

# **CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT**

**FY2016/2017**

**Neighborhood Resources Department  
City of Chandler**



**Chandler • Arizona**





# WHAT IS THE CONSOLIDATED ANNUAL PERFORMANCE REPORT (CAPER)

As a US Department of Housing and Urban Development (HUD) grantee of federal funds, the City of Chandler receives Community Development Block Grant and is required to publish an annual performance report detailing activities that took place during the most recent program year. The purpose of this report is to measure Chandler's success in meeting the priority needs, goals and strategies described in the City's 2015-2019 Five-Year HUD Consolidated Plan and Annual Action Plan FY2016-2017, which covers the second year of the five year plan. The CAPER generally describes accomplishments of federal funds and General-Funded social service programs that leverage HUD funds to address the social needs of Chandler residents.

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



## NEIGHBORHOOD RESOURCES DEPARTMENT

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

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Federal Fiscal Year 2016-2017 Program Year CAPER Resources	
HUD Entitlement Programs	
Community Development Block Grant	\$1,283,590
CDBG Prior Year Carryforward & Program Income	\$1,280,909
Total Community Development Block Grant Funds	\$2,564,499
HOME (through agreement with Maricopa County)	\$299,853
HOME Prior Year Carryforward	\$50,000
Total HOME Funds	\$349,853
Public Housing Programs	
Section 8 Housing Choice Voucher Program	\$5,244,000
Public Housing Program	\$2,335,000
Public Housing Capital Funds	\$850,000
Total Public Housing Program Funds	\$8,429,000
Local Resources and Leverage	

General Funds, including Acts of Kindness (AOK), Social Service Funds (SSF), Youth Enhancement Program (YEP), and Veterans Transportation \$1,115,392



## EXECUTIVE SUMMARY

### Housing Activities

Utilized CDBG funds to:

- Provide emergency Home Repairs for 18 homeowners, including six extremely low-income, eight low-income and four moderate-income homeowners.
- Rehabilitate eight homes for homeowners, including two extremely low-income, three low-income and three moderate-income homeowners.

Utilized HOME funds to

- Provide tenant-based rental assistance to 23 formerly-homeless extremely low-income households (50 individuals).

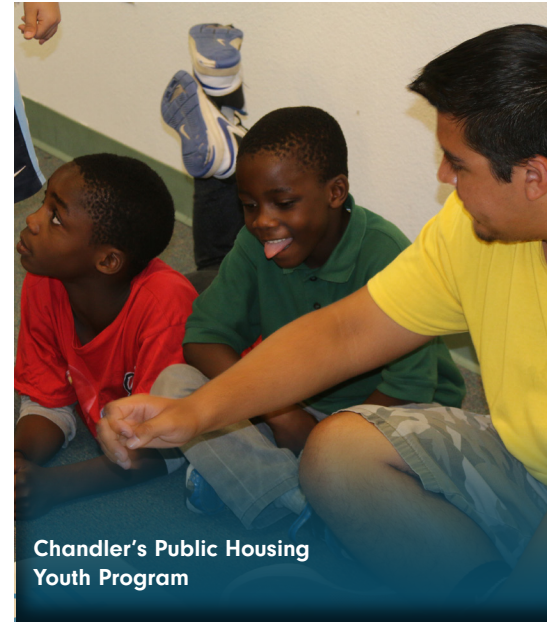
### Public Services and Activities to Assist People with Special Needs and Low-Income and Poverty-Level Households

Utilized CDBG funds to:

- Operate the Chandler Public Housing Youth Program, providing educational and skill building programs to encourage 374 youth to become involved in positive activities, complete homework and participate in enrichment activities.
- Provide Fair Housing Education services to 27 Chandler residents and Fair Housing information to 100 Chandler residents.

Utilized General Fund resources to support programs, including:

- One program providing transportation services for 86 low-income Veterans.
- Programs addressing the needs of families in crisis, special populations and youth, serving over 88,500 Chandler residents.



### Public Services and Activities to Assist People Experiencing Homelessness

Provided CDBG funds to:

- Three programs providing emergency shelter for 18 individuals experiencing homelessness.
- Two programs providing case management and counseling services for 131 individuals living in transitional housing.
- One program providing intensive targeted intervention and case management services for 28 previously-homeless households.

Provided staffing support and General Fund resources to:

- Collaborate on the MAG Homeless Committee Homeless Street Count and provide hydration stations during the summer months.
- Focus on services to Chandler's street homeless population through the Interfaith Homeless Emergency Lodging Program (I-HELP) and Homeless Navigator. I-HELP provided intervention services for 549 individuals experiencing street homelessness.
- Provide 373 families with emergency financial assistance to prevent evictions and utility shut-offs through the Chandler Christian Community Center's Community Action Program using General Funds.
- For Our City continues to expand coordination of resources to Chandler's homeless population.

### Neighborhood Revitalization and Community and Economic Development Activities

- Utilized CDBG funds to eliminate blight in neighborhoods through proactive code enforcement coupled with referrals for housing rehabilitation assistance, benefiting 6,580 households.
- Utilized CDBG funds to design upgrades to the Family Investment Center. Upgrades are anticipated for completion during the next fiscal year.
- Constructed for restroom improvements and Navarette Park and fencing and lighting improvements at Gazelle Meadows Park.
- Continued effective economic development strategies, including the Volunteer Income Tax Assistance (VITA) program.



## Local / Leverage Resources

Allocated over \$1.1 million general fund resources to serve over 88,500 Chandler residents including:

- Shelter and services for 724 individuals, including victims of domestic violence;
- Services to 1,274 people with disabilities;
- Services to alleviate crisis and meet the basic needs of 60,694 Chandler residents;
- Referrals to appropriate services for 16,815 Chandler residents; and
- Transportation for 86 disabled and low-income military veterans and their families.

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

- For Our City Day where hundreds of volunteers came together on projects that benefited low-income neighborhoods and individuals.
- Annual Volunteer Recognition event to celebrate Chandler’s top volunteers.
- Chandler Homeless Advocacy Team to research and develop new approaches to reducing homelessness in Chandler.
- Provided 3,052 school-age children with free backpacks and school supplies through the Operation Back to School Drive and volunteer event. Three-hundred and eighty-two volunteers contributed a total of 1,395 volunteer hours, distribution over 1,000 books, 2,500 pairs of socks and underwear, 1,465 uniform tops and 300 pairs of shoes.

## Activities to Successfully Administer, Coordinate and Deliver Resources

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



For Our City,  
Neighborhood  
Clean-up,  
October 2016





Chandler Public  
Housing  
Headstart Program,  
June 2016

**Table 1 - CDBG Funding and Outcomes - Fiscal Year 2016-2017**

Planned 5-year and Annual Activity Summary for HUD Funding					
5-Year Consolidated Plan Goal and Annual Activity	5-yr Priority Level	5-year Goal	FY 2016-17 Planned	FY 2016-17 Actual House- holds	HUD Consolidated Plan Resource(s) Used
<b>Affordable Owner Housing Activities</b>					
Housing Rehabilitation – Emergency Repairs, Accessibility Improvements, Moderate/Substantial Rehabilitation, and Replacement/Reconstruction	High	300 units	56	26	CDBG, HOME
Acquisition, Rehabilitation & Resale to 1st-time Homebuyers	High	15 households	0	0	HOME
Direct Assistance to 1st-time Homebuyers	Low	10 households	0	0	N/A
New In-fill Construction for 1st-time Homebuyers	Low	5 units	0	0	N/A
<b>Affordable Rental Housing Activities</b>					
Tenant-Based Rental Assistance	High	40 households	15	23	HOME
Housing Rehabilitation – Moderate & Substantial Rehabilitation and Public Housing Revitalization	Low	210 units	0	0	N/A
New In-fill Construction	Low	20 units	0	0	N/A
<b>Activities to Address Homelessness</b>					
Emergency Shelter	High	1,250 people	52	18	CDBG
Support Services and Case Management	High	1,250 people	35	131	CDBG
Human Services & Economic Opportunities					
Basic Needs	High	10,000 people	548	474	CDBG
<b>Revitalization, Public Facilities &amp; Infrastructure</b>					
Community Parks and Facilities, including improvements to Public Housing Facilities	High	15,000 people	1,470	0	CDBG
Infrastructure	High	12,000 people	0	0	N/A
Code Enforcement	High	5,000 people	650	6,580	CDBG
Demolition of Vacant Unsafe Structures	Low	5 structures	2	0	N/A

Program Year	Agency / Program	Funding Allocated	Total Expended FY16/17	HUD Outcome	Persons Assisted
<b>Programs that Address Basic Needs (Public Services)</b>					
2016	A New Leaf East Valley Men's Shelter	\$25,000	\$25,000.01	SL1	13
2016	A New Leaf La Mesita Family Shelter	\$25,000	\$7,666.66	SL1	2
2016	A New Leaf East Valley Women's Shelter	\$5,000	\$5,000	SL1	3
2016	Chicanos Por La Causa Fair Housing Education	\$10,500	\$7,648.83	EO3	100
2016	Chandler Housing & Redevelopment Public Housing Youth Program	\$37,414	\$31,688.42	SL1	374
2016	AZCEND TBRA Case Management	\$35,515	\$35,515	SL1	43
2016	Labor's Community Service Agency Transitional Housing	\$12,692	\$11,701.15	SL1	21
2016	Save the Family Homeless Case Management	\$35,000	\$34,741.33	EO3	67
2015	Chandler Housing & Redevelopment Public Housing Youth Program	\$37,414	\$225.08	SL1	n/a
<b>Public Facilities, Housing and Neighborhood Improvements</b>					
Program Year	Agency / Program	Available Funding	Total Expended FY16/17	HUD Outcome	Households Assisted
2016	Chandler Code Enforcement Blight Elimination Program	\$49,852	\$0	SL3	0 (A)
2016	Chandler Code Enforcement Voluntary Demolition	\$49,000	\$0	SL3	0
2016	Chandler Housing & Redevelopment Family Investment Center Upgrades	\$200,000	\$22,410	SL3	0 (B)
2016	Chandler Neighborhood Resources Housing Rehabilitation	\$417,317	\$0	DH3	0 (A)
2016	Habitat for Humanity of Central AZ Emergency Home Repairs	\$180,000	\$0	DH3	0 (B)
2015	Chandler Housing & Redevelopment Playground Shade Structures	\$126,000	\$109,272.36	SL3	0 (B)
2015	Chandler Parks Operations Gazelle Meadows Park Improvements	\$327,771	\$302,832.42	SL3	0 (B)
2015	Chandler Parks Operations Navarette Park Improvements	\$232,379	\$180,553.74	SL3	0 (B)
2015	Chandler Neighborhood Resources Housing Rehabilitation	\$205,590	\$142,098.80	DH3	2
2015	Habitat for Humanity of Central AZ Emergency Home Repairs	\$180,000	\$100,936.54	DH3	18
2015	Chandler Code Enforcement Blight Elimination Program	\$50,766	\$36,603.18	SL3	6,580
2014	Chandler Neighborhood Resources Housing Rehabilitation	\$669,983	\$194,541.77	DH3	6
<b>Program Administration</b>					
2016	CDBG Program Administration	\$250,300	\$228,982.64	N/A	N/A

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

**Table 2 - CDBG Program Expenditure Summary**

FY 2016-2017 Entitlement	FY 2016-2017 Program Income	Prior Year Balance	FY 2016-2017 Total Available	Expenditures	Balance
\$1,283,590	\$12,547.07	\$1,268,362	\$2,564,499.07	\$1,477,417.93	\$1,087,081.14
As of July 25, 2017					

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

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



## Housing

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

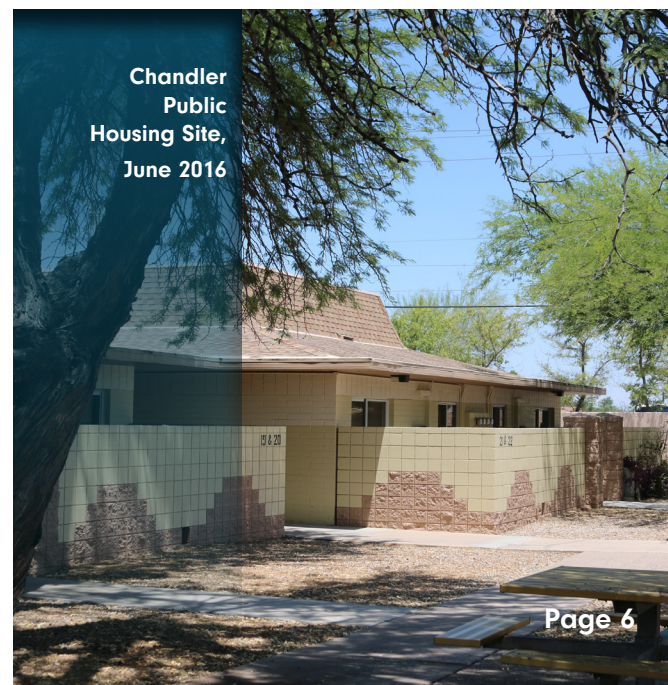
### Community Development Block Grant (CDBG)

In addition to HOME funds invested in tenant-based rental assistance for individuals and families experiencing homelessness, the City invested funds in housing rehabilitation and emergency repair programs, rehabilitating 26 homes during the program year.

- The City's Housing Rehabilitation Program offers up to \$50,000 in loan assistance to eligible homeowners to complete extensive rehabilitation for single-family homes. Work items may include replacement and/or repair of: windows/doors, plumbing/electrical/HVAC systems, roofs, structural repair, mitigation/abatement of lead-based paint hazards, and removal and/or repair of any code violations. All low-and moderate-income residents are eligible to apply for housing rehabilitation assistance, and priority is given to physically disabled and elderly homeowners age 62 or older residing in geographic priority areas. Eight homes were rehabilitated during the program year, including two for extremely low-income homeowners, three for low-income homeowners and three for moderate-income homeowners.
- Habitat for Humanity's Emergency Home Repair Program provides low-and moderate-income homeowners with assistance to improve their living conditions by rehabilitating or replacing roofing, exterior paint, block walls, stucco, windows and doors. The program provided assistance to 18 homeowners during the program year, including six extremely low-income homeowners, eight low-income homeowners and four moderate-income homeowners.

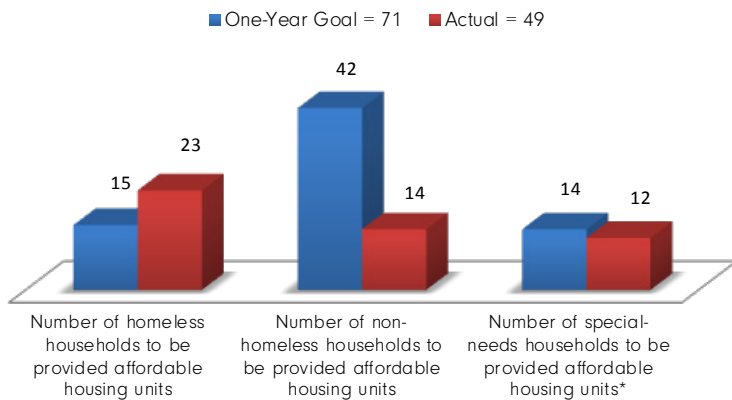
### HOME Investment Partnership Program (HOME)

The City utilized HOME funds received through the Maricopa County HOME Consortium to provide tenant-based rental assistance to formerly-homeless extremely low-income households in partnership with AZCEND and the City's Public Housing Authority (PHA). This program provided assistance to 23 households during the year and is described in more detail under activities to address homelessness.





## Number of Households



\*Assumes 25% of households are special needs

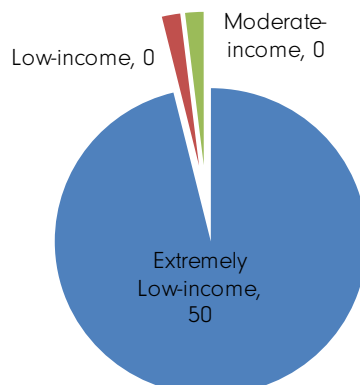
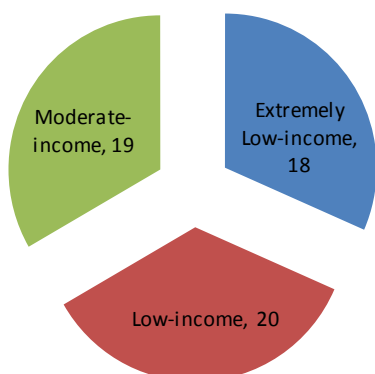
## Number of Households Supported CDBG/HOME

Number of Households	One-Year Goal	Actual
Number of households supported through rental assistance	15 (TBRA Only)	23
Number of households supported through the production of new units	0	N/A
Number of households supported through the rehab of existing units	56	26
Number of households supported through the acquisition of existing units	0	N/A
<b>Total</b>	<b>71</b>	<b>49</b>

## Number of Persons Served

CDBG Actual - Rehab  
Total FY2016-2017 = 57

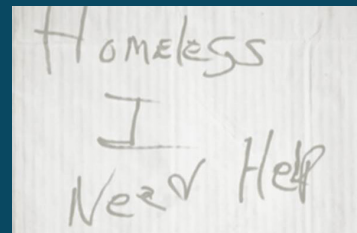
HOME Actual - TBRA  
Total FY2016-2017 = 50



## Public Housing

- Provided monthly rental assistance to 486 low-income households, many of whom are elderly or have special needs.
- Successfully managed 303 units of public housing.
- Made improvements to public housing units and developments including:
  - Contracted with Path Construction to install the CDBG-funded shade structures over the playgrounds at four public housing developments.
  - Installed new asphalt shingle roofs at 32 scattered-site locations.
  - Installed 17 new air conditioning units at scattered-site locations.
  - Completed exterior painting at 40 scattered-site locations.
- Completed 90% of the design phase of the Family Investment Center funded with CDBG funds. Planned design improvements include installing a fiber optic line for City internal connection for computer access, WiFi service, and a new computer lab with 11 new computers for the youth program.
- Became a Book Rich Environment Public Housing Authority. Received over 1,000 school aged books to promote early literacy programs.
- Encouraged public housing resident involvement in management and homeownership:
  - Met with residents to secure their input into the Public Housing and Housing Choice Voucher annual administrative plans.
  - Conducted monthly Tenant Community Builders meetings with Public Housing residents to discuss community issues.
  - Distributed quarterly newsletters to Public Housing residents.
  - Met quarterly with 60 Public Housing residents and 60 Housing Choice Voucher Family Self-Sufficiency (FSS) Participants.
  - Partnered with Dress for Success, Arizona At Work, and ICAN to offer free-of-charge training to assist FSS participants in finding and maintaining jobs.
  - Offered six financial literacy classes through Money Management International.
  - Provided three workshops focused on managing student loan debt, household budgeting and credit repair.
  - Partnered with Maricopa Integrated Health Systems to provide a wide range of primary care health services.
  - Partnered with Newtown Community Development Corporation to provide homebuyer preparation classes, such as budgeting and repairing credit.
  - 15 Public Housing clients prepared for future home purchase.
  - Two Public Housing clients purchased homes.

Addressing the needs of homeless families and individuals is a high priority of the City as identified through a City-wide 2007 Human Services Needs Assessment. During FY 2016-2017, the City provided CDBG support to six nonprofit organizations along with General Fund support to nonprofit organizations that offer shelter and services to homeless individuals and families and victims of domestic violence, and help people avoid homelessness. In addition to these programs, which are described below, during FY 2016-2017, the City of Chandler:



## HOMELESSNESS ASSISTANCE AND PREVENTION

- Continued the HOME-funded tenant based rental assistance program to help formerly homeless people attain housing and financial stability.
- Continued to support the Chandler Interfaith Homeless Emergency Lodging Program (I-HELP), providing food and safe shelter.
- Supported prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness.
- Supported regional Continuum of Care activities to serve homeless people, including hydration stations during summer months and participating in the point-in-time homeless street count to identify the number of homeless people who are sheltered and unsheltered on the day of the count.
- Continued the partnership with For Our City Chandler, which coordinates services offered by the City and non-profit organizations with the service resources of faith-based communities, employers, business groups, and others.

**A New Leaf East Valley Men's Shelter** is the only regional emergency shelter program for homeless adult men in the East Valley. The shelter provides: case management, life skills, legal aid, behavioral health care, AA support groups, GED prep and adult literacy. Men must be drug and alcohol free and willing and able to save 85% of their income. All residents receive an orientation, intake assessment and meet with a case manager to establish an individual service plan to set goals to obtain employment. A New Leaf assisted 13 Chandler men.

**A New Leaf La Mesita Family Shelter** is the only emergency shelter in the East Valley offering services to families with children. A New Leaf provides comprehensive services for families in a safe environment where they can develop the skills and resources needed to become self-sufficient. The shelter provides the basic physiological needs of food, shelter, clothing, workforce development, legal aid, benefit enrollment, financial literacy and parenting education and support. A New Leaf assisted two Chandler families.

**A New Leaf East Valley Women's Shelter** provides emergency shelter and support services for homeless women. The shelter is an approved site provider for the Maricopa County Regional Homeless Court where up to eight women with outstanding warrants, who meet specific guidelines, can resolve misdemeanor victimless offenses. The shelter is located in Mesa and provides financial literacy, health checks, education and legal aid, substance abuse counseling and an array of other needed services. A New Leaf assisted three Chandler women.

**AZCEND** provides a Case Manager to assist clients who participate in the City's Program for homeless individuals and families. The Case Manager locates and establishes relationships with individuals and families experiencing homelessness to determine their eligibility for the program; voluntary relocation to housing; and provides intensive, targeted and ongoing support and advocacy to ensure the most chronic and medically-vulnerable homeless individuals remain housed. AZCEND assisted 43 clients.

**Labor's Community Service Agency (LCSA)** provides comprehensive case management for Chandler families residing in LCSA's three single family homes through a transitional housing program. Families must save 10% of all income to successfully prepare for transition into permanent housing to prevent future homelessness. LCSA receives referrals from school liaisons, emergency/domestic violence family shelters, Community Information and Referral, and AZCEND. LCSA served four Chandler households.

**Save the Family** provides case management and transitional housing services for Chandler individuals and families residing in or referred by the City and housed in one of the agency's 62 transitional housing units located in Mesa, Gilbert, Tempe, Scottsdale and Chandler. The agency provides transitional housing, education, support and resources necessary to reach self-sufficiency and become permanently housed. Partnering agencies include: AZCEND, A New Leaf - La Mesita Homeless Family Shelter, and My Sister's Place. Save the Family assisted 67 Chandler households.



## HOME Tenant-Based Rental Assistance

The City of Chandler continued to use HOME funds to provide tenant-based rental assistance for homeless individuals and families. During the year, 23 households received housing assistance and ongoing case management. The City continued to identify individuals and families eligible for the assistance, inspected potential housing units to ensure they are decent and safe, and entered into housing assistance payment contracts with landlords.

The City's Public Housing Authority (PHA) administers the TBRA program and provides preferences to people, single and families, experiencing homelessness to facilitate their access to affordable housing units. Participants in the City's TBRA program are also referred to the PHA to ensure long-term access to permanent affordable housing. Five of the households assisted with TBRA transferred to permanent housing during the year, either in City of Chandler Public Housing, the Housing Choice Voucher Program or other permanent housing solutions.

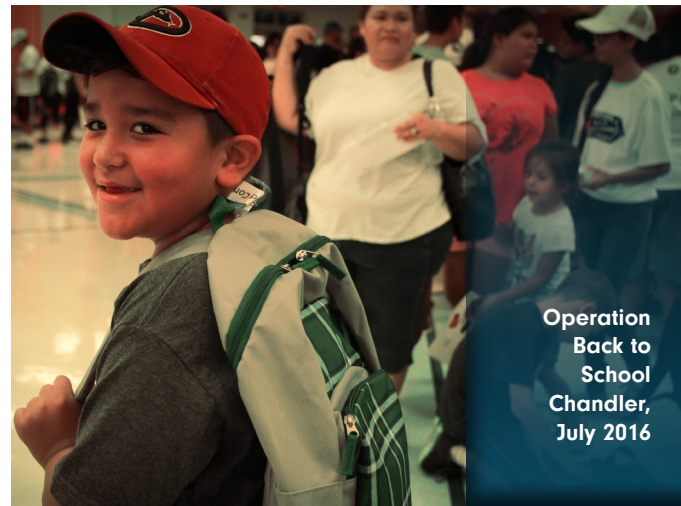
## PUBLIC SERVICES FOR NON-HOMELESS INDIVIDUALS AND FAMILIES, PEOPLE WITH SPECIAL NEEDS AND LOW-INCOME HOUSEHOLDS

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

- **The Chandler PHA Youth Program** serves youth ages 6-18 who reside in Chandler's four Public Housing family sites. Activities are offered after school and during school breaks and include community sports and other specialized events. The after-school program is held at each public housing site and offers homework assistance, art and crafts and indoor/outdoor recreation on regular school days. The Boys and Girls Club offers free memberships to program participants and the Holy Trinity Lutheran Church allows use of their Community Life Center for large group activities. The Youth Program served 374 youth during the last year. Initiated bridge to digital divide by providing tablets for youth program.
- **Chicanos Por La Causa** provided Fair Housing education and information to 100 Chandler residents, and provided direct assistance to 27 households during the last year. Information about resident rights and responsibilities under the Fair Housing Act of 1968 was disseminated at monthly workshops and provided during City events and community/neighborhood fairs.

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

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



### For Our City Initiatives

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

Operation Back to School Chandler-For Our Students was a collaborative event held on Saturday, July 23 at Chandler High School. Over the course of this event, 3,052 students received backpacks filled with school supplies. In addition, shoes, socks and underwear were distributed and attendees had the opportunity to visit booths staffed by a number of nonprofit agencies to learn about their valuable services. The undertaking was a collaborative effort involving the City of Chandler, Chandler Unified School District, AZCEND, Fans Across America, various non-profit organizations, churches, business groups, and others in the Chandler area. Outreach for the event focused on Chandler's 6 Title I schools. All backpacks, school supplies, shoes, socks, and underwear were donated from individuals, families, service organizations, and the business and faith communities.



## NEIGHBORHOOD REVITALIZATION & COMMUNITY & ECONOMIC DEVELOPMENT

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

The City's Code Enforcement program worked to improve neighborhood conditions during the program year, serving 6,580 Chandler residents. Code enforcement efforts found 344 households in violation and the vast majority (334) of those households gained compliance without the need for issuing a citation; the remaining 10 households were referred to other City departments for assistance. None of the identified violations resulted in the need for voluntary demolition.

The two neighborhood park improvement projects that received CDBG funding in FY2015-16 completed construction during FY2016-17.

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

Using the leverage of CDBG funding, Gazelle Meadows Park was selected as a recipient of a "Build It with KaBoom" grant and in November 2017, the park will receive two new playgrounds. Gazelle Meadows will also be a focus of this year's For Our City Day where hundreds of volunteers will ascend on the park and the adjoining neighborhood to improve the overall appearance of the area and help households in need – demonstrating how CDBG funding, local funding and local projects together enhance low-income areas and instill a sense of community.



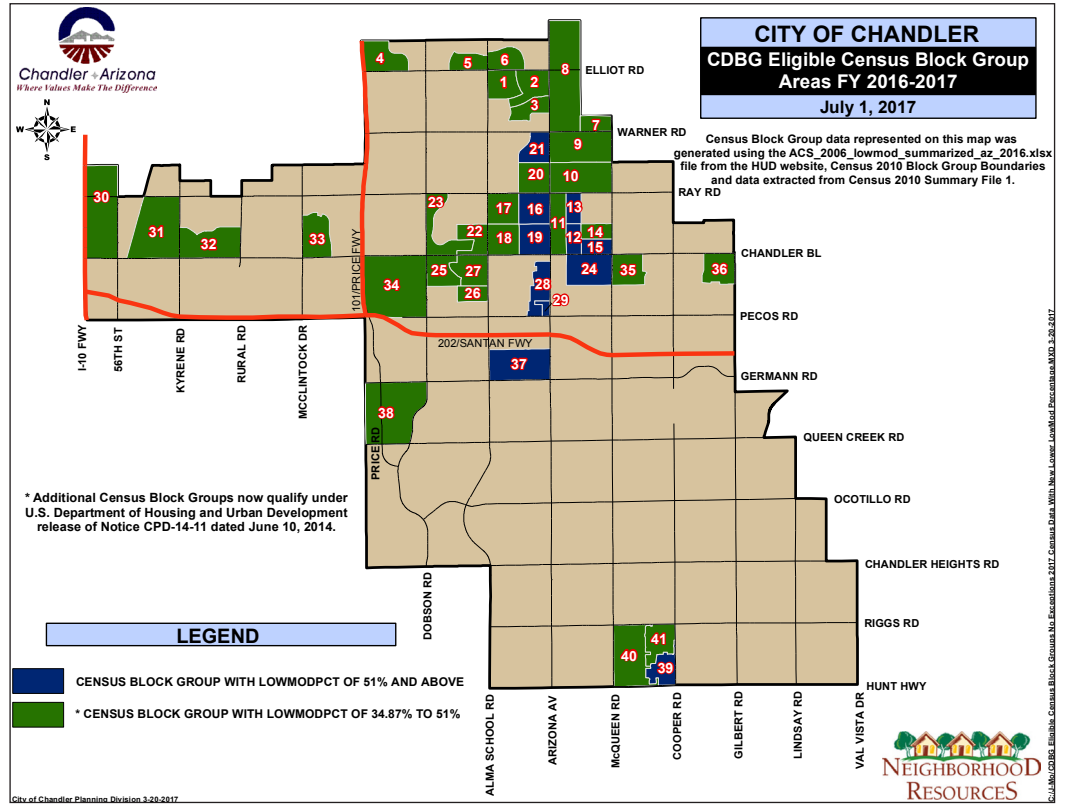
Gazelle  
Meadows  
Park  
2017



## Dedicating Funds to the Neediest Neighborhoods

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

Most of the City has developed during the past twenty years, yet the central city and several neighborhoods north of the San Tan Freeway (202) are long-established and have higher concentrations of low-income and minority households. There are eight Census Block Groups with at least 51% of the population is low and moderate income and 32 with at least 34.57% of the population is low and moderate income. These are CDBG-eligible areas. Chandler Neighborhood Resources has elected to target funds to areas north of the San Tan Freeway (202).



## ADDRESSING REGULATORY BARRIERS AND FAIR HOUSING ACTIVITIES

### Addressing Regulatory Barriers

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

## Fair Housing

As a member of the Maricopa County HOME Consortium, the City of Chandler is part of the May 2015 Maricopa County Analysis of Impediments to Fair Housing Choice (AI). The AI identifies impediments to fair housing choice and suggests actions that Maricopa County and the participating municipalities can take to address those impediments. The Maricopa County AI identified five impediments, four of which are applicable to the City of Chandler. During FY2016-2017, Chandler took the following actions to address identified impediments:

- Impediment #1: Lack of Accessible Housing/Housing Discrimination against Persons with Disabilities.

The City made disability accessibility improvements when needed to housing units rehabilitated through the City's Housing Rehabilitation program; continued to require Section 504 compliance among CDBG and HOME-funded agencies to ensure persons with disabilities had access to housing services; and maintained Section 504 compliance in all City buildings and services.

- Impediment #2: Lack of Awareness of Fair Housing Laws.

The City provided fair housing information in English, Spanish and other languages through the City's Neighborhood Program Office and Community development and Public Housing/Section 8 webpages for tenants, homebuyers and landlords; provided CDBG funds to a nonprofit agency to provide Fair Housing Education and Counseling to educate and help residents who may have been discriminated against with referrals to the State Attorney General's Office; included copies of "Fair Housing, It's Your Right", "Ten Most Common Mistakes" and a City fair housing complaint form in Section 8 briefing packets; proclaimed April 2017 as Fair Housing Month during a City Council meeting to raise awareness regarding Fair Housing laws; and during Fair Housing Month (April 2017), displayed Fair Housing public service announcement slides on the City's cable channel.

- Impediment #3: Cost of Affordable Housing Limits Housing Choice.

The City provided CDBG funds to a nonprofit agency to make available a Fair Housing Hotline for Chandler residents who believe they or someone they know experienced housing discrimination; continued to provide public housing and Section 8 Housing Choice Vouchers to expand affordable housing opportunities; and assisted five first-time homebuyers to purchase quality affordable housing.

- Impediment #4: Poor Financial History of Potential Homebuyers.

The City provided financial literacy and housing counseling and education to 239 Chandler households in cooperation with a nonprofit housing education and counseling organization; assisted two Public Housing residents to purchase homes by matching down payment funds – these first-time homebuyers completed financial literacy and housing education and counseling courses; and provided financial literacy education and housing counseling and education opportunities to participants in the City's public housing and Section 8 Housing Choice Voucher programs.



Chandler  
Affordable  
Housing,  
June 2017





## AREAS OF MINORITY CONCENTRATION, CDBG ASSISTANCE TO MINORITIES & OUTREACH TO MINORITY AND WOMEN-OWNED BUSINESSES

### Outreach to Minority and Women-Owned Businesses

The City of Chandler has developed procurement procedures that facilitate opportunities for Minority Business Enterprises and Women Business Enterprises (MBEs and WBEs) to participate as contractors and suppliers of goods and services. The City's bid and contract language ensure a good faith effort to reach out to and utilize contractors and other entities that are owned by minorities and women to the maximum extent possible. The City has a method of identifying and maintaining an inventory of minority and women business enterprises (MBEs and WBEs) and has developed procurement packets to provide opportunities for MBEs and WBEs. The City encourages sub-recipient agencies to outreach and utilize minority-owned and women business firms whenever possible and provides technical assistance to sub-recipient agencies in locating and outreaching to minority and women-owned business firms for goods and/or services.

### Citizen Participation

The draft CAPER is available for review at multiple locations including the Chandler Downtown Public Library, the Neighborhood Resources Department, and on the City's website at [chandleraz.gov/communitydev](http://chandleraz.gov/communitydev).

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

**For FY 2016-2017, the public comment period will begin August 5, 2017, and close August 19, 2017. A public hearing will be held on Thursday, August 10, 2017, at the City Council Chambers. In addition to commenting at the public hearing, citizens are invited to submit written comments to the Neighborhood Resources Department.**

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

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

### Areas of Minority Concentration

Areas of minority concentration are those in which the proportion of minorities is 10% or more than the proportion of minorities throughout the City. According to the 2010 Census, the total percentage of minorities in the City is 26.7%. Consequently, those areas with a minority population of more than 29.37% are areas of minority concentration in Chandler. According to the 2010 Census, 15 Census Tracts meet the definition of areas of minority concentration. Portions of eight of the fifteen Census Tracts are areas where at least 51% of the population is predominantly low- to moderate-income.

### CDBG Assistance to Minorities

Race and Ethnicity of CDBG Funded Housing Program Participants (Owner-occupied Housing Rehabilitation Only) in FY2016-2017 - Households		
Race/Ethnicity	Total Assisted	Hispanic/Latino
White	16	8
Black	9	0
Asian	0	0
American Indian	0	0
Native Hawaiian/ Pacific Islander	0	0
Other	1	1
<b>Total</b>	<b>26</b>	<b>9</b>

## Program Monitoring

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

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

Written agreements were entered into with both City and non-City agencies. Written agreements with non-City agencies included measurable objectives, monthly reporting requirements, and reimbursement processes. City staff reviewed reports and source documents for accuracy, cost allowability, and cost reasonableness prior to reimbursement. Risk assessments were based on a desk audit utilizing a Program Performance Monitoring Checklist.

## HOUSING AND HUMAN SERVICES COMMISSION

Irene Artigas  
Catrina Boppart  
Jadine Bowens  
Joseph Curbelo  
Cynthia Hardy  
Wesley Lawrence  
Louise Moskowitz  
Dylan Raymond  
Greg Rodriguez  
Glenn Spencer

## CHANDLER MAYOR AND CITY COUNCIL



Mayor  
Jay Tibshraeny

Vice Mayor  
Kevin Hartke

### Councilmembers:

Nora Ellen  
Sam Huang  
René Lopez  
Terry Roe  
Mark Stewart

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