underemployed or unemployed.
Funds Allocated: $7,266
Clients Served: 2,012

Neighbors Who Care –Aging in Place
The Aging in Place program assists elderly homebound, disabled, and/or frail Chandler residents by providing the safety net necessary to allow the target population to remain healthier, less isolated, and maintain independent living.
Funds Allocated: $10,000
Clients Served: 30

Resurrection Street Ministry –Manna Food Bank
Manna Food Bank provides food assistance to Chandler residents in need with emergency food boxes, supplemental food bags, and clothing.
Funds Allocated: $15,000
Clients Served: 2,000

Society of St. Vincent de Paul, St. Mary's Conference Chandler Neighborhood Assistance
The Society of St. Vincent de Paul sponsors conferences of charity in Chandler, comprised of volunteers who help individuals and families meet their immediate needs by providing food boxes, rent and utility assistance, clothing, and assistance with basic household items.
Funds Allocated: $5,000
Clients Served: 1,200

United Food Bank: Emergency and Supplemental Food Assistance Program
The Emergency and Supplemental Food Assistance program assists Chandler residents by providing food and nutrition education to a network of social services partner agencies for use in their food assistance programs that will benefit Chandler's low-income, working poor, senior, homeless, and other disadvantaged youth and adults.
Funds Allocated: $25,000
Clients Served: 38,766

YOUTH ENHANCEMENT PROGRAM FUNDS

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. YEP funding is granted to a diverse group of nonprofit organizations located throughout the community. During FY 2013-2014, the City allocated $631,438 to 29 programs that served 19,316 youth and their families.

Association for Supportive Child Care: Phone Friend Program
Phone Friend provides safe resources for 1500 school age children, including a free, bilingual phone line for children who are home alone; a safe, interactive website; a youth volunteer program; safety trainings at local elementary schools with bookmarks and safety booklets distributed; and outreach services.

Funds Allocated: $6,000
Clients Served: 1,393

Back to School Clothing Drive, New Clothes New Beginnings Clothing Distribution
The Back To School program provides 140 Chandler youth ages Kindergarten through 6th grade from Title 1 public schools with new school uniforms and outfits, backpacks with school supplies, and hygiene supplies.

Funds Allocated: $10,000
Clients Served: 141

Best Buddies Arizona - Chandler Friendship Program
The Best Buddies High School Friendship Program provides opportunities for students at Bogle Middle School and Hamilton High School with intellectual/developmental disabilities (IDD) to participate in social and recreation activities with non-disabled peers.

Funds Allocated: $5,727
Clients Served: 172

Big Brothers Big Sisters – San Marcos Elementary Site Based Mentoring Program
The San Marcos Mentoring program provides staff for site-based mentoring services to youth at San Marcos Elementary School. The youth and their mentors will meet weekly during the youth's lunch hour and participate in positive activities together.

Funds Allocated: $5,000
Clients Served: 5

Boys & Girls Club: A Positive Place for Kids
Positive Place for Kids provides after school, summer day camp, and vacation day camp programs to Chandler youth and teens, ages 5-18, with emphasis on priority program outcomes of Academic Success, Good Character and Citizenship, and Healthy Lifestyles.

Funds Allocated: $ 62,125
Clients Served: 250

Catholic Charities Community Services– My Sister's Place
My Sister's Place provides residential shelter to 6 Chandler women and children, including case management, advocacy, basic needs assistance, financial education, safety planning, counseling, legal advocacy, and other related services to women and their minor children fleeing domestic violence.

Funds Allocated: $12,000
Clients Served: 6

Chandler Christian Church – The Bridge Youth Outreach Center
The Bridge Youth Outreach Center provides a safe, alternative environment for Chandler youth. Teens receive homework assistance and participate in activities that include rock wall climbing, skateboarding, and basketball.

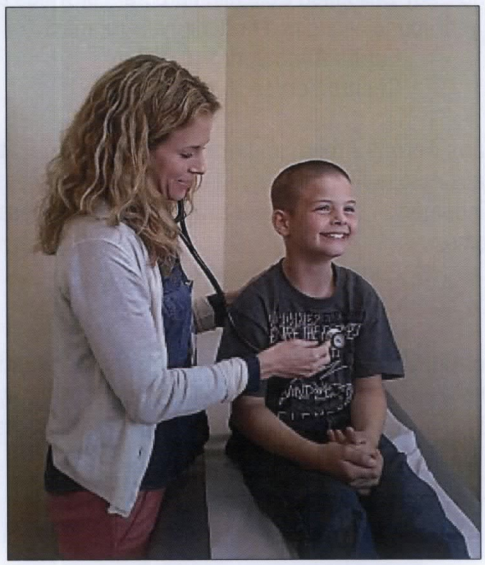
Funds Allocated: $10,000
Clients Served: 2,535

Chandler Cultural Foundation – The Vision Gallery, Vision Kidz Art Program
The Vision Kidz Art Program provides Chandler youth ages 6 through 18 free artist taught workshops that are interactive with hands-on art construction and implementation. These classes focus on traditional and non-traditional methods of artistic expression, and create mentoring and student leadership opportunities under the tutelage of a professional artist team.

Funds Allocated: $9,000
Clients Served: 766

Chandler Education Foundation: Chandler CARE Center Dental Clinic
The CARE Center Dental Clinic provides exams, dental X-rays, cleanings, fluoride varnish, and sealants for 713 uninsured Chandler youth ages birth to 18.

Funds Allocated: $28,000
Clients Served: 756



Chandler Education Foundation: Chandler CARE Center Medical Clinic & Social Services
The CARE Center provides integrated services for 1,081 children birth to 18 years who are uninsured or under insured living in Chandler or attending Chandler schools. These services include children's medical clinic; acute and well-child care, sports physicals, hearing and vision screening, free immunizations food boxes Monday-Friday and a Farmer's market every Thursday;

Funds Allocated: $87,500
Clients Served: 3,021

Chandler Education Foundation: Destination College
Destination College provides Chandler fifth grade students from CUSD Title 1 schools with extended summer learning programs at Chandler Gilbert Community College and links to post-secondary education or vocation for at-risk youth.

Funds Allocated: $10,000
Clients Served: 159

Child Crisis Center: Emergency Shelter
The Emergency Shelter provides temporary shelter in a safe, home-like environment for children who has been abused, abandoned, or neglected, or whose well-being is in jeopardy while their parent or guardian works to resolve the crisis.

Funds Allocated: $4,000
Clients Served: 1

Child Crisis Center: Family Resource Center
The Family Resource Center provides Chandler families with education and intervention to improve the quality of family relationships, minimize family stressors, and link families to their community. Services promote the learning and development of skills through support and resource in an attempt to strengthen families and prevent child abuse.

Funds Allocated: $2,500
Clients Served: 16

Child Crisis Center: Foster Care and Adoption
Foster Care and Adoption provided out of home care for one child who has been abused, neglected, abandoned, or exploited, and provide resources for parental care, guidance, and stability until the birth family's issues are resolved and the child returns home or is adopted.

Funds Allocated: $5,000
Clients Served: 1

Desert Sounds Performing Arts, Inc. – The Jeremy Project Chandler
The Desert Sounds Jeremy Project provides musical instruments and accompanying supplies to low income students who wish to participate in their Chandler City school band and/or orchestra in elementary, middle, and high school.

Funds Allocated: $5,000
Clients Served: 21

Dignity Health Foundation East Valley - CHW Children's Dental Clinic
Dignity Health Children's Dental Clinic and Building Blocks for Children Programs provides services to underserved Chandler children as they prepare for school by providing preventive oral health care, vision and hearing screenings, referrals, and education.

Funds Allocated: $80,000
Clients Served: 3,434

East Valley Jewish Community Center - Aftercare and Enrichment
The Aftercare and Enrichment "J-Care" program provides children in Kindergarten through 7th grade dedicated time for homework staffed by a qualified educator, and enrichment classes that support the children's social, emotional, and physical development.

Funds Allocated: $5,000
Clients Served: 18

East Valley Jewish Community Center - Early Childhood Education Scholarships
The Early Childhood Education program provides a high quality educational experience for 18 children from 6 weeks of age through Pre-Kindergarten in a year-round caring and nurturing environment.

Funds Allocated: $10,000
Clients Served: 63

Fans Across America –Locker Room for Education
Fans Across America served as the intake, processing, and distribution center for immediate basic needs of homeless Chandler students in grades pre-Kindergarten to 12. They provide basic living essentials such as clothing, hygiene items, school supplies, bus passes and fuel cards, and household items.

Funds Allocated: $7,500
Clients Served: 50

Foundation for Blind Children: Sports, Habilitation, Art and Recreation Program (SHARP)
The SHARP program provides Chandler youth with Adaptive Sports Training, Assistive Technology Skills, Computer Training, Social Skills, Career Exploration, Activities of Daily Living, and Vocational Skills to blind participants ages 6 -18 via weekend and summer programs.

Funds Allocated: $4,500
Clients Served: 5

ICAN: After School Recreational Programs
ICAN's After School Recreation Program provides disadvantaged Chandler youth after school, holiday, and school break activities, including homework help, recreational activities (yoga, arts and crafts, and computer lab), and monthly involvement in community service projects.

Funds Allocated: $90,000
Clients Served: 540

Junior Achievement of Arizona – Financial Literacy
The Financial Literacy program lessons prepares elementary youth for the expectations they will meet in the real world and give them the skills they need to be self-sufficient by progressive classroom lessons taught by business professionals.

Funds Allocated: $9,500
Clients Served: 264

Junior Achievement of Arizona - JA BizTown
The BizTown program teaches Chandler youth grades 4 to 6 about business, financial literacy, and workforce readiness through 22 classroom lessons taught in their schools, culminating with a full-day simulation activity designed to put the skills learned into practice in a fully functional, simulated town.

Funds Allocated: $28,387
Clients Served: 568

Kyrene Foundation – Kyrene Family Resource Center
The Kyrene Family Resource Center provides families with children's basic needs such as children's clothing, food boxes, household items, diapers, vouchers for prescription medications and eye glasses, along with support services such as family counseling, case management for homeless families, free parenting classes, and other services.

Funds Allocated: $5,000
Clients Served: 219

One Small Step –The Clothes Cabin
The Clothes Cabin distributes clothing, shoes, and household linens to low- and no-income individuals and families, including steel-toed work boots for men who need them to obtain or keep their jobs.

Funds Allocated: $12,000
Clients Served: 4,373

Si Se Puede Foundation - Robotics Program
The Robotics Program provides Chandler students with access to science, technology, engineering, and math resources to further their opportunities for higher education.

Funds Allocated: $21,375
Clients Served: 70

Si Se Puede Foundation - Scholars Program
The Scholars Program provides underserved Chandler youth an eleven week "boot camp" facilitated by university and college educators, created to give the students entering their senior year access to resources to apply for scholarships and financial aid to attend college, as well as provide them with techniques and strategies for surviving the rigors of college to graduate, and increase parental support during their educational career.

Funds Allocated: $15,000
Clients Served: 45

Southwest Human Development –Birth to Five/Fussy Baby
The Birth to Five Helpline/Fussy Baby program provided Chandler residents with a toll-free helpline for parents and caregivers of children ages birth to 5, and individualized support, resources, and home visiting on a full range of early childhood topics.

Funds Allocated: $ 8,000
Clients Served: 420

Youth Education and Social Services - Community Services Program
The Community Services Program teaches leadership skills, problem solving, character development, volunteering, and community service to at-risk high school students in Chandler, as they research, plan, design, and execute a community service project.

Funds Allocated: $6,000
Clients Served: 4

VETERANS SERVICES

Resurrection Street Ministry –Driving Our Veterans
Resurrection Street Ministries provides transportation and other related services to disabled and low-income Veterans in Chandler meeting the requirements of the Federal guidelines for low income individuals and/or families.

Funds Allocated: $10,000
Clients Served: 81

CHANDLER NEIGHBORHOOD CITY OF RESOURCES DIVISION

Housing and Human Services Commission

Justin Lisonbee, Chairperson
Louise Moskowitz-Vice Chair
Kris Kyllo
Tammy Clow-Kennedy
Raleigh Grady
Rick Becker
Jeff Riggs
Jadine Bowens
Judith Carol
Joseph Curbelo
Bill Wallace

Neighborhood Resources Division

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Chandler • Arizona
Where Values Make The Difference

Institutional Structure

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

Neighborhood Resources staff are active members of For Our City-Chandler, with a mission of coordinating service needs of the City of Chandler and non-profit organizations with the service resources of faith-based communities, employers, business groups, and others in the Chandler area.

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

Rick Heumann-Vice Mayor
Nora Ellen
Jack Sellers
Trinity Donavan
Kevin Hartke
Jeff Wenninger

City Manager

Rich Dlugas

City of Chandler Neighborhood Resources Division

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ATTACHMENT 1 – CDBG PROGRAM CAPER REQUIREMENTS

HUD requires that all CDBG recipients provide an overview regarding results and impacts associated with the CDBG Program. A list of funded activities, expenditure progress and units of assistance can be found on page 8. 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.

There were no notable changes to the CDBG program in 2013-2014.

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 42,793 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.

Program Income.

See page 15 for a full description.

Areas of Minority Concentration.

See page 10 for a full description.

Action Plan Implementation.

City staff works diligently with non-profits, City staff and contractors to implement the Annual Action Plan. Staff provides technical assistance to applicants and recipients of CDBG, HOME & NSP funding on an ongoing basis.

ATTACHMENT 2 – SELF-EVALUATION

The Five-Year Consolidated Plan and Consolidated Annual Performance Report (CAPER) documents are designed to assist officials, staff and citizens in capturing the larger picture of how a 3 to 5 year plan for housing and community development-related programs is 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, and NSP 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?

- A significant gap exists between the tasks required to properly administer the HOME program and the funding provided.
- The County Consortium is not adequately funded which results in minimal technical assistance and training on important HOME Program regulations.
- It is difficult to locate appropriate sites and obtain funding for the development and redevelopment of rental housing.

What is the status of grant programs?

- As the CDBG is housed in the Neighborhood Resources Division, federally funded initiatives can be supported through General Funded programs, as well as, volunteer efforts. This leverage produces results that would not be obtained if the City had to rely solely on federal funds.
- The City's funding application and allocation process is evaluated annually to ensure the greatest community needs are identified and prioritized through funding.

Are any activities or types of activities falling behind schedule?

None

Are grant disbursements timely?

Yes. The City's CDBG expenditure ratio was 1.06 on May 2, 2014, the HUD expenditure deadline. This is more than $350,000 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, first-time homebuyer and neighborhood stabilization accomplishments during FY 2013-2014. 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 highest priority needs are addressed.
- Coordinate blight elimination efforts in low to-moderate-income areas with key staff to maximize interdepartmental neighborhood efforts.

ATTACHMENT 3 – HUD PR26 REPORT

PR 26 - CDBG Financial Summary Report – Chandler, AZ - Program Year 2013-2014

PART I: SUMMARY OF CDBG RESOURCES	
01 UNEXPENDED CDBG FUNDS AT END OF PREVIOUS PROGRAM YEAR	1,190,420.51
02 ENTITLEMENT GRANT	1,201,662.00
03 SURPLUS URBAN RENEWAL	0
04 SECTION 108 GUARANTEED LOAN FUNDS	0
05 CURRENT YEAR PROGRAM INCOME	11,365.26
06 RETURNS	0
07 ADJUSTMENT TO COMPUTE TOTAL AVAILABLE	0
08 TOTAL AVAILABLE (SUM, LINES 01-07)	2,403,447.77
09 DISBURSEMENTS OTHER THAN SECTION 108 REPAYMENTS AND PLANNING/ADMINISTRATION	1,210,456.56
10 ADJUSTMENT TO COMPUTE TOTAL AMOUNT SUBJECT TO LOW/MOD BENEFIT	0
11 AMOUNT SUBJECT TO LOW/MOD BENEFIT (LINE 09 + LINE 10)	1,210,456.56
12 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	235,907.10
13 DISBURSED IN IDIS FOR SECTION 108 REPAYMENTS	0
14 ADJUSTMENT TO COMPUTE TOTAL EXPENDITURES	0
15 TOTAL EXPENDITURES (SUM, LINES 11-14)	1,446,363.66
16 UNEXPENDED BALANCE (LINE 08 - LINE 15)	957,084.11
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	1,008,535.95
20 ADJUSTMENT TO COMPUTE TOTAL LOW/MOD CREDIT	0
21 TOTAL LOW/MOD CREDIT (SUM, LINES 17-20)	1,008,535.95
22 PERCENT LOW/MOD CREDIT (LINE 21/LINE 11)	83.32%
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	170,861.86
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)	170,861.86
32 ENTITLEMENT GRANT	1,201,662.00
33 PRIOR YEAR PROGRAM INCOME	49,477.76
34 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PS CAP	0
35 TOTAL SUBJECT TO PS CAP (SUM, LINES 32-34)	1,251,139.76
36 PERCENT FUNDS OBLIGATED FOR PS ACTIVITIES (LINE 31/LINE 35)	13.66%
PART V: PLANNING AND ADMINISTRATION (PA) CAP	
37 DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	235,907.10
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)	235,907.10
42 ENTITLEMENT GRANT	1,201,662.00
43 CURRENT YEAR PROGRAM INCOME	11,365.26
44 ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PA CAP	0
45 TOTAL SUBJECT TO PA CAP (SUM, LINES 42-44)	1,213,027.26
46 PERCENT FUNDS OBLIGATED FOR PA ACTIVITIES (LINE 41/LINE 45)	19.45%

ATTACHMENT 4 – PUBLIC COMMENTS

August 14, 2014
City Council Meeting
175 S. Arizona Avenue, Chandler, AZ 85225

Comments
The City of Chandler did not receive any comments from the public.