

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 2021-2022 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: \$256,519.80	Other	Other	1	1	100.00%	1	1	100.00%
Creating and Preserving Affordable Housing	Affordable Housing Public Housing	CDBG: \$0	Other	Other	250	0	0.00%	91	0	0.00%
Maintain Owner-Occupied Housing	Affordable Housing	CDBG: \$231,623.91	Homeowner Housing Rehabilitated	Household Housing Unit	179	17	9.50%	35	17	48.57%
Neighborhood Revitalization	Non-Housing Community Development	CDBG: \$125,295.56	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	55000	24,970	45.4%	11,500	13,058	113.55%
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	3200	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: \$177,556.14	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2490	1,118	44.90%	462	588	127.27%

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) 2021-22 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. As a result, the CDBG-CV funds available were expended primarily for rent and utility assistance and client services in Program Year 2021-2022. CDBG-CV accomplishments for Program Year 2021-2022 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: 0)

- The City of Chandler is in the early stages of developing its Rental Assistance Demonstration (RAD) project, with no relocation activities accomplished in Program Year 2021-2022.

Maintain Owner-Occupied Housing (Actual Households Assisted: 17)

- Provided emergency home repair assistance to three households, including one with low income, and two with moderate income.
- Provided home modifications and exterior improvements to 14 households, including five extremely low-income, four low-income, and five moderate-income homeowners.
- An additional 14 households were provided emergency home repair assistance expending funds received from prior years. The accomplishments associated with these expenditures are reflected in the attached document titled, "Accomplishments Not Associated

with a Strategic Plan Goal".

Neighborhood Revitalization (Actual Households Benefitted: 13,058; Actual Violations: 2,208)

- Improved neighborhood conditions through code enforcement activities in CDBG-eligible areas, serving 13,058 Chandler residents. Code Enforcement efforts resulted in 46,622 properties inspected, 2,208 violations, and 1,457 notices issued. The vast majority of those households gained compliance without the need for issuing a citation. One household was 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 2021-22.

Support Public Services and Promote Fair Housing (Actual Persons Assisted: 462)

- Provided mentorship, educational, recreational and skill building activities for 238 youth living in Public Housing.
- Provided direct client services to 334 individuals who are experiencing homelessness in Chandler, facilitating coordinated care and communications with other service providers who provide basic needs to individuals with low and moderate income and serve the Chandler community.
- Funded one program providing case management and counseling services for 16 formerly-homeless individuals (6 households) living in

transitional housing.

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
Chandler Gilbert Arc - Community Living Home Rehabilitation	Chandler Gilbert Arc - Community Living Home Rehabilitation		Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	8
Chandler Gilbert Arc - Community Living Home Update	Chandler Gilbert Arc - Community Living Home Updates		Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	4
City of Chandler Community Services - East Mini Park Improvements	City of Chandler Community Services - East Mini Park Improvements		Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	8240
CV-Public Services	CV-AZCEND - Rent and Utility Assistance	CV	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	31
	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	219
FSL Home Improvements - Emergency Home Repair	FSL Home Improvements - Emergency Home Repair		Homeowner Housing Rehabilitated	Household Housing Unit	2
FSL Home Improvements - Emergency Home Repair	FSL Home Improvements - Emergency Home Repair		Homeowner Housing Rehabilitated	Household Housing Unit	12

Accomplishments Not Associated with a Strategic Plan Goal

Prior Goal: Community Facilities (Actual Persons Assisted: 8,252) Expenditures: \$125,141.02

- One park improvement project (East Mini Park) was planned in the 2015-2019 Consolidated Plan and in the 2019 Annual Action Plan. The project began in Spring 2021 and was completed in Program Year 2021-2022. The park renovations were supported with CDBG funds to meet the recommended ADA compliance improvements to the park and to provide access to this public facility that is no longer substandard. The project completion benefits an estimated 8,240 persons based on census information. This activity met its strategic plan goal.
- Rehabilitation of three Community Living Homes, which support 12 individuals with intellectual and developmental disabilities (IDD), (e.g., Autism, Cerebral Palsy, cognitive learning disabilities, etc.). Funds that were planned in the 2018 and 2019 Annual Action Plans were utilized to improve the accessibility of the kitchens to better meet the needs of the individuals living in the home. Accessible kitchens allow persons with IDD to participate in meal preparation, an important component in building autonomy within a supportive living environment. This

activity met its strategic plan goal.

Prior Goal: Alleviate crisis & meet basic needs (Actual Persons Assisted: 250) Expenditures: \$731,138.70 (not including administration)

The following activities were conducted in Program Year 2021-22 to prepare for, prevent and respond to coronavirus, providing basic needs to individuals impacted by the coronavirus:

- Navigation and client services were provided to 219 individuals experiencing homelessness. This activity exceeded its strategic plan goal.
- Rent and utility assistance was provided to 31 individuals (15 households) with low and moderate income impacted by coronavirus. This activity is completed and exceeded its strategic plan goal.
- CDBG-CV-Administration: Expenditures: \$83,076.35

Prior Goal: Owner-Occupied Housing Rehabilitation (Actual Households Assisted: 14) Expenditures: \$314,492.06

- Provided emergency home repair assistance to 14 households, including seven with extremely low income, one with low income, and six with moderate income.
- Housing Rehabilitation Operations to review applications, determine eligibility, and provide project oversight to the housing rehabilitation activities conducted by an external non-profit, FSL Home Improvements.

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	981
Black or African American	280
Asian	20
American Indian or Alaskan Native	51
Native Hawaiian or Other Pacific Islander	24
American Indian or Alaskan Native & White	7
Asian & White	0
Black/African American & White	10
American Indian/Alaskan Native & Black/African American	2
Other Multi-racial	104
Total	1,479
Hispanic	484
Not Hispanic	995

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 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	2,873,851	1,230,628
CDBG-CV	Public - federal	2,418,300	814,215

Table 3 - Resources Made Available

Narrative

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

The City received an allocation of \$1,468,384. It also had a combined total of \$1,405,467 in program income and prior year funding for a total of \$2,873,851. The City expended \$1,230,628 during PY 2021-2022.

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. The City expended a total of \$814,215.05 in PY 2021-2022 and \$1,094,709 since its inception.

Total Available: CDBG \$2,873,851 and CDBG-CV \$2,418,300 = Total \$5,292,151.

Total Expenditures in Program Year 2021-2022: CDBG \$1,230,628 and CDBG-CV \$814,215 = 2,044,843.

Total Expenditures: CDBG \$1,230,628 and CDBG-CV \$1,094,709 = Total \$2,325,337.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide	89	84	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. In PY 2021-2022, there were 18 Census Block Groups where at least 51% of the population have low and moderate income; and another 21 where at least 37.38% of the population have low and moderate income; these are CDBG-eligible areas.

The City planned to invest 11% of CDBG funds from PY 2021-2022 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.

Sixteen percent of the total CDBG expenditures for PY 2021-2022 were for CDBG-eligible areas, of which 10% was expended for code enforcement activities in CDBG-eligible areas; and an additional 6% expenditures to complete a park improvement activity that was planned in a prior program year and in the 2015-2019 Consolidated Plan.

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 \$1.8 million in general fund resources, nearly double the amount compared to prior year funding, were distributed to nonprofit organizations to alleviate crisis and meet the basic needs of Chandler residents, as well as support 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 160,994 Chandler residents including:

- Transportation for 388 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 905 people who claimed more than \$1.46 million in refunds.
- Services to alleviate crisis and meet the basic needs of 77,537 Chandler residents.

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

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	1	37
Number of Non-Homeless households to be provided affordable housing units	36	13
Number of Special-Needs households to be provided affordable housing units	0	18
Total	37	68

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	36
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	35	31
Number of households supported through Acquisition of Existing Units	2	1
Total	37	68

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 2021-2022, 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 36 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. Additionally, one additional unit was acquired and rehabilitated for affordable rental housing through the City's support of Affordable Rental Movement (A.R.M.) of Save the Family with HOME funds. The City planned to utilize HOME funds to support one Chandler resident in securing homeownership through HOME funds awarded to Newtown and its Community Land Trust. HOME funds were expended to secure acquisition of property.

The City used CDBG funds to assist a total of 31 homeowners through its housing rehabilitation program, of which 17 homeowners received emergency repairs; 11 homeowners received support for exterior improvements; and three homeowners received home modifications such as ADA improvements. The income breakdown of these homeowners include 10 with extremely low-income, 7 with low income, and 14 with moderate income. CDBG funds expended in Program Year 2021-2022 were from planned activities to support the housing rehabilitation program and associated with the current Strategic Plan Goal "Maintain Owner-Occupied Housing". Additional CDBG funds expended were from planned activities awarded in a prior fiscal year and associated with a different strategic plan. Therefore housing rehabilitation program accomplishments for PY2021-2022 are reflected in the City's current strategic plan or under "Accomplishments Associated with More than One Strategic Plan Goal. The 17 households served in PY2021-2022 represents 9.5% of the City of Chandler's current five-year strategic plan to serve 179 homeowners who have incomes that are either extremely low, low or moderate. This program is expending funds received from prior years. An additional 14 households were served that are associated with these expenditures and are reflected in the Table titled, "Accomplishments Not Associated with a Strategic Plan Goal".

The City projected to serve 35 households in PY2021-2022, yet 17 households were reported as being served with program funds associated with the current strategic plan, reaching 48.57% of the annual goal. When considering the additional 14 households served using program funds from a prior strategic plan, the housing program served a total of 31 households, resulting in 88.5% of its projected 35 households to be served in Program Year 2021-2022.

When the strategic plan and annual plan goals were established, the City did not consider how accomplishments would be reported for funds received from prior program years that are associated with a prior strategic plan goal. Additionally, several factors impact project completion dates and meeting projected accomplishments such as receipt of complete application packet from household to determine eligibility, supply chain issues, etc. The City is working toward improving how to project goals and outcomes for the housing rehabilitation program to more effectively report planned activities vs. actual accomplishments in future years.

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 68 homeowners and renters with affordable housing in the second year of its five-year consolidated plan with CDBG and HOME funding, and has achieved 9.5% of its strategic plan goal for affordable housing with CDBG funding.

In PY 2021-2022, Chandler addressed worst case needs by assisting 36 households with extremely low-income who were formerly homeless achieve housing stability using Tenant-Based Rental Assistance (TBRA) with HOME funds from the Maricopa County HOME Consortium. Additionally, one resident was able to achieve housing stability with affordable rental housing with A.R.M. of Save the Family's acquisition and rehabilitation of one additional single family unit. The City also addressed worst case needs by assisting homeowners with extremely low, low, and moderate income living in substandard housing. These 31 households were assisted through the City's housing rehabilitation program. Of the combined 68 households served, 18 households assisted had special needs.

Discuss how these outcomes will impact future annual action plans.

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

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	10	36
Low-income	7	0
Moderate-income	14	1
Total	31	37

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 the housing rehabilitation program reported having extremely low or low income (55%).

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 2021-2022 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 898 individuals experiencing homelessness.
- Mobile shower trailer.
- Heat relief services including food/water and indoor cooling centers.
- Established 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 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.

Addressing the emergency shelter and transitional housing needs of homeless persons

During the 2021-2022 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 642 individuals experiencing homelessness, including victims of domestic violence and sex trafficking.
- Case management services to 181 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

In Program Year 2021-2022, the City of Chandler provided 1,528 households with emergency financial assistance to prevent evictions and utility shut-offs through the expenditure of Community Development Block Grant-Coronavirus (CDBG-CV) and Emergency Rental Assistance (ERA) Program funding related to the coronavirus pandemic. The City also supported prevention and education programs that provide financial and case management assistance to individuals and families facing homelessness.

The City also used HUD funds to maintain its stock of owner-occupied housing for households with extremely low, low, and moderate income. During PY 2021-2022, Chandler assisted 31 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 \$1.8 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. 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, 36 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. In an effort to continue to support TBRA participants during the coronavirus pandemic, TBRA housing assistance extensions were granted to three households. Additionally, five households were granted extensions due to pending permanent voucher assistance. Twelve participants successfully transitioned to other permanent housing solutions during Program Year 2021-2022.

Through the City's support of the Affordable Rental Movement (A.R.M.) of Save the Family, HOME funds were used to acquire and rehabilitate one single-family home in Chandler to provide affordable rental housing to one household with low or moderate income.

The City also planned to utilize HOME funds to support one Chandler resident with low and moderate income in securing homeownership through HOME funds awarded to Newtown and its Community Land Trust. During Program Year 2021-2022, HOME funds were expended to secure acquisition of property.

Additionally, the City received 28 Emergency Housing Vouchers 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 29 households in Program Year 2021-2022. 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.

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

Actions taken to address the needs of public housing

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

Public Housing Capital Improvements

In Program Year 2021-2022, the City of Chandler completed the following improvements:

- Heat pump replacements at 19 Single-family sites.
- Heat pump replacements at 130 N. Hamilton (1); and 660 S. Palm Lane (2).
- Refrigerator replacements in 70 units (Multi-family site).
- Radon testing at 127 N. Kingston Street (Multi-family site).
- Asphalt shingle replacements at 10 Single-family sites.

Public Housing Youth Program and Book Rich Environment

In Program Year 2021-2022, the City of Chandler:

- Delivered more than 1,000 books to children living in public housing.
- Started a new reading program “Library Lovers Book Club”, in partnership with the Chandler Library, to encourage children living in public housing in 2nd and 3rd grades to grow their love of reading.
- Established a new teen life skills program that connects teens to the latest technology and provides opportunities to learn real world skills and hear from guest speakers from a wide variety of sectors such as construction, marketing, government, education and more.
- Delivered high quality after school and break programming to 238 youth residing in Chandler’s four public housing family sites. Despite operating a scaled back version of the programming due to staffing issues, the housing youth program experienced some of its highest attendance in recent years, specifically with the teen demographic.
- The Holiday Site Buck Store initiative resulted in 256 gifts selected by participating youth for their families, wrapped by volunteers and delivered by staff to their home.

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

In Program Year 2021-2022, 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.
- Prepared for a future home purchase (11 Public Housing clients and 15 HCV clients).

Actions taken to provide assistance to troubled PHAs

The Chandler PHA is not a troubled PHA.

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

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

The 2016 Chandler General Plan includes public policies to address barriers to affordable housing, including to:

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

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

In Program Year 2021-2022, the City of Chandler undertook the following activities to address obstacles to meeting underserved needs:

- Operation Back to School where more than 3,000 school-age children were provided with free backpacks and school supplies. Volunteers also distributed 21,147 pairs of socks and underwear, 736 pairs of shoes, 1,528 school uniforms, and 1,000 community resource bags. Due to concerns about the coronavirus pandemic, event operations were restructured to a drive-thru style distribution.
- Shelter and services for 1,395 individuals who are victims of domestic violence and sex trafficking.
- Services to 4,903 individuals with disabilities.
- Services to 2,387 Veterans.
- Independent living programs allowing 363 seniors to safely age in place.
- Senior peer counseling for 257 seniors to combat depression and social isolation.
- Socialization and recreation programming for 175 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 2021-2022, 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.

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. In Program Year 2021-2022, Lead Hazard Remediation Actions were provided to three homeowners receiving housing rehabilitation assistance.

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

The City provided nearly \$1.8 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 2021-2022, this funding was used to provide the following:

- Medical and dental services for 1,763 children.
- Medical services for 78 adults who are uninsured or underinsured.
- Transportation for 388 Veterans with low or moderate income to Veteran specific and other services.
- Volunteer Income Tax Assistance (VITA) services for 905 individuals who claimed more than \$1.46 million in refunds.
- Services to alleviate crisis and meet the basic needs of 77,537 Chandler residents.

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

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

The Neighborhood Resources Department continued to staff the Housing and Human Services Commission, which evaluates funding applications for federal and general funds and provides recommendations to the City Council regarding human services and housing programs.

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

In Program Year 2021-2022, the City of Chandler:

- Coordinated For Our City Day where hundreds of volunteers came together on projects that benefited neighborhoods and individuals with low income.
- Organized the Annual Volunteer Recognition event to celebrate Chandler’s top volunteers.
- Facilitated the Interdepartmental Homeless Operations Team (IHOT) to coordinate citywide efforts to prevent, address and reduce homelessness.
- Staffed the Housing and Human Services Commission, which evaluates funding applications for federal and general funds and provides recommendations to the City Council regarding human services and housing programs.
- Continued to work with For Our City Chandler to partner with local nonprofit leaders who meet monthly to discuss local social service issues, share resources and provide collaborative opportunities.

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

As a member of the Maricopa County HOME Consortium, the City of Chandler is part of the April 2020 Maricopa County Analysis of Impediments to Fair Housing Choice (AI). The AI identifies goals to impediments to fair housing choice and identifies recommended actions that Maricopa County and the

participating municipalities can take to address those impediments. The Maricopa County AI identified five goals to address fair housing impediments. The City of Chandler took the following actions on each of these goals:

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

The City reviewed its zoning code to ensure housing availability in Program Year 2021-2022.

Goal #2: Increase availability of accessible housing / making reasonable accommodations for persons with disabilities.

The City made disability accessibility improvements when needed to housing units rehabilitated through the City's Housing Rehabilitation program; continued to require Section 504 compliance among CDBG and HOME-funded agencies to ensure persons with disabilities had access to housing services; and maintained Section 504 compliance in all City buildings and services. Additionally, the City is in the early stages of a future Rental Assistance Demonstration that will increase the number of affordable housing units within the City's jurisdiction.

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

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

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

The City invested nearly \$1.8 million in general funds to provide increased services to vulnerable populations during the coronavirus pandemic. Additional Treasury funds were also distributed to the local CAP office to provide emergency rent and utility to provide housing stabilization for those households impacted by the coronavirus pandemic.

Goal #5: Promote community and service provider knowledge of fair housing and ADA laws.

The City provided fair housing information in English 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 also hosted its Inaugural Landlord Partnership event, answering landlord questions about fair housing. The City of Chandler served 36 Chandler households through its fair housing training and hotline. The Chandler Public Housing Authority provided financial literacy classes and homebuyer preparation classes to its clients, and included copies of "Fair Housing, It's Your Right", "Ten Most Common Mistakes" and a City fair housing

complaint form in Section 8 briefing packets.

CR-40 - Monitoring 91.220 and 91.230

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

The goal of monitoring is to improve the delivery of services 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 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. 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)).

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.

The City requires subrecipients to include a performance measurement strategy in their funding proposals and pre-contract documents 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.

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

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.

In Program Year 2021-2022, the City had 14 open activities with monitoring activities that included: 114 desk audits; 20 project meetings and one virtual monitoring. Additionally, technical assistance was provided on more than 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 and public hearing for the CAPER.

The public comment period began August 29, 2022, and closes on September 15, 2022. A public hearing is scheduled to be held on Wednesday, September 14, 2022 at 6:00 p.m., at the Housing and Human Services Commission meeting, City of Chandler Neighborhood Resources Office, 235 S. Arizona Avenue, Chandler, AZ 85225. 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 comment period and public hearing was announced through an advertisement in the Arizona Republic, a local newspaper in circulation, and was posted in public locations including the City Clerk's office, Neighborhood Resources office, posted on the City's website and on social media. The public

hearing notice included the meeting location, date, time, key staff contacts, topics to be considered, and the beginning and ending dates of the public comment period. The notice also included information for citizens requesting reasonable accommodations for a disability.

All public comments received during the public comment period will 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.

CR-45 - CDBG 91.520(c)

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