

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 descent 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 2015-2019 Five-Year Consolidated Plan and 2019-2020 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	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Acquisition Rehabilitation Resale	Affordable Housing	CDBG: \$0	Homeowner Housing Added	Household Housing Unit	15	0	0.00%			
Administration	Administration	CDBG: \$253,142	Other	Other	1	1	100.00%	1	1	100.00%
Alleviate crisis & meet basic needs	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$134,241	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10000	3995	39.95%	873	1397	160.02%
Alleviate crisis & meet basic needs	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Homeless Person Overnight Shelter	Persons Assisted	0	0				
Alleviate crisis & meet basic needs	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				

Case Management Homeless	Homeless	CDBG: \$59,971	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1250	987	78.96%	42	94	223.80%
Case Management Homeless	Homeless	CDBG: \$0	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Case Management Homeless	Homeless	CDBG: \$0	Homeless Person Overnight Shelter	Persons Assisted	0	0				
Case Management Homeless	Homeless	CDBG: \$0	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				
Code Enforcement and Blight Removal	Non-Housing Community Development	CDBG: \$0	Buildings Demolished	Buildings	5	0	0.00%			
Code Enforcement and Blight Removal	Non-Housing Community Development	CDBG: \$122,596	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	5000	4518*	90.36%	1500	1134**	75.60%
Community Facilities	Public Housing Non-Housing Community Development	CDBG: \$2,557	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	15000	24961	166.41%	11381	0***	0.00%
Community Facilities	Public Housing Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	200	70	35.00%			

Community Facilities	Public Housing Non-Housing Community Development	CDBG: \$0	Homeowner Housing Rehabilitated	Household Housing Unit	0	0				
Community Facilities	Public Housing Non-Housing Community Development	CDBG: \$0	Homeless Person Overnight Shelter	Persons Assisted	0	0				
Community Facilities	Public Housing Non-Housing Community Development	CDBG: \$0	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				
Emergency and Transitional Housing	Homeless	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0				
Emergency and Transitional Housing	Homeless	CDBG: \$0	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Emergency and Transitional Housing	Homeless	CDBG: \$0	Homeless Person Overnight Shelter	Persons Assisted	1250	142	11.36%			
Emergency and Transitional Housing	Homeless	CDBG: \$0	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				
Increase homeownership rate	Affordable Housing	CDBG: \$0	Direct Financial Assistance to Homebuyers	Households Assisted	10	0	0.00%			

Infill Development	Affordable Housing	CDBG: \$0	Rental units constructed	Household Housing Unit	20	0	0.00%			
Infill Development	Affordable Housing	CDBG: \$0	Homeowner Housing Added	Household Housing Unit	5	0	0.00%			
Neighborhood Infrastructure	Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	12000	0	0.00%			
Owner-occupied Housing Rehabilitation	Affordable Housing	CDBG: \$288,586	Homeowner Housing Rehabilitated	Household Housing Unit	300	89	29.67%	48	10****	20.83%
Rehabilitate affordable rental housing	Affordable Housing	CDBG: \$0	Rental units rehabilitated	Household Housing Unit	10	0	0.00%			
TBRA, Case Management and Self Sufficiency Support	Affordable Housing Public Housing Homeless	CDBG: \$0	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	520	0	0.00%			

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

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 FY 2019-2020 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; and revitalizing neighborhoods. Specific CDBG-funded activities that address the five-year consolidated plan goals include:

Alleviate Crisis & Meet Basic Needs (Actual Persons Assisted: 1,397)

- Provided mentorship, educational and recreational activities for 367 youth living in Public Housing.
- Conducted fair housing activities to affirmatively further fair housing and promote free housing choice in the City of Chandler, serving 10 individuals.
- Provided direct client services to 171 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.
- Provided rapid rehousing assistance to 849 individuals (572 households) in Fiscal Year 2019-2020.

Case Management Homeless (Actual Persons Assisted: 94)

- Funded two programs providing case management and counseling services for 94 formerly-homeless individuals living in transitional housing or receiving Tenant-Based Rental Assistance.

Code Enforcement and Blight Removal (Actual Households Benefitted: 13,767; Actual Violations: 1,134)

*NOTE: Numbers are skewed as some years accomplishments reported total number of households benefitted and other years the accomplishment cited was the actual violations.

**NOTE: Activities were delayed due to the coronavirus pandemic.

- Improved neighborhood conditions through code enforcement activities in CDBG-eligible areas, serving 13,767 Chandler residents. Code Enforcement efforts resulted in 18,175 properties inspected, 995 households in violation, and 747 notices issued. The vast majority of those households gained compliance without the need for issuing a citation. The remaining 5 households were referred to other City departments for assistance.

Community Facilities (Actual Households Assisted: 0; Actual Persons Assisted: 0)

***NOTE: No Activities to report. Activities were delayed due to the coronavirus pandemic. Outcomes will be reported when the activities are completed.

Owner-Occupied Housing Rehabilitation (Actual Households Assisted: 10)

- Rehabilitated five homes for homeowners during the program year, including one with extremely low income, three with low income, and one with moderate income.
- Provided emergency home repair assistance to five households, including three with low income, and two with moderate income.

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	820
Black/African American	573
Asian	7
American Indian/Alaskan Native	56
Native Hawaiian/Other Pacific Islander	14
American Indian/Alaskan Native & White	8
Black/African American & White	2
American Indian/Alaskan Native & Black/African American	5
Other Multi-Racial	6
Total	1,491
Hispanic	415
Not Hispanic	1,076

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	1,369,267	861,093
General Fund	public - local	1,193,735	
Public Housing Capital Fund	public - federal	1,260,691	
Section 8	public - federal	5,303,678	

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 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 \$1,369,267. It also had a combined total of \$984,420 in program income and prior year funding for a total of \$2,353,687. The City expended \$861,093 during FY 2019-2020.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide	63	78	Direct Benefit Activities
North of San Tan Freeway	37	22	Direct Benefit Activities

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 limits, with the exception of a few remaining County Islands.

Downtown Chandler and several neighborhoods north of the San Tan Freeway (202) are long-established and have higher percentage of minority households and households with low income. During FY 2019-2020, 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. In alignment with its Consolidated Plan for FY 2015-2019, Chandler Neighborhood Resources has elected to target funds to areas north of the San Tan Freeway (202).

During FY 2019-2020, the City had planned to invest 37% of CDBG funds available for activities targeting the geographic area north of the San Tan Freeway. These activities comprised of several capital improvement projects that were stalled in Fiscal Year 2019-2020 due to the coronavirus pandemic. As a result, only 22% of CDBG funds expended in Fiscal Year 2019-2020 were for activities targeting the geographic area north of the San Tan Freeway. Direct benefit activities are those that are based on household income or serve a specific clientele, such as individuals experiencing homelessness - these activities are allocated citywide. All other activities take place in the City's older neighborhoods north of the San Tan Freeway.

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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 \$1.2 million in general fund resources to serve over 121,655 Chandler residents including:

- Transportation for 140 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 11,937 people who claimed more than \$2.1 million in refunds.
- Services to alleviate crisis and meet the basic needs of 115,043 Chandler residents.

The City met its HOME matching funds requirements (as part of the Maricopa County HOME consortium) on a project-by-project basis. All HOME matching funds are retained by and reported by Maricopa County.

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	40
Number of Non-Homeless households to be provided affordable housing units	50	10
Number of Special-Needs households to be provided affordable housing units	0	5
Total	70	55

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	20	40
Number of households supported through The Production of New Units	0	N/A
Number of households supported through Rehab of Existing Units	48 (B)	10 (A)
Number of households supported through Acquisition of Existing Units	2	5
Total	70	55

Table 6 – Number of Households Supported

(A) Activity did not meet its FY 2019-2020 planned goal due to the coronavirus pandemic.

(B) FY 2019-2020 Planned Goal for this activity is based on funding awarded in this fiscal year. However, funding will be expended over several years and accomplishments will be reported in the fiscal year they are achieved.

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 FY 2019-2020, 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 40 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, five residents were 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 10 homeowners with housing rehabilitation and emergency repair. The income breakdown of these homeowners include one with extremely low-income, six with low income, and three with moderate income. This represents 3% of the City of Chandler's five-year strategic plan to serve 300 homeowners who have incomes that are either extremely low, low or moderate. Activities were stalled in Fiscal Year 2019-2020 due to the coronavirus pandemic.

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 89 homeowners and renters with affordable housing over the last five fiscal years with CDBG funding, and has achieved 25% of its strategic plan goal for affordable housing.

In FY 2019-2020, Chandler addressed worst case needs by assisting 40 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, five residents with low and moderate income were 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 10 households were assisted through the City's housing rehabilitation and emergency repair programs. Of the combined 55 households served, 5 households assisted had special needs. While some of the homeless individuals and families assisted with TBRA may have been involuntarily displaced, the City did not have a program that specifically targeted clients who were involuntarily displaced.

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	1	35
Low-income	6	7
Moderate-income	3	3
Total	10	45

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 (70%).

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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, addressing emergency shelter and transitional housing, and addressing permanent housing needs.

During the 2019-2020 Fiscal Year, the City of Chandler and its partners provided the following to reach out to homeless persons and assess individual needs:

- Crisis stabilization and peer support services for 939 individuals experiencing homelessness, who are indigent or are working poor.
- Home delivered and congregate meals for 433 seniors with low income.
- Emergency financial assistance to prevent evictions and utility shut-offs through AZCEND's Community Action Program for 8,752 individuals in families.
- Prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness.
- Regional Continuum of Care activities to serve individuals experiencing homelessness, including hydration stations during summer months and participating in the point-in-time homeless street count to identify the number of individuals experiencing homelessness who are sheltered and unsheltered on the day of the count.
- Partnered 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.

Addressing the emergency shelter and transitional housing needs of homeless persons

During the 2019-2020 Fiscal 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 500 individuals experiencing homelessness, including victims of domestic violence.
- Case management and support services for 94 individuals in families experiencing homelessness living in transitional housing.
- Case management services to 849 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 8,752 families with emergency financial assistance to prevent evictions and utility shut-offs through AZCEND's Community Action Program during FY 2019-2020. 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 FY 2019-2020, Chandler assisted 5 homeowners to make emergency repairs to their homes, and assisted 5 homeowners to make renovations to their homes. Emergency repairs address urgent, life safety issues such as repairing or replacing roofing, air-conditioning, heating systems, water heaters and major plumbing issues. Work items addressed through the rehabilitation program 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 code violations.

In addition to these programs, the City provided nearly \$1.2 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 fiscal year, 40 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. Of the households assisted with TBRA, two successfully transferred to City of Chandler Public Housing or the Housing Choice Voucher Program. Six TBRA participants successfully transitioned to other permanent housing solutions.

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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 449 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 Fiscal Year 2019-2020, the City of Chandler completed the following improvements:

- Repaired driveway and sidewalks at 19 scattered-site public housing units.
- Replaced irrigation system at one multi-family site.

Public Housing Youth Program and Book Rich Environment

- In Fiscal Year 2019-2020, the City of Chandler: Delivered more than 2,750 books to children living in public housing.
- Coordinated and implemented book distribution events at the public housing sites, public library, and via door to door book delivery.
- Managed its third year of the ASPIRE Read to Succeed literacy program, with weekly tutoring offered twice a week at the Housing Youth Center, targeting children ages 6-8 that are below first grade reading level.
- Remediated reading levels for 13 children participating in the program.
- Provided educational and skill building programs to 367 youth, ages 6-18 who reside in Chandler's four Public Housing family sites. Youth were encouraged to get involved in positive activities, complete homework, and participate in enrichment activities. Program activities were offered after school and during school breaks and included community sports and other specialized events. Participants also received free memberships to the Boys & Girls Clubs of the Valley and participated in large group events at the Holy Trinity Lutheran Church's Community Life Center.

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

In Fiscal Year 2019-2020, Public Housing and Housing Choice Voucher (HCV) residents:

- Provided input into the Public Housing and Housing Choice Voucher annual administrative plans.
- Participated in monthly Tenant Community Builders meetings to discuss community issues.
- Received quarterly newsletters.
- Met quarterly (60 Public Housing residents and 60 HCV Family Self-Sufficiency (FSS) participants).

- HCV FSS 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 virtual workshops focused on managing student loan debt, household budgeting and credit repair.
- Accessed primary health care services through a partnership with Maricopa Integrated Health Systems and Carrington College.
- Participated in homebuyer preparation classes, such as budgeting and repairing credit, through a partnership with Newtown Community Development Corporation, Trellis and Habitat for Humanity.
- Received scholarships and free access to attend afterschool programs, summer camp and parenting classes, through a partnership with Boys & Girls Club, ICAN and the YMCA.
- Prepared for a future home purchase (34 Public Housing clients and 43 HCV clients).
- Purchased homes (1 Public Housing resident and 5 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 Fiscal Year 2019-2020, the City of Chandler undertook the following activities to address obstacles to meeting underserved needs:

- Operation Back to School where 2,120 school-age children were provided with free backpacks and school supplies. Two hundred twenty-nine volunteers contributed more than 856 volunteer hours, distributing 4,274 pairs of socks and underwear, 3,637 uniforms, and 1,070 pairs of shoes.
- Shelter and services for 444 individuals who are victims of domestic violence.
- Services to 3,343 individuals with disabilities.
- Services to 1,293 Veterans.
- Independent living programs allowing 142 seniors to safely age in place.
- Senior peer counseling for 260 seniors to combat depression and social isolation.
- Socialization and recreation programming for 171 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.

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.

This program year, the City of Chandler Public Housing Authority completed lead-based paint testing for all public housing units. No homes tested positive for lead-based paint.

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

The City provided nearly \$1.2 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 Fiscal Year 2019-2020, this funding was used to provide the following:

- Medical and dental services for 2,967 children.
- Medical services for 209 adults who are uninsured or underinsured.
- Transportation for 140 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 1,937 individuals who claimed more than \$2.1 million in refunds.
- Services to alleviate crisis and meet the basic needs of 115,043 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. In addition, the City completed its 2019 Community Needs Assessment, guiding funding priorities and distribution methods to ensure resources are targeted to the most needy populations and neighborhoods. The City’s new Five-Year HUD Consolidated Plan was also developed.

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

In Fiscal Year 2019-2020, 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.
- Completed the 2019 Community Needs Assessment, guiding funding priorities and distribution methods to ensure resources are targeted to the most needy populations and neighborhoods.
- Developed the City’s new Five-Year HUD Consolidated Plan.

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 May 2015 Maricopa County Analysis of Impediments (AI) to Fair Housing Choice. 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 FY 2019-2020, 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 website for tenants, homebuyers, and landlords; offered fair housing activities to educate and help residents who may have been discriminated against, making referrals to the State Attorney General's Office; and included informational materials and a City fair housing complaint form in Section 8 briefing packets. In FY 2019-2020, the City of Chandler was able to serve 10 Chandler households through its fair housing activities.
- **Impediment #3: Cost of Affordable Housing Limits Housing Choice.** The City of Chandler set up a dedicated 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 303 Chandler households in cooperation with nonprofit partners; 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.

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 formal on-site and virtual monitoring with two City subrecipients and one non-City agency.. Disability accessibility compliance, including the agency's self-evaluation, and disability accessibility policy and program documents. City staff also inspected the facilities for compliance;

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

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 2019-2020 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 formal on-site monitoring visits with two City subrecipients and one non-City agency.. Monitoring letters summarizing the results of formal site visits were sent to Subrecipients.

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 draft CAPER is available to the public for review electronically on the City's website at chandleraz.gov/PlansAndReports or by U.S. mail.

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

For Fiscal Year 2019-2020, the public comment period will begin October 27, 2020, and will close on November 10, 2020. A public hearing will be held on Thursday, November 5, 2020, 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 at community.development@chandleraz.gov.

The public hearing is announced through an advertisement in the Arizona Republic and is posted in public locations including the City Clerk's office and posted on the City's website and on social media. 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.

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.