

**Neighborhood Resources Department
City of Chandler**



Chandler • Arizona



**CONSOLIDATED ANNUAL
PERFORMANCE
AND EVALUATION REPORT
FY 2017-2018**

WHAT IS THE CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT?

As a U.S. Department of Housing and Urban Development (HUD) grantee of federal funds, the City of Chandler receives Community Development Block Grant (CDBG) funds, and is required to publish a Consolidated Annual Performance and Evaluation Report (CAPER) 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 2015-2019 Five-Year HUD Consolidated Plan and Annual Action Plan FY 2017-2018, which covers the third year of the five year plan. The CAPER generally describes accomplishments of federal funds and General-Funded social service programs that leverage HUD funds to address the social needs of Chandler residents.



In addition to investing in the social needs of Chandler residents, the City has a robust program for neighborhoods fueled by strong Mayor and City Council support for neighborhood sustainability. This focus has led to a comprehensive approach to neighborhood revitalization and stabilization. The Neighborhood Resources Department partners with nonprofit agencies and other City departments to create, sustain, and revitalize neighborhoods while stabilizing individual homes and assisting families. CDBG and HOME Investment Partnerships Program (HOME) funds from HUD, combined with ongoing support from the City’s General Fund, provide for a variety of programs that enhance neighborhoods.

NEIGHBORHOOD RESOURCES DEPARTMENT

The City of Chandler Neighborhood Resources Department is committed to preserving neighborhoods, providing affordable housing, offering community programs, and promoting diversity.

Federal Fiscal Year 2017-2018 Program Year CAPER Resources	
HUD Entitlement Programs	
Community Development Block Grant	\$1,315,038
CDBG Prior Year Carryforward and Program Income	\$1,094,842
Total Community Development Block Grant Funds	\$2,409,880
HOME (through agreement with Maricopa County)	\$298,870
HOME Prior Year Carryforward and Program Income	\$395,764
Total HOME Funds	\$694,634
Public Housing Programs	
Section 8 Housing Choice Voucher Program	\$4,687,438
Public Housing Program	\$2,068,042
Public Housing Capital Funds	\$733,088
Total Public Housing Program Funds	\$7,488,568
Local Resources and Leverage	
General Funds, including Acts of Kindness (AOK), Social Service Funds (SSF), Youth Enhancement Program (YEP), Homeless Navigation, and Veterans Transportation	\$1,115,392

TABLE OF CONTENTS

Executive Summary	2
Planned 5-year and Annual Activity Summary for HUD Funding	4-5
Housing	6
Homelessness Assistance and Prevention	8
Public Services	9
Neighborhood Revitalization and Community and Economic Development	10
Addressing Regulatory Barriers and Fair Housing Activities	11
Areas of Minority Concentration	13
CDBG Assistance to Minorities	13
Outreach to Disadvantaged Business Enterprises (DBE)	13
Citizen Participation	13
Program Monitoring	14
Contact Information	14



EXECUTIVE SUMMARY

Housing Activities

Utilized CDBG funds to:

- Provide emergency home repairs for 32 homeowners, including two extremely low-income, 20 low-income, and 10 moderate-income homeowners.
- Rehabilitate seven homes for homeowners, including one extremely low-income, four low-income, and two moderate-income homeowners.

Utilized HOME funds to:

- Provide tenant-based rental assistance to 30 formerly-homeless, extremely low-income households (68 individuals).

Public Services and Activities to Assist People with Special Needs and Low-Income and Poverty-Level

Utilized CDBG funds to:

- Operate the Chandler Public Housing Youth Program, providing educational and skill building programs to encourage 329 youth to become involved in positive activities, complete homework, and participate in enrichment activities.
- Provided Fair Housing Education services to 151 Chandler residents and Fair Housing information to 5,556 Chandler residents.

Utilized General Fund resources to support programs, including:

- One program providing transportation services for 131 low-income Veterans.
- Programs addressing the needs of families in crisis, special populations and youth, serving over 123,543 Chandler residents.



Public Services and Activities to Assist People Experiencing Homelessness

Provided CDBG funds to:

- Two programs providing emergency shelter for 18 individuals experiencing homelessness.
- Two programs providing case management and counseling services for 94 individuals living in transitional housing.
- One program providing intensive targeted intervention and case management services for 27 previously-homeless households.

Provided staffing support and General Fund resources to:

- Collaborate on the MAG Homeless Committee Homeless Street Count and provide hydration stations during the summer months.
- Focus on services to Chandler's street homeless population through the Interfaith Homeless Emergency Lodging Program (I-HELP). I-HELP provided intervention services for 475 individuals experiencing street homelessness.
- Homeless outreach navigation services provided to 81 Chandler residents living without shelter through La Frontera EMPACT.
- Provided 257 families with emergency financial assistance to prevent evictions and utility shut-offs through AZCEND's Community Action Program using General Funds.

Neighborhood Revitalization and Community and Economic Development Activities

- Completed renovation of Public Housing Youth Center (Family Investment Center) funded with CDBG funds. Renovated approximately 2,786 square feet of interior that included demolition and improvement to open the floor plan and enable access to the restrooms and drinking fountain within the facility. Partial kitchen also added for food service, and program spaces for a computer lab, activity room, youth store, and coordinator's office. In addition, there were mechanical, plumbing, and electrical systems upgrades.
- Continued effective economic development strategies, including the Volunteer Income Tax Assistance (VITA) program, where 1,452 people were served, claiming nearly \$1.62 million in refunds.

Local / Leverage Resources

Allocated over \$1.1 million general fund resources to serve over 123,543 Chandler residents including:

- Shelter and services for 310 individuals, including victims of domestic violence.
- Services to 2,896 people with disabilities.
- Services to alleviate crisis and meet the basic needs of 83,769 Chandler residents.
- Referrals to appropriate services for 20,357 Chandler residents.
- Transportation for 131 disabled and low-income military veterans and their families.

Through "For Our City", the City continued its active participation to provide collaborative opportunities to help where the need is greatest, including:

- For Our City Day where hundreds of volunteers came together on projects that benefited low-income neighborhoods and individuals.
- Annual Volunteer Recognition event to celebrate Chandler's top volunteers.
- Chandler Homeless Advocacy Team to research and develop new approaches to reducing homelessness in Chandler.
- Provided 2,640 school-age children with free backpacks and school supplies through the Operation Back to School Drive and volunteer event. Two hundred sixty-seven volunteers contributed a total of 1,237 volunteer hours, distributed 4,537 pairs of socks, 968 uniforms, and 553 pairs of shoes, combined with 150 vouchers for a total of 703 pairs of shoes distributed.

Activities to Successfully Administer, Coordinate, and Deliver Resources

- Staffed the Housing and Human Services Commission, which evaluates funding applications for federal and General funds and provides recommendations to the City Council regarding human services and housing programs.
- Continued to work with For Our City to partner with local nonprofit leaders who meet monthly to discuss local social service issues, share resources, and provide collaborative opportunities.
- Reviewed funding priorities and distribution methods to ensure resources were targeted to the most-needy populations and neighborhoods, consistent with the City's 5-year HUD Consolidated Plan.





Chandler Public Housing
Family Investment Center
May, 2018

Planned 5-year and Annual Activity Summary for HUD Funding

5-Year Consolidated Plan Goal and Annual Activity	5-yr Priority Level	5-year Goal	FY 2017-2018 Planned	FY 2017-2018 Actual	HUD Consolidated Plan Resource(s) Used
Affordable Owner Housing Activities					
Housing Rehabilitation - Emergency Repairs, Accessibility Improvements, Moderate/Substantial Rehabilitation, and Replacement/Reconstruction	High	300 units	21	39	CDBG
Acquisition, Rehabilitation, and Resale to First-Time Homebuyers	High	15 households	3	0	HOME
Direct Assistance to First-Time Homebuyers	Low	10 households	0	0	N/A
New In-fill Construction for First-Time Homebuyers	Low	5 units	0	0	N/A
Affordable Rental Housing Activities					
Tenant-Based Rental Assistance	High	40 households	20	30	HOME
Housing Rehabilitation - Moderate and Substantial Rehabilitation and Public Housing Revitalization	Low	210 units	0	0	N/A
New In-fill Construction	Low	20 units	0	0	N/A
Activities to Address Homelessness					
Emergency Shelter	High	1,250 people	12	38	CDBG
Support Services and Case Management	High	1,250 people	32	94	CDBG
Human Services and Economic Opportunities					
Basic Needs	High	10,000 people	1494	575	CDBG
Revitalization, Public Facilities, and Infrastructure					
Community Parks and Facilities, including Improvements to Public Housing Facilities	High	15,000 people	16,664	6,647	CDBG
Infrastructure	High	12,000 people	0	0	N/A
Code Enforcement	High	5,000 people	11,611	13,676	CDBG
Demolition of Vacant Unsafe Structures	Low	5 structures	0	0	N/A

Program Year	Agency / Program	Funding Allocated	Total Expended FY 2017-2018	HUD Outcome	Persons Assisted
Programs that Address Basic Needs (Public Services)					
2017	A New Leaf, Inc. – East Valley Men’s Center	\$10,000	\$10,000	SL1	15
2017	A New Leaf, Inc. – La Mesita Family Homeless Shelter	\$20,000	\$14,934	SL1	23
2017	AZCEND – Housing and Stability Specialist	\$34,822	\$34,822	SL1	68
2017	AZCEND – TBRA Case Management Program	\$35,515	\$35,515	SL1	66
2017	COC Housing and Redevelopment – Public Housing Youth Program	\$53,950	\$48,594	SL1	329
2017	Labor’s Community Service Agency – Transitional Housing	\$10,000	\$10,000	SL1	27
2017	Save the Family – Case Management	\$17,460	\$17,460	EO3	28
2017	Southwest Fair Housing Council – Fair Housing Education, Outreach, Counseling and Enforcement	\$15,000	\$14,011	EO3	151
2016	Labor’s Community Service Agency – Transitional Housing	\$991	\$991	SL1	N/A
CDBG Capital Projects, Housing, and Neighborhood Revitalization					
Program Year	Agency / Program	Available Funding	Total Expended FY 2017-2018	HUD Outcome	Households Assisted
2017	AZCEND – Food Bank Improvements	\$150,000	\$9,208	SL3	0 (B)
2017	COC Code Enforcement – Blight Elimination Program	\$160,470	\$83,382	SL3	0 (B)
2017	COC Housing and Redevelopment – Family Site Cabinet Replacement	\$148,595.86	\$37,070	SL3	34
2017	FSL Home Improvements – Emergency Home Repair Program	\$354,950	\$143,221	DH3	17
2017	FSL Home Improvements – Housing Rehabilitation Program	\$583,950	\$245,135	DH3	7
2016	COC Code Enforcement – Blight Elimination Program	\$49,852	\$30,181	SL3	0 (B)
2016	COC Housing and Redevelopment – Family Investment Center Improvements	\$203,967	\$171,993	SL3	1,470
2016	Habitat for Humanity – Emergency Home Repair Program	\$24,237	\$24,237	DH3	15
2015	COC Code Enforcement – Blight Elimination Program	\$10,816	\$10,816	SL3	13,767
2015	COC Community Services – Gazelle Meadows Park Improvements	\$273	\$273	SL3	3,171
2015	COC Community Services – Navarette Park Improvements	\$26,714	\$26,714	SL3	1,972
2015	COC Community Resources and Development – Housing Rehabilitation Program	\$18,658	\$18,658	DH3	N/A
2015	Habitat for Humanity – Emergency Home Repair Program	\$24,274	\$24,274	DH3	N/A
Program Administration					
2017	CDBG Program Administration	\$263,008	\$258,182	N/A	N/A

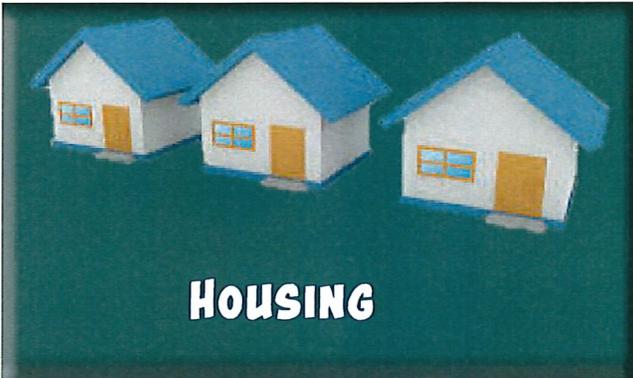
HUD Outcome Code Key	Availability / Accessibility	Affordability	Sustainability
Decent Housing	DH1	DH2	DH3
Suitable Living Environment	SL1	SL2	SL3
Economic Opportunity	EO1	EO2	EO3

Table 2 - CDBG Program Expenditure Summary

FY 2017-2018 Entitlement	FY 2017-2018 Program Income	Prior Year Balance	FY 2017-2018 Total Available	Expenditures	Balance
\$1,315,038	\$7,761	\$1,087,081	\$2,409,880	\$1,269,671	\$1,140,209
As of August 9, 2018					

(A) Prior year funding for these activities was utilized.

(B) These activities are multi-year activities. Outcomes will be reported when the activities are completed.



Chandler funds housing improvements and housing affordability through a combination of Community Development Block Grant (CDBG) and Public Housing Program funds received from the U.S. Department of Housing and Urban Development and HOME Investment Partnerships Program (HOME) received through the Maricopa HOME Consortium. HOME funding is also reported in the Maricopa County CAPER. General Funds may also be used to provide support services for individuals and families participating in housing programs or receiving housing assistance.

HOME Investment Partnerships Program (HOME)

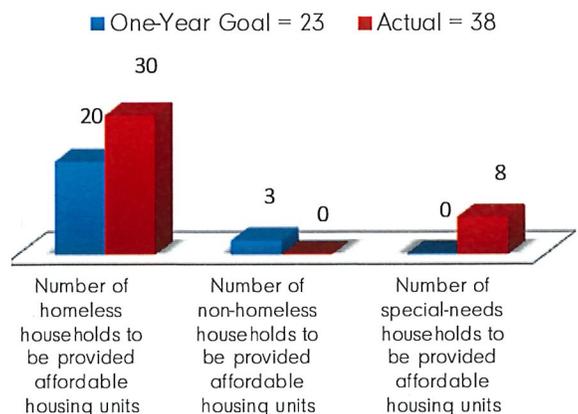
The City utilized HOME funds received through the Maricopa HOME Consortium to provide tenant-based rental assistance to formerly-homeless, extremely low-income households in partnership with AZCEND and the City’s Public Housing Authority (PHA). This program provided assistance to 30 households during the program year and is described in more detail under activities to address homelessness.

Community Development Block Grant (CDBG)

In addition to HOME funds invested in tenant-based rental assistance for individuals and families experiencing homelessness, the City invested funds in housing rehabilitation and emergency repair programs, rehabilitating 24 homes during the program year.

- The City’s Housing Rehabilitation Program offers up to \$50,000 in loan assistance to eligible homeowners to complete extensive rehabilitation for single-family homes. Work items may include replacement and/or repair of: windows/doors, plumbing/electrical/HVAC systems, roofs, structural repair, mitigation/abatement of lead-based paint hazards, and removal and/or repair of any code violations. All low-and moderate-income residents are eligible to apply for housing rehabilitation assistance, and priority is given to physically disabled and elderly homeowners age 62 or older residing in geographic priority areas. Seven homes were rehabilitated during the program year, including one for extremely low-income homeowners, four for low-income homeowners, and two for moderate-income homeowners.
- The City’s Emergency Home Repair Program provides low-and moderate-income homeowners with assistance to improve their living conditions by rehabilitating or replacing roofing, exterior paint, block walls, stucco, windows, and doors. The program provided assistance to 32 homeowners during the program year, including two extremely low-income homeowners, 20 low-income homeowners, and 10 moderate-income homeowners.

Number of Households

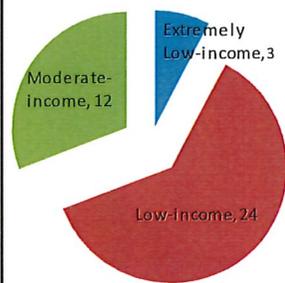


Number of Households Supported CDBG/HOME

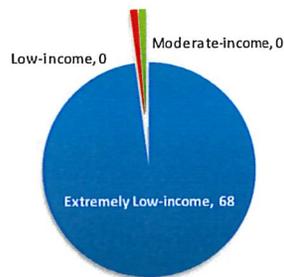
Number of Households	One-Year Goal	Actual
Number of households supported through rental assistance	20 (TBRA Only)	30
Number of households supported through the production of new units	0	N/A
Number of households supported through the rehab of existing units	20	39
Number of households supported through the acquisition of existing units	0	N/A
Total	40	69

Number of Persons Served

CDBG Actual -- Rehab
Total FY 2017-2018 = 39



HOME Actual -- TBRA
Total FY 2017-2018 = 68



Public Housing

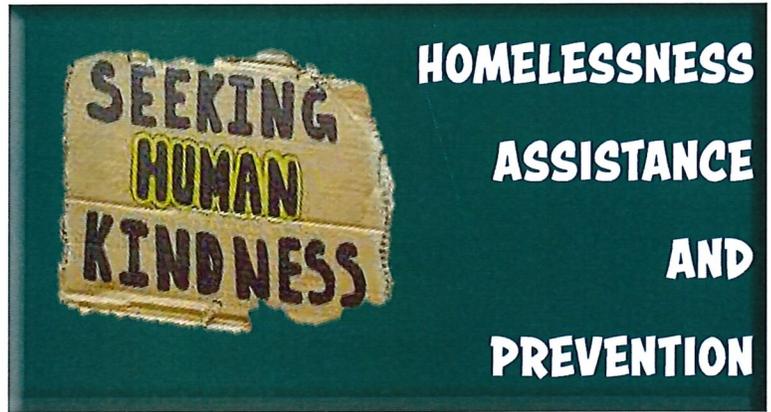
- Provided monthly housing choice voucher (HCV) rental assistance to 486 low-income households, many of whom are elderly or have special needs.
- Successfully managed 303 units of public housing.
- Improved public housing units and developments including:
 - Installed new asphalt shingle roofs at 13 scattered-sites.
 - Installed 22 new air conditioning units at scattered-sites.
 - Completed exterior painting at 35 scattered-sites.
 - Upgraded parking and exterior wall lights to LED at 127 North Kingston.
 - Contracted with Mills Design Group, LLC to replace the kitchen and bathroom cabinets in 34 scattered-sites with CDBG and Capital Funds.
 - Completed lead paint testing for all public housing units and remediated one home that tested positive for lead paint.

- Completed renovation of the Public Housing Youth Center (Family Investment Center) funded with CDBG funds. Renovated approximately 2,786 square feet of interior that included demolition and improvement to open the floor plan and enable access to the restrooms and drinking fountain within the facility. Partial kitchen also added for food service, and program spaces for a computer lab, activity room, youth store, and coordinator's office. In addition, there were mechanical, plumbing, and electrical systems upgrades.
- Encouraged public housing resident involvement in management and homeownership:
 - Met with residents to secure their input into the Public Housing and Housing Choice Voucher annual administrative plans.
 - Conducted monthly Tenant Community Builders meetings with Public Housing residents to discuss community issues.
 - Distributed quarterly newsletters to Public Housing residents.
 - Met quarterly with 60 Public Housing residents and 60 Housing Choice Voucher Family Self-Sufficiency (FSS) participants.
 - Partnered with EVIT (East Valley Institute of Technology) for adults and Fresh Start Women's Foundation, Dress for Success, Arizona At Work, and ICAN to offer free-of-charge training to assist FSS participants in finding and maintaining jobs.
 - Offered three financial literacy classes through Money Management International and Newtown (one-on-one financial counseling).
 - Provided three workshops focused on managing student loan debt, household budgeting, and credit repair.
 - Partnered with Maricopa Integrated Health Systems to provide a wide range of primary care health services.
 - Partnered with Newtown Community Development Corporation to provide homebuyer preparation classes, such as budgeting and repairing credit.
 - 20 Public Housing clients prepared for future home purchase and 29 Housing Choice Voucher clients.
 - Three Public Housing clients purchased homes.

Book Rich Environment Public Housing Authority

- Established Chandler's Public Housing Authority as a Book Rich Environment in partnership with Chandler Public Library, and delivered over 2,500 books to children living in public housing.
- Coordinated and implemented book distribution events at the public housing sites, public library, and through door to door book delivery.
- Created ASPIRE Read to Succeed tutoring program. Weekly tutoring offered twice a week at each of the public housing sites. Literacy program targeted for children ages 6-8 that are below first grade reading level.

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 2017–2018, the City provided CDBG support to four nonprofit organizations along with General Fund support to nonprofit organizations that offer shelter and services to homeless individuals and families and victims of domestic violence, and help people avoid homelessness. In addition to these programs, which are described below, during FY 2017–2018, the City of Chandler:



- Continued the HOME-funded tenant-based rental assistance program to help formerly homeless people attain housing and financial stability.
- Continued to support the Chandler Interfaith Homeless Emergency Lodging Program (I-HELP), providing food and safe shelter.
- Supported prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness.
- Supported regional Continuum of Care activities to serve homeless people, including hydration stations during summer months and participating in the point-in-time homeless street count to identify the number of homeless people who are sheltered and unsheltered on the day of the count.
- 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.

CDBG–Funded Programs to Address Homelessness

A New Leaf, Inc. – East Valley Men’s Center: To support men experiencing homelessness in the City of Chandler through emergency shelter services at the East Valley Men’s Center (EVMC) in Mesa. The EVMC provides a shelter bed for up to 94 men experiencing homelessness each night. The program also provides case management and supportive services. A New Leaf assisted 12 Chandler men.

A New Leaf, Inc. – La Mesita Family Homeless Shelter: To support families experiencing homelessness in the City of Chandler through emergency shelter services at the La Mesita Family Homeless Shelter in Mesa. La Mesita provides a safe environment where families can develop the skills and resources needed to become self-sufficient. A New Leaf assisted 23 Chandler individuals.

AZCEND – Housing and Stability Specialist: To support a Housing and Stability Specialist to provide services to vulnerable individuals experiencing homelessness. The goal is to assist individuals in moving from homelessness to housed and continue to support them as they stabilize and gain independence. AZCEND served 66 Chandler individuals.

AZCEND – TBRA Case Management Program: For case management services to individuals and families experiencing homelessness who participate in the City of Chandler Tenant-Based Rental Assistance Program (TBRA). The TBRA case manager identifies and establishes relationships with vulnerable individuals and families experiencing homelessness; facilitates their voluntary relocation into housing; and provides supportive services and advocacy necessary to maintain housing stability. AZCEND assisted 31 Chandler households.

Labor’s Community Service Agency (LCSA) – Transitional Housing: To provide comprehensive case management for Chandler families experiencing homelessness in conjunction with the City of Chandler’s TBRA Program. Labor’s Community Service Agency utilizes evidence-based practices including motivational interviewing and progressive engagement to facilitate the movement of families experiencing homelessness to sustainable permanent housing within 24 months. LCSA served 27 Chandler individuals.

Save the Family – Case Coordination and Homeless Housing: To assist Chandler families experiencing homelessness in obtaining and maintaining permanent housing through long-term shelter, rapid rehousing, and case coordination. Save the Family is unique in its provision of a scattered-site long-term shelter model, which allows families to stay integrated in their community, and near their natural support systems while they transition to permanency. Save the Family assisted 28 Chandler individuals.

HOME Tenant-Based Rental Assistance

The City of Chandler continued to use HOME funds to provide tenant-based rental assistance for homeless individuals and families. The City's Housing Authority administers the TBRA program while the wrap-around case management services are provided by a local nonprofit. During the year, 30 households received housing assistance and ongoing case management. The City continued to identify individuals and families eligible for the assistance, inspected potential housing units to ensure they are decent and safe, and entered into housing assistance payment contracts with landlords.

The City's Public Housing Authority (PHA) provides preferences to people experiencing homelessness and for homeless families to facilitate their access to affordable housing units. Participants in the City's TBRA program are also referred to the PHA to ensure long-term access to permanent affordable housing. Of the households assisted with TBRA, nine successfully transferred to permanent housing during the year, either in City of Chandler Public Housing, the Housing Choice Voucher Program, or other permanent housing solutions. As of the end of the fiscal year, there are currently 19 households participating in TBRA.

PUBLIC SERVICES FOR NON-HOMELESS INDIVIDUALS AND FAMILIES, PEOPLE WITH SPECIAL NEEDS, AND LOW-INCOME HOUSEHOLDS

In addition to utilizing CDBG funds to provide shelter and services for individuals and families experiencing homelessness, the City also invested CDBG funds in the Public Housing Youth Program and Fair Housing Education.

- The Chandler PHA Youth Program serves youth ages 6-18 who reside in Chandler's four Public Housing family sites. Activities are offered after school and during school breaks and include community sports and other specialized events. The after-school program is held at each public housing site and offers homework assistance, art and crafts and indoor/outdoor recreation on regular school days. The Boys and Girls Clubs of the East Valley offers free memberships to program participants and the Holy Trinity Lutheran Church allows use of their Community Life Center for large group activities. The Youth Program served 329 youth during the last year. Initiated bridge to digital divide by providing tablets for youth program.
- Provided Fair Housing Education services to 151 Chandler residents and Fair Housing information to 5,556 Chandler residents.

General Funds were also used to provide programs that support families in crisis, provide services and assistance to special populations, and services for youth. The following types of programs were funded:

- Programs that provide for basic needs including health-related and transportation programs.
- Independent living programs that allow seniors to safely age in place, and persons with disabilities to live independently, including caregiver respite and support, home-delivered and congregate meals and nutrition programs, and supportive programs for grandparents raising grandchildren.
- Socialization, recreation, and education opportunities to seniors or children and adults with disabilities to combat depression, maintain or improve functional living skills, aid in workforce readiness, improve physical health, or enhance quality of life.
- Programs that provide transportation for veterans to veterans' service centers or other locales for low-income veterans.



For Our City Initiatives

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

Operation Back to School Chandler-For Our Students was a collaborative event held on Saturday, July 22, 2017 at Chandler High School. Over the course of this event, 2,640 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, AZCEND, Chandler Unified School District, Chandler CARE 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 eight Title I schools. All backpacks, school supplies, shoes, socks, and underwear were donated from individuals, families, service organizations, and the business and faith communities.



NEIGHBORHOOD REVITALIZATION AND COMMUNITY AND ECONOMIC DEVELOPMENT

During the year, the City utilized CDBG funds to address neighborhood conditions through code enforcement activities, and improvements to public facilities, including public housing and neighborhood parks. As described below, shade structures were installed over the playgrounds at the City's four public housing developments, and the design phase of improvements to the Family Investment Center.

The City's Code Enforcement program worked to improve neighborhood conditions through the Blight Elimination Program during the program year, serving 13,767 Chandler residents. Code enforcement efforts found 1,394 households in violation, and the vast majority of those households gained compliance without the need for issuing a citation. The remaining 27 households were referred to other City departments for assistance.

The two neighborhood park improvement projects that received CDBG funding in FY 2015-2016 began construction during FY 2016-2017 and were completed in FY 2017-2018.

- Navarette Park is in a Census Tract where three quarters of the residents are low-to-moderate income. The restroom facilities in the park were originally built in the early 1970s and had deteriorated and become an eyesore. CDBG funds improved the restroom facilities and ultimately improved the aesthetics, health, safety, and ADA accessibility of the park helping to nurture a renewed sense of pride in the neighborhood park and enhanced park use.
- Gazelle Meadows Park is a nine-acre park located in a Census Tract where two-thirds of the residents are low-to-moderate income. CDBG funding addressed two critical issues at the park - a dilapidated chain link fence and insufficient lighting. The chain link fence was replaced with a block and metal integrated fence to create a safer boundary between the park and the adjacent railroad line, and additional lighting was installed to address neighborhood concerns about insufficient lighting. These improvements have led to increased safety and usability along with additional improvements to meet ADA standards.

Continuing to leverage the use of CDBG funding, Gazelle Meadows Park was selected as a recipient of a "Build It with KaBoom" grant, and in November 2017, the park received two new playgrounds. Gazelle Meadows was also a focus of For Our City Day on October 28, 2017, where over 400 volunteers ascended on the park and the adjoining neighborhood to improve the overall appearance of the area and help 25 households in need - demonstrating how CDBG funding, local funding, and local projects can come together to enhance low-income areas and instill a sense of community.

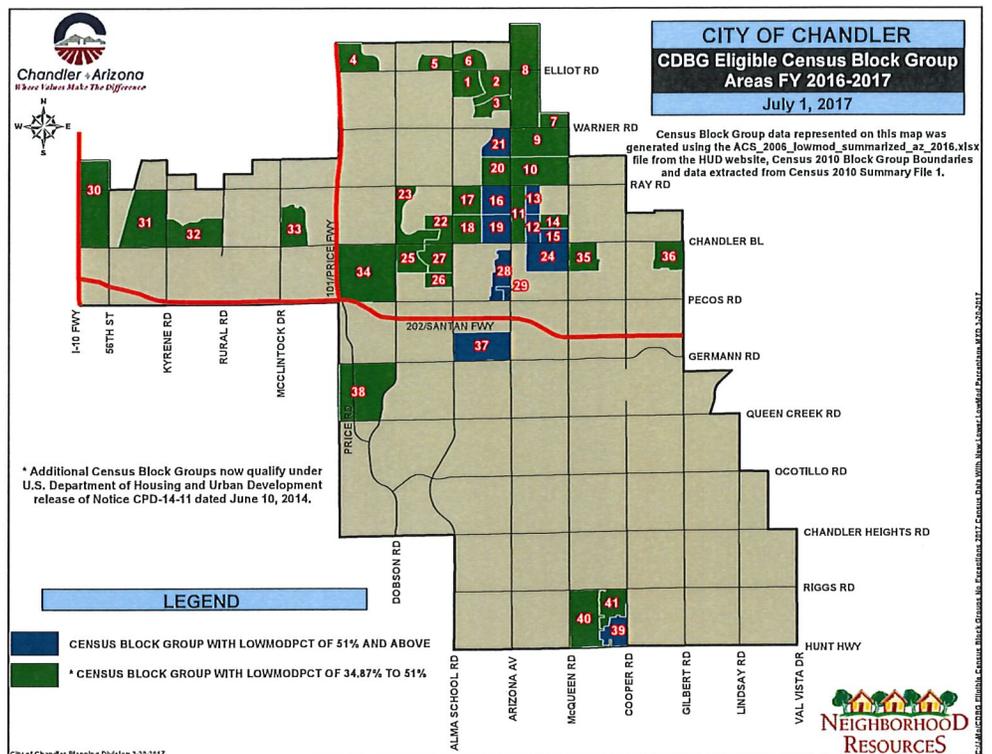


Gazelle
Meadows
Park
2017

Dedicating Funds to the Neediest Neighborhoods

The City of Chandler consists of approximately 71 square miles and shares boundaries with the Town of Gilbert, Cities of Mesa, Phoenix, Tempe, and the Gila River Indian Community. Chandler has reached its physical limits except for a few remaining county islands.

Most of the City has developed during the past twenty years, yet the central city and several neighborhoods north of the San Tan Freeway (202) are long-established and have higher concentrations of low-income and minority households. There are 11 Census Block Groups with at least 51% of the population is low- and moderate-income and 30 with at least 34.87% of the population is low- and moderate-income. These are CDBG-eligible areas. Chandler Neighborhood Resources has elected to target funds to areas north of the San Tan Freeway (202).



ADDRESSING REGULATORY BARRIERS AND FAIR HOUSING ACTIVITIES

Addressing Regulatory Barriers

The 2017 Chandler General Plan includes public policies to address barriers to affordable housing, including to:

- Encourage live/work developments, where appropriate (e.g., Downtown, high capacity transit corridors, regional commercial nodes);
- Provide for a variety of housing choices for all income level;
- Promote a compatible mix of housing types in in-fill areas;
- Encourage a range of housing types within walking distance of schools and other community facilities (e.g., libraries, transit centers, community centers, health clinics, recreation spaces, and healthy food establishments);
- Address housing needs of fixed-income elderly persons and other special needs populations;
- Support the aging and disabled population in neighborhoods by continuing to implement programs that assist them in meeting neighborhood maintenance codes;
- Increase capacity for and coordination of affordable housing programs and projects;
- Concentrate on improving housing affordability Citywide;
- Continue to encourage private investment in affordable housing;
- Enforce housing and neighborhood maintenance policies;
- Improve rental housing maintenance to ensure quality neighborhoods;
- Ensure compatible transition between residential areas and incompatible land uses as well as between intensity of land uses (e.g., between employment and residential);
- Improve transition between and continuity of old and new neighborhoods;
- Maintain, and where needed, improve infrastructure as neighborhoods age;
- Create and promote educational outreach and training seminars on housing and neighborhood maintenance;
- Continue to increase the quality of life in neighborhoods by promoting civic engagement;
- Continue to recognize adopted neighborhood and specific area plans that provide further development guidance in targeted areas;
- Foster organization of and training for HOA and traditional non-HOA neighborhoods;
- Continue to provide programs that encourage neighborhood identity and a sense of place; and
- Foster partnerships and collaboration with nonprofits, businesses, and other organizations to support neighborhood and community development.

Fair Housing

As a member of the Maricopa County HOME Consortium, the City of Chandler is part of the May 2015 Maricopa County Analysis of Impediments to Fair Housing Choice (AI). The AI identifies impediments to fair housing choice and suggests actions that Maricopa County and the participating municipalities can take to address those impediments. The Maricopa County AI identified five impediments, four of which are applicable to the City of Chandler. During FY2017-2018, Chandler took the following actions to address identified impediments:

- **Impediment #1: Lack of Accessible Housing/Housing Discrimination against Persons with Disabilities.**
The City made disability accessibility improvements when needed to housing units rehabilitated through the City's Housing Rehabilitation program; continued to require Section 504 compliance among CDBG and HOME-funded agencies to ensure persons with disabilities had access to housing services; and maintained Section 504 compliance in all City buildings and services.
- **Impediment #2: Lack of Awareness of Fair Housing Laws.**
The City provided fair housing information in English, Spanish, and other languages through the City's Neighborhood Resources Community Development and Housing and Redevelopment webpages for tenants, homebuyers, and landlords; provided CDBG funds to a nonprofit agency to provide Fair Housing Education and Counseling to educate and help residents who may have been discriminated against making referrals to the State Attorney General's Office; 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.
- **Impediment #3: Cost of Affordable Housing Limits Housing Choice.**
The City provided CDBG funds to a nonprofit agency to make available a Fair Housing Hotline for Chandler residents who believe they or someone they know experienced housing discrimination; continued to provide public housing and Section 8 Housing Choice Vouchers to expand affordable housing opportunities.
- **Impediment #4: Poor Financial History of Potential Homebuyers.**
The City provided financial literacy and housing counseling and education to 304 Chandler households in cooperation with a nonprofit housing education and counseling organization; and provided financial literacy education and housing counseling and education opportunities to participants in the City's public housing and Section 8 Housing Choice Voucher programs.



Chandler Affordable
Housing,
June, 2018



AREAS OF MINORITY CONCENTRATION, CDBG ASSISTANCE TO MINORITIES AND OUTREACH TO DISADVANTAGED BUSINESS ENTERPRISES

Outreach to Disadvantaged Business Enterprises

The City of Chandler has developed procurement procedures that facilitate opportunities for Disadvantaged Business Enterprises (DBEs) 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 socially and economically disadvantaged individuals. The City has a method of identifying and maintaining an inventory of DBEs and has developed procurement packets to provide opportunities for DBEs. The City encourages subrecipient agencies to outreach and utilize DBEs whenever possible and provides technical assistance to subrecipient agencies in locating and outreaching to DBEs for goods and/or services.

Citizen Participation

The draft CAPER is available for review at multiple locations including the Chandler Downtown Public Library, the Neighborhood Resources Department, and on the City's website at <https://www.chandleraz.gov/residents/neighborhood-resources/community-development/plans-and-reports>.

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

For FY 2017-2018, the public comment period will begin August 29, 2018, and closes on September 12, 2018. A public hearing will be held on Monday, September 10, 2018, at the City Council Chambers. In addition to commenting at the public hearing, citizens are invited to submit written comments to the Neighborhood Resources Department.

The public hearing is announced through an advertisement in the Arizona Republic and is posted in public locations including the City Clerk's office, the Neighborhood Resources Department office, and the Chandler Downtown Public Library. The public hearing notice includes the meeting location, date, time, key staff contacts, topics to be considered, and the beginning and ending dates of the public comment period. The notice also includes information for citizens requesting reasonable accommodations for a disability.

Public comments received during the public comment period will be incorporated into the final CAPER submitted to the U.S. Department of Housing and Urban Development.

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 throughout the City. According to the 2010 Census, the total percentage of minorities in the City 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. Portions of eight of the fifteen Census Tracts are areas where at least 51% of the population is predominantly low- to moderate-income.

CDBG Assistance to Minorities

Race and Ethnicity of CDBG Funded Housing Program Participants (Owner-occupied Housing Rehabilitation Only) in FY 2017-2018 - Households			
Race/Ethnicity	Total Assisted	Hispanic/Latino	Disabled
White	27	13	13
Black	8	0	0
Asian	0	0	0
American Indian	2	0	0
Native Hawaiian/ Pacific Islander	0	0	0
Refused to Answer	2	0	0
Total	39	13	13

Program 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, nonprofit 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.

HOUSING AND HUMAN SERVICES COMMISSION

Catrina Boppart
Jadine Bowens
Mekele Cole
Joseph Curbelo
Vanessa Dearmon
Cynthia Hardy
Aaron Harris
Wesley Lawrence
Dylan Raymond
Greg Rodriguez

CHANDLER MAYOR AND CITY COUNCIL



Mayor
Jay Tibshraeny

Vice Mayor
René Lopez

Councilmembers:
Kevin Hartke
Sam Huang
Jeremy McClymonds
Terry Roe
Mark Stewart

CITY OF CHANDLER STAFF

City Manager
Marsha Reed

Assistant City Manager
Joshua H. Wright

City of Chandler Neighborhood Resources Department

Leah Powell, Director

Amy Jacobson, Housing and
Redevelopment Manager

Riann Balch, Community
Resources Manager

235 South Arizona Avenue
Chandler, AZ 85225

community.development@
chandleraz.gov

480-782-4300

chandleraz.gov



Chandler + Arizona
Where Values Make The Difference