

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Each year, the City of Chandler receives Community Development Block Grant (CDBG) funds from the U.S. Department of Housing and Urban Development (HUD). The CDBG Entitlement Program provides annual grants on a formula basis to entitled cities and counties to develop viable urban communities by providing decent affordable housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. As an entitlement Grantee, the City is required to publish a Consolidated Annual Performance and Evaluation Report (CAPER) detailing accomplishments achieved through CDBG program activities. The report also includes outcomes achieved through the expenditure of General Funds allocated by the Chandler City Council to support the delivery of human services to Chandler residents. The report provides an opportunity to measure the City's progress in meeting the priority needs, goals and strategies described in the 2020-2025 Five-Year Consolidated Plan and 2020-2021 Annual Action Plan and to share successes with the Chandler community.

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 stability. 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.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount Expended	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Creating and Preserving Affordable Housing	Affordable Housing / Public Housing	CDBG: \$0	Other: Relocation Assistance for a Future Rental Assistance Demonstration Project	Other: Relocation Assistance (Households)	250	0	0.00%	0	0	0.00%
Maintain Owner-Occupied Housing	Affordable Housing	CDBG: \$305,078.47	Homeowner Housing Rehabilitated	Household Housing Unit	179	20	11%	39	20 (A)	51%
Support Public Services and Promote Fair Housing	Homeless / Non-Housing Community Development	CDBG: \$250,975.11	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2,490	530	21.29%	687	530 (A)	77.15%
Support Public Services and Promote Fair Housing	Homeless / Non-Housing Community Development	CDBG: \$294,491.07	Homeless Prevention	Persons Assisted (P)/ Households Assisted (HH)	252 P / 84 HH	218 P / 96 HH	86.51% / 114.29%	252 P / 84 HH	218 P / 96 HH (B)	86.51% / 114.29%

Support Public Facilities and Public Improvements	Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3,200	0	0%	0	0	0%
Support Public Facilities and Public Improvements	Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	50	0	0%	0	0	0%
Neighborhood Revitalization	Non-Housing Community Development	CDBG: \$129,975.09	Housing Code Enforcement	Household Housing Unit	55,000	12,000	21.82%	12,000	12,000	100%
Alleviate crisis & meet basic needs (CARES Funding Goal Only)	Homelessness/ Human Services	CDBG-CV: \$489,789.38	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	645	378	58.60%	195	378	193.85%
Alleviate crisis & meet basic needs (CARES Funding Goal Only)	Homelessness/ Human Services	CDBG-CV: \$0	Homelessness Prevention	Persons Assisted (P)/ Households Assisted (HH)	216 P / 72 HH	230 P / 85 HH	106.48% / 118.06%	216 P / 72 HH	135 P / 50 HH (B)(C)	62.50% / 69.44%
Community Facilities (Goal from Prior	Non-Housing Community Development	CDBG: \$384,489.95	Public Facility or Infrastructure Activities other than	Persons Assisted	n/a	n/a	n/a	6,009	5,940 (D)	98.85%

Consolidated Plan)			Low/Moderate Income Housing Benefit							
Administration	Administration	CDBG: \$288,565 CDBG-CV: \$19,586.70	Other	Other	1	1	100.00%	1	1	100.00%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

- (A) Activity did not meet its PY2020-2021 planned goal due to the coronavirus pandemic.
- (B) HUD measures the Goal Outcome Indicator for Homeless Prevention based on the number of persons assisted, not by the number of households assisted. The activity met its goals based on the number of households projected to be served. The number of individuals projected to be served was based on an average household size of three persons per household. Of the households served, the average household size was less than three persons per household.
- (C) Activity met its strategic plan goal. This number does not include the individuals/households served in Program Year 2019-2020 at the onset of the coronavirus pandemic, some of whom continued to be served in Program Year 2020-2021.
- (D) Performance measure is based on a parks project that was carried over from the 2015-2019 Consolidated Plan and 2018 Annual Action Plan.

Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

Activities completed in PY 2020-2021 using CDBG funding included sustaining affordable and decent housing through owner-occupied housing rehabilitation; providing public services that are available and accessible to populations with special needs, households with low income, and individuals and families experiencing homelessness or at-risk of homelessness; and revitalizing neighborhoods. The regulatory 15% cap to support public service activities was lifted to enable the City to serve additional individuals or households impacted by coronavirus. As a result, additional entitlement funds were allocated and expended for rent and utility assistance. Specific CDBG-funded activities that address the five-

year consolidated plan goals include:

Creating and Preserving Affordable Housing (Actual Households Assisted: 0)

- The City of Chandler is in the early stages of developing its Rental Assistance Demonstration (RAD) project.

Maintain Owner-Occupied Housing (Actual Households Assisted: 20)

- The emergency home repair program was suspended for several months due to the coronavirus. Once the program was re-activated there were supply chain issues in obtaining materials, along with additional protocols in place to ensure the safety of homeowners, contractors and all those involved. As a result, a lower number of households were served than projected. Provided emergency home repair assistance to 20 households, including eight with extremely low income, seven with low income, and five with moderate income.
- There was no reported activity for the rehabilitation program due to lack of funding. Program Year 2020-2021 CDBG entitlement funds allocated to support this project were not received until the end of March 2020, and no projects were completed in the 4th quarter of the program year.

Support Public Services and Promote Fair Housing (Actual Persons Assisted: 748)

- Provided mentorship, educational, recreational and skill building activities for 240 youth living in Public Housing.
- Offered fair housing training (virtually) to affirmatively further fair housing and promote free housing choice in the City of Chandler, serving 23 individuals.
- Provided direct client services to 224 individuals who are experiencing homelessness in Chandler, facilitating coordinated care and communications with other service providers who provide basic needs to individuals with low and moderate income and serve the Chandler community.
- Funded one program providing case management and counseling services for 43 formerly-homeless individuals (14 households) living in transitional housing
- Provided emergency financial assistance to prevent evictions and utility shut-offs to 218 individuals (96 households) impacted by the

coronavirus pandemic.

Support Public Facilities and Public Improvements (Actual Persons Assisted: 0)

- There were no new planned activities to support this goal in Program Year 2020-2021.

Neighborhood Revitalization (Actual Households Benefitted: 12,000; Actual Violations: 1,688)

- Improved neighborhood conditions through code enforcement activities in CDBG-eligible areas, serving 12,000 Chandler residents. Code Enforcement efforts resulted in 32,922 properties inspected, 1,688 violations, and 1,115 notices issued. The vast majority of those households gained compliance without the need for issuing a citation. The remaining 12 households were referred to other City departments for assistance.

Alleviate crisis & meet basic needs (Actual Persons Assisted: 513)

- The following activities were conducted in Program Year 2020-2021 to prepare for, prevent and respond to coronavirus, providing basic needs to individuals impacted by the coronavirus. Home delivered meals and other food assistance was provided to 326 seniors and persons with disabilities. Navigation and client services were provided to 52 individuals experiencing homelessness. Rent and utility assistance was provided to 135 individuals (50 households) with low and moderate income impacted by coronavirus.

Community Facilities (Actual Persons Assisted: 5,940)

- One parks project (Arrowhead Meadows Park) was completed in Program Year 2020-2021. The park renovations were planned in the 2015-2019 Consolidated Plan and in the 2018 Annual Action Plan, and supported with CDBG funds to meet the recommended ADA compliance improvement to the park. The project completion, benefits an estimated 5,940 persons based on census information.
- One additional park improvement project (East Mini Park) was planned in the 2015-2019 Consolidated Plan and in the 2019 Annual Action Plan. The project was started in Spring 2021 but was not completed in Program Year 2020-2021. Outcomes will be reported in next year's CAPER when the activity is completed.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	807
Black/African American	270
Asian	20
American Indian/Alaskan Native	29
Native Hawaiian/Other Pacific Islander	21
American Indian/Alaskan Native & White	7
Black/African American & White	3
American Indian/Alaskan Native & Black/African American	1
Other Multi-Racial	124
Total	1,282
Hispanic	430
Not Hispanic	852

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

The racial and ethnic composition of individuals and individuals in households assisted with CDBG direct-benefit and limited-clientele activities is reflected in the above table. The racial and ethnic composition of people benefitting from CDBG assistance is consistent with a larger proportion of low and moderate income racial and ethnic minorities citywide.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	1,443,707	1,653,575
CDBG-CV	public – federal	2,418,300	509,376
Public Housing Program	public – federal	2,745,681	
Public Housing Capital Funds	public - federal	924,308	
Section 8 Housing Choice Voucher Program	public - federal	5,780,468	

Table 3 - Resources Made Available

Narrative

The Neighborhood Resources Department (NRD) utilizes a variety of federal and local resources to fulfill its mission of preserving neighborhoods, providing affordable housing, offering community programs, and promoting diversity. Federal funds include CDBG funds awarded by HUD, HOME Investment Partnership (HOME) funds awarded by HUD and passed through the Maricopa County HOME Consortium, and funds awarded to the City of Chandler Public Housing Authority by HUD to support the Section 8 Housing Choice Voucher and Public Housing Programs. The City of Chandler also provides General Funds to leverage federal funds and increase the level of services to Chandler residents.

The City received an allocation of \$1,443,707. It also had a combined total of \$1,349,448 in program income and prior year funding for a total of \$2,793,155. The City expended \$1,653,575 during PY 2020-2021.

On March 27, 2020, the CARES Act was enacted, providing entitlement communities with additional CDBG funds to prevent, prepare for, and respond to the spread of Coronavirus. These funds are titled CDBG-CV. The City of Chandler received a cumulative award of \$2,418,300 in CDBG-CV funds. The City expended \$509,376 during PY 2020-2021.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide	90	92	Direct Benefit Activities
CDBG Eligible Areas	10	8	

Table 4 – Identify the geographic distribution and location of investments

Narrative

The City of Chandler consists of approximately 65 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 geographical limits, with the exception of a few remaining County islands.

Downtown Chandler and several neighborhoods in zip codes 85224 and 85225 are long-established and have higher concentrations of low and moderate income and minority households. In Program Year 2020-2021, there were 11 Census Block Groups where at least 51% of the population have low and moderate income; and another 26 where at least 36.68% of the population have low and moderate income; these are CDBG-eligible areas.

The City planned to invest 10% of CDBG funds from PY 2020-2021 for code enforcement activities in CDBG-eligible areas. Other planned activities during the program year, included public services activities that were planned Citywide based on an individual's income eligibility. Homeowner rehabilitation activities were also planned Citywide, and provided based on client eligibility, of which income is one of the criteria.

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

In addition to federal resources, the City of Chandler allocated nearly \$2.4 million in general fund resources, nearly double the amount compared to prior year funding, were distributed to nonprofit organizations to alleviate crisis and meet the basic needs of Chandler residents, as well as support unexpected operational needs of nonprofit organizations during the Coronavirus pandemic. Funds supported services for people experiencing or at-risk of homelessness, people with special needs, and other low-income and vulnerable populations. These funds served 240,633 Chandler residents including:

- Transportation for 460 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 1,618 people who claimed more than \$1.54 million in refunds.
- Services to alleviate crisis and meet the basic needs of 64,564 Chandler residents.

The City exercised its waiver for HOME matching funds requirements, as HUD allowed during the pandemic.

The City is currently developing adaptive re-use processes and tools to assist in reuse of vacant commercial structures. The goals of the re-use tool are to preserve community character, optimize existing infrastructure, and restore properties to productive use.

The City is utilizing a comprehensive strategy to revitalize the downtown area through direct investment and partnerships with private firms. In a relatively short period of time, it has created a huge transformation. The restoration of historic building facades and the reintroduction of the original colonnades have created a welcoming atmosphere where people feel comfortable. The recently completed Arizona Avenue improvements expand the walkability of Downtown and bring a much-needed balance between vehicles, pedestrians and bicycles.

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	20	29
Number of Non-Homeless households to be provided affordable housing units	40	13
Number of Special-Needs households to be provided affordable housing units	0	8
Total	60	50

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	20	29
Number of households supported through The Production of New Units	0	N/A
Number of households supported through Rehab of Existing Units	39 (B)	20 (A)
Number of households supported through Acquisition of Existing Units	1	1
Total	60	50

Table 6 – Number of Households Supported

(A) Activity did not meet its PY 2020-2021 planned goal due to the coronavirus pandemic.

(B) Planned goal is higher than historical performance measures. Staff is considering opportunities to meet performance goals in future years.

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

The City of Chandler supports housing affordability and sustainability through a variety of programs supported by federal and local funds. Federal funds from the U.S. Department of Housing and Urban Development support monthly rental subsidies for renters with low incomes and local dollars provide supportive services to promote housing sustainability and self-sufficiency.

In PY 2020-2021, the City of Chandler exceeded its goals for the provision of affordable housing to individuals and families experiencing homelessness, individuals and families not experiencing homelessness, and populations with special needs with HOME funds received from Maricopa County.

The City assisted 29 households with extremely low-income who were formerly homeless achieve housing stability using Tenant-Based Rental Assistance (TBRA) with HOME funds from the Maricopa County HOME Consortium. Additionally, one resident was able to achieve homeownership through the City's support of Newtown and its Community Land Trust with HOME funds.

The City used CDBG funds to assist a total of 20 homeowners through its emergency repair program. The income breakdown of these homeowners include eight with extremely low-income, seven with low income, and five with moderate income. This represents 11% of the City of Chandler's five-year strategic plan to serve 179 homeowners who have incomes that are either extremely low, low or moderate. Activities were stalled in Program Year 2020-2021 due to the coronavirus pandemic. Additionally, the City was not able to restart its housing rehabilitation program, allocated in Program Year 2020-2021, as funding was not received until the end of March 2020, and no projects were completed in the 4th quarter of the program year.

In assisting homeowners and renters with affordable housing, the City met the Section 215 definition of affordable housing. The City of Chandler has served a total of 60 homeowners and renters with affordable housing in the first year of its five-year consolidated plan with CDBG and HOME funding, and has achieved 11% of its strategic plan goal for affordable housing with CDBG funding.

In PY 2020-2021, Chandler addressed worst case needs by assisting 29 households with extremely low-income who were formerly homeless achieve housing stability using Tenant-Based Rental Assistance (TBRA) with HOME funds from the Maricopa County HOME Consortium.. Additionally, one resident with low and moderate income was able to achieve homeownership. The City also addressed worst case needs by assisting homeowners with extremely low, low, and moderate income living in substandard housing. These 20 households were assisted through the City's emergency repair programs. Of the combined 50 households served, 8 households assisted had special needs.

Discuss how these outcomes will impact future annual action plans.

In future annual action plans, the City will consider the success it had in providing affordable housing and serving individuals and households experiencing homelessness, those who were not experiencing homelessness, and those with special needs and adjust annual program goals accordingly.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	8	24
Low-income	7	5
Moderate-income	5	1
Total	20	30

Table 7 – Number of Households Served

Narrative Information

The only CDBG activity undertaken by the City of Chandler where information on family size is required is housing rehabilitation. As required by the CDBG regulation, all other CDBG activities either served a limited clientele or take place in an area where at least 51% of residents are low- and moderate-income. The majority of homeowners assisted through housing rehabilitation and emergency repair programs reported having extremely low or low income (75%).

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City of Chandler works to reduce and end homelessness through prevention and outreach, emergency shelter and transitional housing, and permanent supportive and affordable housing.

During the 2020-2021 Program Year, the City of Chandler and its partners provided the following services to persons experiencing unsheltered homelessness or housing instability:

- Crisis stabilization and peer support services to 959 individuals experiencing homelessness.
- Hydration, handwashing and hygiene stations.
- Heat relief services including food/water and indoor cooling centers.
- Emergency non-congregate shelter and support services for individuals experiencing homelessness, particularly vulnerable to coronavirus.
- Regional Continuum of Care activities to serve individuals experiencing homelessness. The annual point-in-time street count for sheltered homeless was deferred due to the coronavirus pandemic.

Addressing the emergency shelter and transitional housing needs of homeless persons

During the 2020-2021 Program Year, the City of Chandler and its partners provided the following to address the emergency shelter and transitional housing needs of homeless persons:

- Emergency shelter and case management services for 578 individuals experiencing homelessness, including victims of domestic violence.
- Case management and support services for 50 individuals in families experiencing homelessness living in transitional housing.
- Case management services to 635 individuals experiencing homelessness living in rapid rehousing.
- Regional homeless planning and coordination services.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

To prevent homelessness, the City of Chandler provided 6,274 families with emergency financial

assistance to prevent evictions and utility shut-offs through AZCEND's Community Action Program during PY 2020-2021. (This does not include Emergency Rental Assistance (ERA) Program funding related to the coronavirus pandemic.) The City also supported prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness. The City continued its partnership with For Our City Chandler, which coordinates services offered by the City and nonprofit organizations with the service resources of faith-based communities, employers, business groups, and others.

The City also used HUD funds to maintain its stock of owner-occupied housing for households with extremely low, low, and moderate income. During PY 2020-2021, Chandler assisted 20 homeowners to make emergency repairs to their homes, addressing urgent, life safety issues such as repairing or replacing roofing, air-conditioning, heating systems, water heaters and major plumbing issues.

In addition to these programs, the City provided nearly \$2.4 million in general fund resources to programs that support families in crisis and provide services and assistance to special populations and youth. These programs include health-related and transportation programs; independent living programs for seniors and people with disabilities; home-delivered and congregate meals and nutrition programs; and socialization, recreation, and education opportunities to seniors, 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.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

The City of Chandler utilizes Home Investment Partnership (HOME) funds to provide Tenant-Based Rental Assistance (TBRA) for households experiencing homelessness. The Chandler Public Housing Authority (PHA) administers the TBRA program while CDBG funds are utilized to provide the wrap-around case management services administered by AZCEND, a local nonprofit. During the program year, 29 households were housed through TBRA, receiving 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. Participants in the City's TBRA program are referred to the PHA to ensure long-term access to permanent affordable housing. In an effort to continue to support TBRA participants during the coronavirus pandemic, TBRA housing assistance extensions were granted. Of the households assisted, seven successfully transitioned to other permanent housing solutions.

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

The City of Chandler Public Housing Authority (PHA) provides rental assistance to 486 Chandler residents with low income through the Section 8 Housing Choice Voucher (HCV) program. The PHA also manages 303 units of public housing for Chandler residents with low income.

Public Housing Capital Improvements

In Program Year 2020-2021, the City of Chandler completed the following improvements:

- Replaced sprinkler system at 660 S. Palm Lane (multi-family site).
- Hydroseed at 660 S. Palm Lane (multi-family site).
- Restripe five multi-family site parking lots.

Public Housing Youth Program and Book Rich Environment

In Program Year 2020-2021, the City of Chandler:

- Delivered more than 2,300 books to children living in public housing.
- The ASPIRE Read to Succeed literacy program, targeting children ages 6-8 that are below first grade reading level, was suspended due to the coronavirus pandemic. However, two students received one-on-one tutoring twice a week from February - May 2021.
- Provided educational and skill building programs to 240 youth, ages 6-18 who reside in Chandler's four Public Housing family sites. Programming was disrupted due to coronavirus, resulting in many adjustments to operations to provide a safe environment for the participating youth and staff. School lunches and activity packets were delivered, on-line school tutoring was offered, and small group activities were implemented.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

In Program Year 2020-2021, Public Housing and Housing Choice Voucher (HCV) residents:

- Provided input into the Public Housing and Housing Choice Voucher annual administrative plans.
- Received quarterly newsletters.
- Met quarterly (60 Public Housing residents and 60 HCV Family Self-Sufficiency (FSS) participants).
- Participants received job training and readiness services through partnerships with the East Valley Institute of Technology (EVIT), Fresh Start Women's Foundation, Dress for Success, Arizona At Work, Career Connectors and ICAN.
- Participated in virtual and in-person financial literacy classes through through Newtown

Community Development Corporation and one-one financial counseling through Trellis.

- Participated in homebuyer preparation classes, such as budgeting and repairing credit, through a partnership with Newtown Community Development Corporation, Trellis and Habitat for Humanity.
- Prepared for a future home purchase (12 Public Housing clients and 17 HCV clients).
- Purchased homes (1 Public Housing resident and 4 HCV residents).

Actions taken to provide assistance to troubled PHAs

The Chandler PHA is not a troubled PHA.

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The 2016 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 levels.
- 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.
- Foster partnerships and collaboration with nonprofits, businesses, and other organizations to support neighborhood and community development.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

In Program Year 2020-2021, the City of Chandler undertook the following activities to address obstacles to meeting underserved needs:

- Operation Back to School where more than 3,000 school-age children were provided with free backpacks and school supplies. Due to concerns about the coronavirus pandemic, event operations were restructured to a drive-thru style distribution. One hundred eighty volunteers contributed more than 627 volunteer hours, distributing 2,805 pairs of socks and underwear, 2,317 masks, and 516 pairs of shoes.
- Shelter and services for 1,373 individuals who are victims of domestic violence.
- Services to 3,122 individuals with disabilities.
- Services to 2,180 Veterans.
- Independent living programs allowing 500 seniors to safely age in place.
- Senior peer counseling for 271 seniors to combat depression and social isolation.
- Socialization and recreation programming for 164 individuals with disabilities to combat depression, improve physical health, and enhance quality of life.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

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 1978 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.

In 2018, the City of Chandler Public Housing Authority completed lead-based paint testing for public housing units and mitigated any issues found. In each of the following years, an annual inspection was completed for all public housing units and none were found to have lead-based paint. During Program Year 2020-2021, annual inspections were not conducted due to the coronavirus pandemic. Annual inspections restarted in September 2021.

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, including mitigation and abatement of lead-based paint hazards.

The City continued to conduct inspections for HOME-funded Tenant Based Rental Assistance (TBRA) housing units to ensure they were decent and safe, and prior to eligible individuals and families moving into the housing unit. In Program Year 2020-21, the City exercised its waiver to not conduct annual inspections of TBRA units due the coronavirus pandemic.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City provided nearly \$2.4 million in general fund resources to programs that support families in crisis, provide services and assistance to special populations, and provide services for youth. In Program Year 2020-2021, this funding was used to provide the following:

- Medical and dental services for 753 children.
- Medical services for 98 adults who are uninsured or underinsured.
- Transportation for 460 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 1,618 individuals who claimed more than \$1.54 million in refunds.
- Services to alleviate crisis and meet the basic needs of 64,564 Chandler residents.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

Under the “For Our City” program, the City continued its active participation with local nonprofit leaders who meet monthly to discuss local social service issues, share resources and provide collaborative opportunities. The City also facilitated the Interdepartmental Homeless Operations Team (IHOT) to coordinate citywide efforts to prevent, address and reduce homelessness.

The Neighborhood Resources Department continued to staff 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.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

In Program Year 2020-2021, the City of Chandler:

- Coordinated For Our City Day where hundreds of volunteers came together on projects that benefited neighborhoods and individuals with low income.
- Organized the Annual Volunteer Recognition event to celebrate Chandler’s top volunteers.
- Facilitated the Interdepartmental Homeless Operations Team (IHOT) to coordinate citywide efforts to prevent, address and reduce homelessness.
- 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 Chandler to partner with local nonprofit leaders who meet monthly to discuss local social service issues, share resources and provide collaborative opportunities.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

As a member of the Maricopa County HOME Consortium, the City of Chandler is part of the April 2020 Maricopa County Analysis of Impediments to Fair Housing Choice (AI). The AI identifies goals to impediments to fair housing choice and identifies recommended actions that Maricopa County and the participating municipalities can take to address those impediments. The Maricopa County AI identified five goals to address fair housing impediments. The City of Chandler took the following actions on each of these goals:

Goal #1: Review zoning and municipal codes for barriers to housing choice.

The City reviewed its zoning code to ensure housing availability in Program Year 2020-2021.

Goal #2: Increase availability of accessible housing / making reasonable accommodations for 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. Additionally, the City is exploring a future Rental Assistance Demonstration that will increase the number of affordable housing units within the City's jurisdiction.

Goal #3: Promote homeownership and rental opportunities in high opportunity areas and outside of Racially or Ethnically Concentrated Areas of Poverty (R/ECAPs).

The City utilized HOME funds to support the acquisition, rehabilitation and resale of one single-family home, supporting homeownership for one household with low and moderate income. Due to HOME Homeownership Value Limits, the property in reference is located in a CDBG-eligible area.

Goal #4: Enhance community services in Racially or Ethnically Concentrated Areas of Poverty (R/ECAPs).

The City invested nearly \$2.4 million in general funds, nearly double the amount historically awarded, to provide increased services to vulnerable populations during the coronavirus pandemic. Additional Treasury funds were also distributed to the local CAP office to provide emergency rent and utility to provide housing stabilization for those households impacted by the coronavirus pandemic.

Goal #5: Promote community and service provider knowledge of fair housing and ADA 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; offered a recorded Fair Housing Training for tenants, landlords and the general public; provides a dedicated hotline for residents who may have been discriminated against making referrals to the State Attorney General's Office. The City of Chandler served 23 Chandler households through its fair housing training and hotline. The Chandler Public Housing Authority provided financial literacy classes and homebuyer preparation classes to its clients, and 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.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

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 orientation. 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.

Written agreements were entered into with both City and non-City agencies. Written agreements 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 toward stated objectives;
2. Accessibility for disabled persons;
3. Fiscal management, including fiscal audits, 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; and
6. Board operations, including board membership lists and board member backgrounds.

After completing the risk assessment and identifying areas for review, staff coordinated a formal virtual monitoring with one City subrecipient. When on-site visits occur, disability accessibility compliance, including the agency's self-evaluation, and disability accessibility policy and program documents are reviewed. City staff also inspects the facilities for compliance.

The City requires subrecipients to include a performance measurement strategy in their funding proposals to demonstrate that proposed services will enhance the lives of City residents. Each strategy quantifies the long-term and short-term goals, activities, outputs and outcomes. The data collected includes client demographics, the number of individuals and households that will be served, and annual units-of-service that help the City to keep track of progress towards 5-Year Consolidated Plan goals and to report program performance to HUD.

Funded agencies provide monthly performance reports along with their request for reimbursement to demonstrate progress made toward their goals and objectives, allowing the City to continuously

monitor and evaluate progress and provide technical assistance to mitigate any unforeseen barriers or challenges to financial and program requirements. Monitoring begins with a formal application process and pre-contract orientation. During the year, the City performs ongoing monitoring including fiscal audits, desk audits, agency risk assessments, and formal site visits.

The following describes formal on-site or virtual monitoring visits that the City of Chandler performed in the 2020-2021 Program Year:

As a part of the City's ongoing monitoring standards, staff evaluates the adequacy of a subrecipient by conducting a risk assessment, reviews contract performance and takes appropriate action when problems arise (24 CFR 570.501(a)). The City's monitoring goal is to improve delivery of services to Chandler residents with low and moderate income.

Monitoring programs for compliance is not a one-time event and happens throughout the contract year. Formal monitoring visits are conducted throughout the year using checklists and other materials to guide a comprehensive review of the funded activities. Levels of reviews are selected based upon a risk assessment analysis for program areas and on information gathered from desk audits and monthly performance reporting. City staff performs formal monitoring visits as needed according to a risk assessment. The formal monitoring visit reviews program operations, recordkeeping and overall accountability for the federal funds. Monitoring is also accomplished by requiring fiscal audits on a yearly basis from all subrecipients. Audit reports are then reviewed for findings and concerns.

After risk assessments were completed, Community Development staff then coordinated a formal virtual monitoring visit with one City subrecipient. City staff sent a summary of the results of the monitoring to the subrecipient.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The CAPER was made available to the public for review electronically on the City's website at <https://www.chandleraz.gov/residents/neighborhood-resources/community-development/plans-and-reports> or by U.S. mail. Requests for a hardcopy of the report were to be submitted to Karin Bishop, using the address provided.

The City of Chandler conducted a 15-day public comment period and public hearing for the CAPER.

For Program Year 2020-2021, the public comment period began August 27, 2021, and closed on September 13, 2021. A public hearing was held on Wednesday, September 1, 2021, at the Housing and Human Services Commission meeting. In addition to commenting at the public hearing, citizens were invited to submit written comments to the Neighborhood Resources Department at community.development@chandleraz.gov.

The public comment period and public hearing was announced through an advertisement in the Arizona Republic, a local newspaper in circulation, and was posted in public locations including the City Clerk's office, Neighborhood Resources office, posted on the City's website and on social media. The public

hearing notice included 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 included information for citizens requesting reasonable accommodations for a disability.

All public comments received during the public comment period will become part of the permanent record.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The City did not make any changes in program objectives and there are no planned changes to its programs as a result of the City's experiences.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.