

MINUTES
HOUSING AND HUMAN SERVICES COMMISSION
Neighborhood Resources Department
235 South Arizona Avenue, Chandler, AZ 85225
Wednesday, September 13, 2023, 6:00 p.m.

CALL TO ORDER / ROLL CALL

Chair Heather Mattisson called the meeting to order at 6:05 p.m.

Commissioners present: Chair Heather Mattison, Vice-chair Ryan Magel, Tony Alcala, Julie Martin, David Gonzalez, Karen Tepper and Lisa Loring.

Commissioners absent: Sharyn Younger (excused), Cecilia Hermosillo (excused), Jeff Reynolds (excused) and Aimee Griffith-Johnson (excused).

Staff present: Riann Balch, Community Resources Senior Manager, Karin Bishop, Community Development Senior Program Manager, Dylan Raymond, Management Analyst Senior, Amy Jacobson, Housing and Redevelopment Senior Manager, Angie Saucedo, Housing Assistance Senior Program Manager, and Elizabeth Garcia, Community Development Coordinator.

Public present: None.

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES/CALL TO PUBLIC

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

None.

CONSENT AGENDA

Items listed on the Consent Agenda may be enacted by one motion and one vote. If a discussion is required by members of the Board or Commission, the item will be removed from the Consent Agenda for discussion and determination will be made if the item will be considered separately.

1. April 4, 2023, HHSC Special Populations Subcommittee Meeting Minutes
2. April 6, 2023, HHSC Youth Subcommittee Meeting Minutes
3. April 12, 2023, HHSC Regular Meeting Minutes
4. April 18, 2023, HHSC Basic Needs Subcommittee Meeting Minutes
5. April 19, 2023, HHSC Special Meeting Minutes
6. May 10, 2023, HHSC Regular Meeting Minutes
7. May 31, 2023, HHSC Special Meeting Minutes
8. June 14, 2023, HHSC Regular Meeting Minutes

Motion: Commissioner Julie Martin made a motion to approve the April 4, April 6, and April 18, 2023, Subcommittee Meeting minutes, the April 12, May 10, and June 14, 2023, Regular Meeting minutes, and the April 19, and May 31, 2023, Special Meeting minutes. Commissioner Karen Tepper seconded the motion.

Discussion: None.

Results: The motion was approved 7-0.

BRIEFING

Chair Mattisson requested to move briefing item 11 out of order. Commissioner Gonzalez made a motion to move briefing item 11 out of order. Commissioner Martin seconded the motion.

Discussion: None.

Results: The motion was approved 7-0.

11. Resolution No. HO176 Certifying That the Indicators Identified in the Section Eight Management Assessment Program Certification for the City of Chandler Housing and Redevelopment Division are True and Accurate for the Fiscal Year Ending June 30, 2023.

Ms. Jacobson began by introducing new Housing Supervisor Angie Saucedo, who comes to the City from the Pima County Housing Authority with 25 years of experience in Housing.

Ms. Jacobson then provided an overview of the 14 key indicators of performance for Section Eight Management Assessment Program (SEMAP) certification which include:

- Proper selection of applicants from the Section 8 waiting list;
- Sound determination of reasonable rent for each unit leased;
- Setting payment standards within the required range of the HUD fair market rent;
- Accurate verification of family income;
- Timely annual reexaminations of family income;
- Correct calculation of the tenant share of the rent and the subsidy portion;
- Maintenance of a current schedule of allowances for tenant utility costs;
- Units passing inspection before entering assistance contracts;
- Timely annual housing quality inspections;
- Performance of quality control inspections to ensure housing quality;
- Ensuring that landlords and tenants promptly correct housing quality deficiencies;
- Ensuring that all available rental vouchers are used;
- Expanding housing choice outside areas of poverty or minority concentration; and
- Enrolling families in the Family Self-Sufficiency (FSS) Program as required and helping FSS families achieve increases in employment income.

The United States Department of Housing and Urban Development (HUD) bases the SEMAP rating on the first seven indicators. HUD also reviews the most recent audit report. The remainder of the score is verified by data taken from the Public and Indian Housing Information Center (PIC), which collects, maintains, and reports information on families who participate in the Section 8 Voucher Program. The city submitted SEMAP to HUD on August 29, 2023. The Public Housing Authority Commission (PHAC) approved the item on August 14, 2023.

Vice-chair Magel asked if there were any areas that needed improvement.

Ms. Jacobson responded that one area, HQS quality control inspections, needed improvement. The process will be improved by conducting quality control inspections throughout the year verses during the last three months of the year, allowing more time for reinspection. Re-inspections for health and safety items must be completed within a 24-hour period and within 30 day period for non-health and safety items. Checklists and administrative tools have been added to track this process more closely.

PUBLIC HEARING

9. Program Year (PY) 2022-2023 Consolidated Annual Performance and Evaluation Report (CAPER).

Chair Mattison opened the public hearing for Program Year 2022-2023 Consolidated Annual Performance and Evaluation Report (CAPER) at 6:06 p.m. Chair Mattison called on Community Development Senior Program Manager Karin Bishop to provide an overview of the Program Year (PY) 2022-2023 Consolidated Annual Performance and Evaluation Report (CAPER).

Ms. Bishop reported that each year the City of Chandler is required to evaluate the programs funded by HUD and publish the results in a CAPER. She explained that the purpose of the report is to measure the City of Chandler's success in meeting the priority needs, goals, and strategies described in the City's 2020-2025 Five-Year Consolidated Plan. Ms. Bishop advised that the City of Chandler is required to conduct a 15-day public comment period and one public hearing as part of the process for creating and submitting the CAPER to HUD.

Ms. Bishop reminded Commissioners that the city also receives federal HOME Investment Partnerships (HOME) Program funding that is administered by HUD through the Maricopa HOME Consortium. Accomplishments for the HOME Program are included in the Maricopa HOME Consortium's CAPER.

Ms. Bishop provided an update on the progress and outcomes achieved with the federal Community Development Block Grant (CDBG), Community Development Block Grant-Coronavirus (CDBG-CV), and HOME Investment Partnerships Program funds.

- Housing Stability
 - 26 homeowners received assistance through the Housing Rehabilitation Program
 - 15 Households received RAD relocation assistance
 - 2 units acquired and rehabilitated for affordable rental housing
 - 1 single-family home acquired and rehabilitated for homeownership
 - 30 households who were previously experiencing homelessness received HOME Tenant-Based Rental Assistance (TBRA) and supportive services
- Family Self-Sufficiency and Homeownership
 - FSS prog45 Public Housing and 48 Housing Choice Voucher recipients) saved for a future home purchase
- Public Services

Ms. Bishop reported that CDBG funds were utilized to support the following direct services:

 - 190 youth residing in public housing participated in youth programs

- 15 residents participated in fair housing training or called the hotline
- 13 individuals experiencing homelessness received emergency shelter and transitional housing services
- 845 individuals experiencing homelessness connected with shelter and support services
- Neighborhood Revitalization
 - Improved neighborhood conditions through code enforcement activities in CDBG-eligible areas including:
 - 73,549 property inspections
 - 9,850 violations
 - 10,075 notices issued

Ms. Bishop stated that the comment period began on Monday, August 28, 2023, and concludes on Thursday, September 14, 2023. She said public comments received at tonight's public hearing and during the comment period via mail, phone, or email at community.development@chandleraz.gov will be included in the CAPER and submitted to HUD on or before September 28, 2022. She stated that the CAPER must be submitted to HUD within 90 days of the completion of each program year. Ms. Bishop advised that the draft of the CAPER can be found on the City of Chandler website and that a hard copy of the report is available for review at the Neighborhood Resources office. On September 18, 2023, staff will request the Mayor and Council's approval of the CAPER and seek authorization to submit the report to HUD on or before the due date of September 28, 2023.

Chair Mattisson asked based on the results of the CAPER what would be an area for improvement for next year.

Ms. Bishop responded that all the AAP goals were met with the exception of the rehabilitation goal which assisted 26 of an anticipated 27 households. This was still a positive outcome considering challenges in the supply chain. Relocation services is also an area which will require ongoing attention as we continue with the RAD project. Ms. Bishop added that administrative performance is very good, with minor CAPER reporting concerns.

Ms. Balch added that there is always room for growth in the infrastructure of the Client Services Program. For example, the program is working to reduce the cost of non-congregate shelter services by negotiating contracts with local hotel/motel vendors. This could save approximately fifty percent.

Commissioner Tepper asked how many people experiencing homelessness were unable to be engaged with current staffing.

Ms. Balch responded that although homelessness continues to be prevalent, she believes the current staffing level is the right number. With seven navigators the team is able to operate seven days a week from 6:30 am to 7 pm. This provides coverage for street outreach, coverage of public facilities such as libraries and garages, and the non-congregate shelter program. The team is able to respond immediately to dispatch, other City departments and residents. We believe we are able to connect with the vast majority of people experiencing homelessness and are having great success with building relationships and connecting people to services. Our model is unique and very effective for Chandler.

Commissioner Lori Loring asked how the navigators locate people experiencing homelessness and how residents can help.

Ms. Balch shared that the community navigators are out in the community in their City vehicles and on foot each day looking for people who are unhoused. They are professionally trained to approach them in their environment to initiate a relationship and begin the process of engagement. Often families are less visible, staying in cars or moving from place to place. The program also receives calls every day directly from families experiencing homelessness, from residents referring someone they know or observed, and from other City departments who have come across people in need of assistance. For assistance or to refer someone in need call 480-782-4349 or email homeless.outreach@chandler.gov.

Vice-Chair Magel congratulated staff for their hard work and for what appeared to be a decrease in the number of people experiencing homelessness in the City of Chandler. Last year (2022) during the Point in Time Count (PIT Count) 133 individuals were counted and this year (2023) 115 were counted resulting in a 14% reduction.

Ms. Balch thanked Vice-Chair Magel and said the number of people the Chandler program are housing continues to increase each year. She also added that PIT Count data represents only one point-in-time and can be impacted by weather conditions and other variables. Unfortunately, it was extremely cold the day of the 2023 Count, which likely influenced the 14% reduction.

Chair Mattisson asked if the public or the commissioners had any other questions or comments.

There were no comments from the public. Chair Mattisson closed the Public Hearing at 6:44 p.m.

DISCUSSION

10. 2023 Community Needs Assessment Update Advisory Committee Focus Group.

Chair Mattisson called on Ms. Balch to present information on this item.

Ms. Balch shared the city hired Crescendo Consulting Group to assist with the five-year update to the 2019 Community Needs Assessment. The goal of the update is to ensure the areas of need are up to date as they guide the city in determining what human services to support with city funds. Ms. Balch introduced Kevin Koegel with Crescendo to provide an introduction to the process and discuss the Commission's role in prioritization and implementation.

Mr. Koegel provided an overview of the process which will include identifying and describing key community resources, issues, challenges, and trends in the region. A variety of methods will be used including a secondary data review, stakeholder interviews, in-person and virtual focus groups, a community survey and a needs prioritization process. The Commission will serve as the Advisory body and will guide the prioritization process once the data is collected and analyzed. Mr. Koegel encouraged Commissioners to participate in all phases of the assessment and to provide input and feedback throughout the process.

Commissioner Gonzalez asked if the survey was going to be in Spanish.

Ms. Balch responded that yes, the survey is going to be translated into Spanish.

Vice-chair Magel asked besides sharing this information, how Commissioners could assist in collecting data.

Mr. Koegel responded by participating in interviews and encouraging residents to participate in the process. Ms. Balch added that they can also provide input on key stakeholders and focus groups.

MEMBERS COMMENTS / ANNOUNCEMENTS

Chair Mattisson shared that there is an opportunity for Commissioners to participate in For Our City Day as a group. Volunteers will get a free t-shirt.

CALENDAR

- 12. HHSC Meeting Wednesday, October 11, 2023, at 6:00 p.m.
- 13. HHSC Meeting Wednesday, November 8, 2023, at 6:00 p.m.
- 14. HHSC Meeting Wednesday, December 13, 2023, at 6:00 p.m.

INFORMATION ITEMS

ADJOURN

The meeting adjourned at 7:25 p.m.

Dated: _____

Chair Heather Mattisson

Recording Secretary Elizabeth Garcia