

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 2023-2024 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
Administration	Administration	CDBG: \$268,695.00	Other	Other	1	1	100.00%	1	1	100.00%
Creating and Preserving Affordable Housing	Affordable Housing Public Housing	CDBG: \$73,827.73	Other	Other	250	15	6.00%	5	5	100.00%
Maintain Owner-Occupied Housing	Affordable Housing	CDBG: \$420,598.98	Homeowner Housing Rehabilitated	Household Housing Unit	179	65	36.31%	25	22	88.00%
Neighborhood Revitalization	Non-Housing Community Development	CDBG: \$94,290.94	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	55,000	49,028	89.14%	11,000	13,058	118.71%
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	0.00%			
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	0.00%			
Support Public Services and Promote Fair Housing	Homeless Non-Housing Community Development	CDBG: \$196,521.00	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2,490	3,161	126.95%	350	995	284.29%

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 Program Year (PY) 2023-24 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 using CDBG-CV was lifted to enable the City to serve additional individuals or households impacted by coronavirus. CDBG-CV funds were used from PY 2019-PY2023. The City of Chandler fully expended the remaining balance of CDBG-CV funds available for client services and outreach to individuals and families experiencing homelessness in Program Year 2023-2024. CDBG-CV accomplishments for Program Year 2023-2024 appear below in the Table titled, "Accomplishments Not Associated with a Strategic Plan Goal".

Specific CDBG-funded activities that address the five-year consolidated plan goals include:

Creating and Preserving Affordable Housing (Actual Households Assisted: 5)

- The City of Chandler is in the initial stages of developing its Rental Assistance Demonstration (RAD) project, providing relocation assistance to households. Five households were served in PY 2023-24, and were served in a prior program year. The plan for utilizing CDBG funds was modified to impact fewer households than originally anticipated. The strategic plan goal of creating and preserving affordable housing was continued through serving a total of 15 households over the strategic plan period.

Maintain Owner-Occupied Housing (Actual Households Assisted: 22)

- Provided emergency home repair assistance to 16 households, including four extremely low-income, four low income, and eight moderate income homeowners.
- Provided home modifications and exterior improvements to six households, including three extremely low-income, and one low-income,

and two moderate income homeowners.

Neighborhood Revitalization (Actual Households Benefitted: 13,058; Actual Violations: 1,103)

- Improved neighborhood conditions through code enforcement activities in CDBG-eligible areas, serving 13,058 Chandler residents. Code Enforcement efforts resulted in 49,760 properties inspected, 1,103 violations, and 934 notices issued. The vast majority of those households gained compliance without the need for issuing a citation. Four households were referred to other City departments for assistance.

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

- There were no new planned activities to support this goal in Program Year 2023-24.

Support Public Services and Promote Fair Housing (Actual Persons Assisted: 995)

- Provided mentorship, educational, recreational and skill building activities for 270 youth living in Public Housing.
- Provided direct client services to 725 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.

Accomplishments Not Associated with a Strategic Plan Goal

Accomplishments Not Associated With a Strategic Plan Goal

Project Name	Activity Name	CARES Act	Goal Outcome Indicator	Outcome Unit of Measure	Outcome Actual - Program Year
CV-Public Services	CV-City of Chandler - Homeless Navigation and Client Services	CV	Homeless Person Overnight Shelter	Persons Assisted	0
			Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0
			Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	725

Prior Goal: Alleviate crisis & meet basic needs (Actual Persons Assisted: 845)

The following activities were conducted in Program Year 2023-24 to prepare for, prevent and respond to coronavirus, providing basic needs to individuals impacted by the coronavirus:

- Navigation and client services were provided to 725 individuals experiencing homelessness. This activity exceeded its strategic plan goal. Expenditures: \$225,224.91
- CDBG-CV-Administration: Expenditures: \$1,123.30

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	867
Black or African American	320
Asian	4
American Indian or Alaskan Native	70
Native Hawaiian or Other Pacific Islander	26
American Indian or Alaskan Native & White	24
Asian & White	26
Black/African American & White	28
American Indian/Alaskan Native & Black/African American	4
Other Multi-racial	378
Total	1,747
Hispanic	425
Not Hispanic	1,322

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

Narrative

The racial and ethnic composition of people benefitting from CDBG and CDBG-CV 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	3,085,018	1,053,934
CDBG-CV	Public - federal	2,418,300	226,348

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 CDBG entitlement funds in the amount of \$1,343,477. It also had \$12,665 in program income and prior year funding of \$1,728,876 for a total of \$3,085,018. The city expended \$1,053,934 during PY 2023-2024.

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 and appear as "Other" on the above "Table 3 - Resources Made Available". The city of Chandler received a cumulative award of \$2,418,300 in CDBG-CV funds. In Program Year 2023-24, the city fully expended the remaining balance of funds available in the amount of \$226,348. Cumulative expenditures of \$2,084,749, were allocated to provide public services, or 86% of the total award.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide	92	93	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 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. The City of Chandler was included in the FY 2023 Exception Grantees list based on 2011-2015 American Community Survey data that was posted on the HUD Exchange, with an exception percentage of 34.48%. In PY 2023-2024 there were 20 Census Block Groups where at least 51% of the population have low and moderate income; and another 22 where at least 34.48% of the population have low and moderate income; these are CDBG-eligible areas.

The city planned to invest eight percent of CDBG funds from PY 2023-2024 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.

Eight percent of the PY 2023-24 CDBG allocation was expended for code enforcement activities in CDBG-eligible areas. Seven percent of the total CDBG expenditures in PY 2023-2024 were for code enforcement activities in CDBG-eligible areas.

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 more than \$2.3 million in general fund resources were distributed to nonprofit organizations to alleviate crisis and meet the basic needs of Chandler residents, as well as support additional 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 131,455 Chandler residents including:

- Transportation for 363 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 1,187 people who claimed more than \$1 million in refunds.
- Services to alleviate crisis and meet the basic needs of 127,873 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 continues to develop 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, which 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 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	0	0
Number of Non-Homeless households to be provided affordable housing units	25	10
Number of Special-Needs households to be provided affordable housing units	0	12
Total	25	22

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	25	22
Number of households supported through Acquisition of Existing Units	0	0
Total	25	22

Table 6 – Number of Households Supported

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 2023-2024, 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 CDBG entitlement funds and with HOME funds received from Maricopa County.

The City assisted 33 households with extremely low-income who were formerly homeless achieve housing stability using Tenant-Based Rental Assistance (TBRA) with prior program year HOME funds from the Maricopa County HOME Consortium.

The city used CDBG funds to assist a total of 22 homeowners through its housing rehabilitation program, of which 16 homeowners received emergency repairs; five homeowners received support for exterior improvements; and one homeowner received home modifications such as ADA improvements. The income breakdown of these homeowners includes seven with extremely low-income, five with low income, and ten with moderate income. The 22 households served in PY 2023-2024 represents 88% of the city's planned goal for the program year. The city has met 36% (65 households) of its current five-year strategic plan to serve 179 homeowners who have incomes that are either extremely low, low or moderate. During the five-year strategic plan, this program was expending funds received from prior years, with some of the goals associated in the prior strategic plan. An additional 14 households were served that are associated with the prior strategic plan goal.

In PY 2023-24, the city also used CDBG funds to assist households impacted by a Rental Assistance Demonstration (RAD) project, providing 5 households with relocation assistance.

The City met the Section 215 definition of affordable housing, serving a total of 197 homeowners and renters with affordable housing in the fourth year of its five-year consolidated plan with CDBG and HOME funding, and has achieved 36% of its strategic plan goal for affordable housing with CDBG funding.

In PY 2023-2024, Chandler addressed worst case needs by assisting 33 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. The City used CDBG funds to also address worst case needs by assisting homeowners and renters with extremely low, low, and moderate income living in substandard housing. The city assisted 22 households through its housing rehabilitation program, of whom 12 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
Extremely Low-income	7
Low-income	5

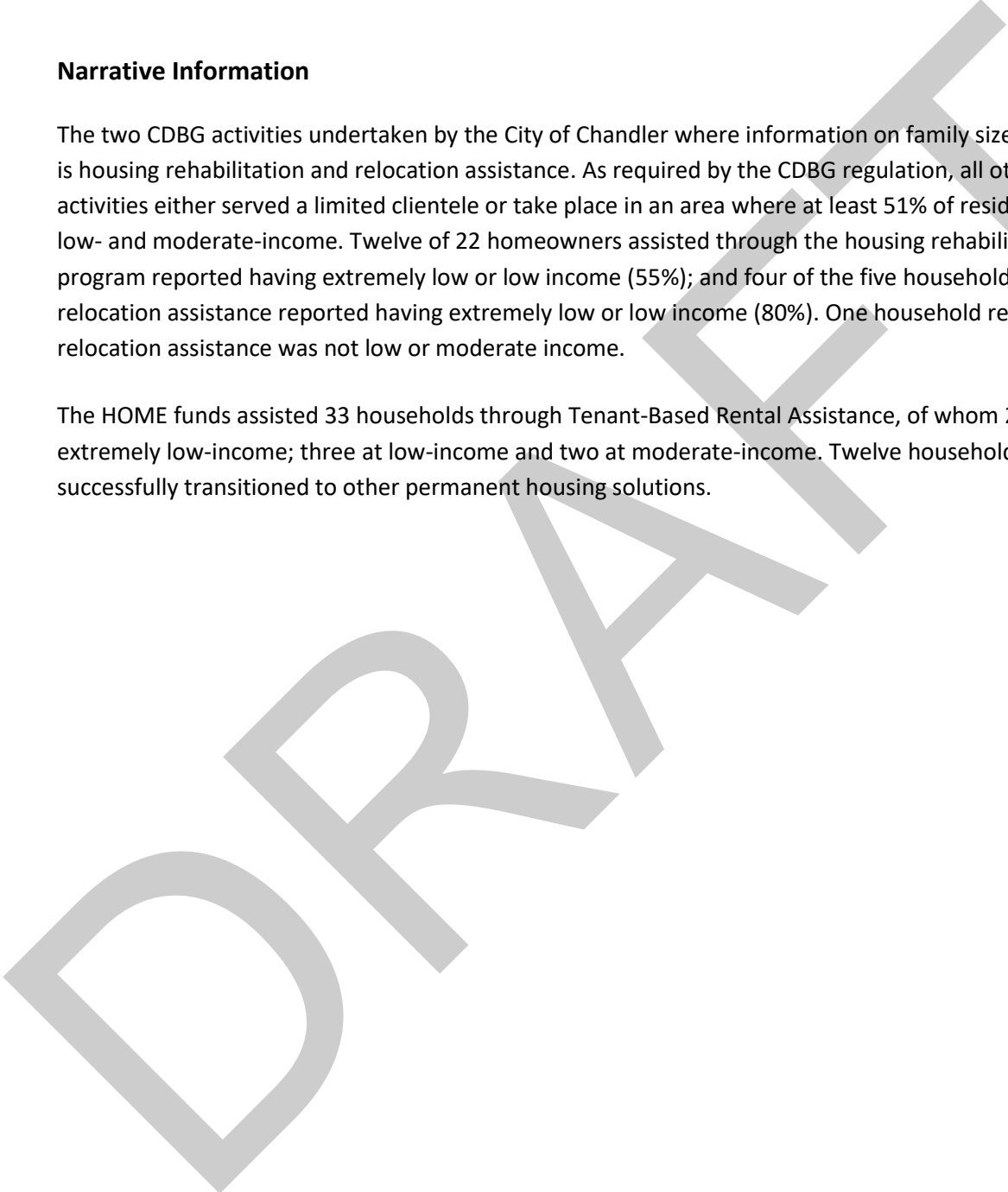
Moderate-income	10
Non-Low/Moderate income	0
Total	22

Table 7 – Number of Households Served

Narrative Information

The two CDBG activities undertaken by the City of Chandler where information on family size is required is housing rehabilitation and relocation assistance. 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. Twelve of 22 homeowners assisted through the housing rehabilitation program reported having extremely low or low income (55%); and four of the five households receiving relocation assistance reported having extremely low or low income (80%). One household receiving relocation assistance was not low or moderate income.

The HOME funds assisted 33 households through Tenant-Based Rental Assistance, of whom 28 were at extremely low-income; three at low-income and two at moderate-income. Twelve households successfully transitioned to other permanent housing solutions.



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 eviction prevention, homeless outreach, congregate and non-congregate shelter, rapid re-housing, tenant-based rental assistance, and permanent and permanent supportive housing and affordable housing.

During the 2023-2024 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 789 individuals experiencing homelessness.
- Mobile shower trailer.
- Heat relief services including food/water and indoor cooling centers.
- Continued operating a pre-adjudicated support court program for individuals experiencing homelessness for misdemeanor crimes related to homelessness and associated conditions resulting in reduced sentencing or dismissal, leaving program participants with increased stability and reduced recidivism.
- Regional Continuum of Care activities to serve individuals experiencing homelessness, including participating in the annual point-in-time street count to identify the number of individuals experiencing homelessness who are sheltered and unsheltered on the day of the count.
- 70 households received wrap around housing stability services.

Addressing the emergency shelter and transitional housing needs of homeless persons

During the 2023-2024 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 non-congregate shelter and support services for individuals experiencing homelessness, particularly vulnerable to coronavirus and families with minor children.
- Emergency shelter and case management services for 1,116 individuals experiencing homelessness, including victims of domestic violence and sex trafficking.
- Case management services to 85 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

The City used HUD funds to maintain its stock of owner-occupied housing for households with extremely low, low, and moderate income. During PY 2023-2024, Chandler assisted 22 homeowners to make emergency repairs, home modifications and exterior improvements 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 \$2.3 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, improve physical health, or enhance quality of life.

Finally, 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.

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 or at-risk of experiencing homelessness. The Chandler Public Housing Authority (PHA) administers the TBRA program and the Neighborhood Resources Department provides intensive case management and housing stability services to program participants. During the program year, 33 households participated in the TBRA program, receiving housing assistance and ongoing case management. The city continued to identify individuals and families eligible for assistance, inspected potential housing units to ensure they are decent and safe, and entered into housing assistance payment contracts with landlords. Twelve participants successfully transitioned to other permanent housing solutions during Program Year 2023-2024.

Additionally, the city utilized 28 Emergency Housing Vouchers that were received through HUD as a result of the American Rescue Plan Act, to assist individuals and families who are homeless, at-risk of homelessness, fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking, or were recently homeless or have a high risk of housing instability. In addition to the housing subsidy, the city provided case management support and housing stability services to 70 households in Program Year 2023-2024. The city continued to identify individuals and households eligible for the assistance, inspected potential housing units to ensure they are decent and safe, and entered into housing assistance payment contracts with landlords.

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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 495 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 2023-2024, the City of Chandler completed the following improvements:

- Resurfaced/ restriped public housing basketball courts (Sites 1,2,4)
- Placed gravel in the backyards of 28 scattered site homes
- Repainted block wall (Sites 1 & 4)
- Replaced fences with block walls at six public housing scattered site homes
- Restriped the parking lots (Sites 1,2,3,4)
- Resealed the flat roofs at Kingston (Site 5)
- Replaced roofs at three scattered site homes
- Repainted exterior of buildings (Site 4)
- Repainted recreations rooms (Sites 1,2,4)

Public Housing Youth Program and Book Rich Environment

In Program Year 2023-2024, the City of Chandler:

- Provided educational and recreational programming to 270 youth residing in Chandler's four (4) public housing family sites, available after school and during school breaks.
- Delivered more than 1,000 books to children living in public housing, including monthly door-to-door deliveries to 0-5 age children.
- Continued an entrepreneurial program where teens learn real life skills and gain knowledge to start their own side hustles.
- Continued to develop teen life skills by providing opportunities for teens to hear from speakers from various walks of life, and attend job preparedness and basic financial literacy classes.

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

In Program Year 2023-2024, Public Housing and Housing Choice Voucher (HCV) residents:

- Provided input into the Public Housing and Housing Choice Voucher annual plans and policies.
- Met quarterly with Family Self-Sufficiency (FSS) program participants (60 Public Housing

residents and 60 HCV).

- 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.
- Hosted Family Self- Sufficiency (FSS) graduation for participants from 2019-2023, to encompass graduate success over pandemic years.

Actions taken to provide assistance to troubled PHAs

The Chandler PHA is not a troubled PHA.

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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 2023-2024, the City of Chandler undertook the following activities to address obstacles to meeting underserved needs:

- Operation Back to School where 2,529 school-age children were provided with free backpacks and school supplies. Volunteers also distributed 4,844 pairs of socks and underwear, 676 pairs of shoes, and 643 school uniforms.
- Shelter and services for 140 individuals who are victims of domestic violence and sex trafficking.
- Services to 4,684 individuals with disabilities.
- Services to 18,315 Veterans.
- Independent living programs allowing 475 seniors to safely age in place.
- Senior peer counseling for 303 seniors to combat depression and social isolation.
- Socialization and recreation programming for 179 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 Program Year 2023-2024, 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. No units tested positive for lead-based paint.

In Program Year 2023-2024, Lead Hazard Remediation Actions were provided to two homeowners receiving housing rehabilitation assistance.

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

The City provided more than \$2.3 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 2023-2024, this funding was used to provide the following:

- Medical and dental services for 2,316 children.
- Medical services for 81 adults who are uninsured or underinsured.
- Transportation for 363 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 1,187 individuals who claimed more than

\$1 million in refunds.

- Services to alleviate crisis and meet the basic needs of 127,873 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 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 2022-2023, 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.
- Participated in 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 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 quarterly 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 2023-2024.

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 has received approval from HUD on a Rental Assistance Demonstration project that will increase the number of affordable housing units within the City's jurisdiction. Some of these units will be accessible for persons with disabilities.

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, to support homeownership for one household with low and moderate income. The acquisition of property is based on availability and may be located outside and/or adjacent to an CDBG-eligible area.

The City continues to utilize HOME funds to support the Affordable Rental Movement (A.R.M.) of Save the Family to acquire and rehabilitate single-family homes in Chandler to provide affordable rental housing to households with low or moderate income. The acquisition of property is based on availability and may be located outside and/or adjacent to an CDBG-eligible area.

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

The city invested nearly \$2.3 million in general funds to provide increased services to vulnerable populations during 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 and Spanish 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 introduced a new fair housing education awareness program for elementary-aged children through a Kid's Fair Housing Poster Contest. Winners received prizes and were recognized at a Chandler City Council meeting. Additionally, fair housing promotion included advertising that appeared in the local newspaper of general circulation as well as social media promotion. The City also hosted its Third Annual Landlord Appreciation event, answering landlord questions about fair housing and recognizing property owners and property managers for their support in the Chandler community. 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.

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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 to Chandler residents with low and moderate income by ensuring that activities are carried out in accordance with administrative, financial, and program requirements. Monitoring begins with a formal application process (for subrecipients and/or contractors) and pre-contract orientation and continues throughout the year, with staff conducting ongoing monitoring activities which include review of agency fiscal audits, conducting risk assessments, desk audits, providing technical assistance, project meetings, and onsite or virtual audits of fiscal, administrative and programmatic activities. The city conducted training sessions to explain program laws, regulations and requirements, and city monitoring standards and procedures. As a part of the city's ongoing monitoring activities, staff evaluates the adequacy of a subrecipient and takes appropriate action when problems arise (24 CFR 570.501(a)).

Risk assessments were conducted to evaluate the level of risk for each activity planned and guides staff on when a more formal monitoring is needed. Risk Assessment criteria includes:

1. The amount of funding planned for the activity and the complexity of the activity;
2. Implementation of the activity – how the activity will be carried out and over what period of time;
3. Experience of the grantee/subrecipient and past compliance history with federal funds;
4. Timeliness, accuracy and completeness of monthly reports;
5. Program outcomes, including progress toward stated objectives. Review of beneficiary data, reported accomplishments and its progress toward meeting the planned goal, alignment with national low/moderate income objective; and
6. Fiscal management, including review of fiscal audits, audit management letters, and timeliness of expenditures.

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

Subrecipients 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.

In Program Year 2023-2024, the City had nine open activities with monitoring activities that included: nearly 80 desk audits and two on-site monitorings. Additionally, technical assistance and project meetings were provided on over 100 occasions, primarily with the housing rehabilitation program.

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 for the CAPER.

The public comment period began August 30, 2024, and closed on September 16, 2024. Citizens were invited to submit written comments to the Neighborhood Resources Department at community.development@chandleraz.gov.

The public comment period was announced through an advertisement in the Arizona Republic and La Voz, both are local newspapers in circulation, and were posted in public locations including the City Clerk's office, Neighborhood Resources office, posted on the City's website. The public notice included the 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 be included in the final report to HUD and will become a 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.

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