



2021-2022 Consolidated Annual Performance Evaluation Report

Phoenix, AZ

Executive Summary

The city of Phoenix is pleased to present this summary of accomplishments for program year 2021-22. This Consolidated Annual Performance and Evaluation Report (CAPER) covers the period from July 1, 2021, to June 30, 2022. The Consolidated Plan and Annual Action Plans represent the city of Phoenix's vision for addressing affordable housing, community development, infrastructure improvements, and homeless needs throughout the city. The general housing priorities include: providing home ownership to first-time buyers; providing quality, affordable rental housing opportunities to low- and moderate-income households; providing assisted rental housing subsidies to low-income elderly, families, homeless persons and other persons with special needs; promoting supportive services and facilities for elderly, disabled persons, low-income families, homeless persons and other persons with special needs; promoting and participating in a regional continuum of care system that will effectively transition persons who are homeless to appropriate permanent housing settings; and providing housing rehabilitation assistance benefiting low- and moderate-income persons, whether owners or renters, and focusing on selected neighborhoods undergoing revitalization. This report reflects the accomplishments made in meeting the strategic goals and objectives as outlined in the Consolidated Plan and summarizes progress made towards the goals identified in the 2021 Consolidated Plan Annual Action Plan.

Background

The city of Phoenix ("City") has an estimated population of about 1,624,569 people (2021), making it the fifth largest city in the United States. Since 2000, Phoenix has seen a population growth of nearly 340,000 new residents representing growth of more than 25 percent. Additionally, since 2000, it is estimated that the City saw an increase in new housing units of approximately 23 percent (112,550 units). The City assists low-income communities through the distribution of the Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), and Emergency Solutions Grants (ESG) programs. 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. The HOME program funds support Section 8 and public housing programs and provides affordable housing and rental assistance in an effort to address public housing needs.

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.

The City provided a number of beneficial programs during the 2021-22 program year, including program services to 49,479 low- and moderate-income individuals, families, seniors and youth through public service, public facilities, and infrastructure and enhancement projects and programs funded with CDBG and CDBG CARES Act (CDBG-CV); 61 (31 CDBG and 30 CDBG-CV) residential households received housing rehabilitation services to help residents remain safe in their homes; 4 small businesses (CDBG PS) received technical assistance, 36 small businesses received technical assistance using CDBG-CV; although there are three projects in progress, there were zero projects that were completed with storefront revitalization improvements in FY2021-22; and completed public facility improvement and infrastructure projects that benefited 12,075 persons. The total number of persons/households for whom services/facilities were available was 852,527 (this included CDBG and CDBG-CV funding) according to the PR-51. Housing needs for low- and moderate-income individuals and families were also addressed.

The City remained focused on serving vulnerable individuals and families with children experiencing homelessness through collaboration with other funders and partnerships with essential public and private systems of care including health and behavioral health care; public safety; and education and employment providers. The City continued to lead efforts in providing outreach to Veterans, seniors, unaccompanied youth, and families with children and other individuals experiencing chronic homelessness through participation in targeted initiatives and support to community-based providers.

In addition, the City of Phoenix Housing Department assisted 186 persons with HIV/AIDS with supportive services and/or housing and developed 144 new affordable housing units. The city also sold 13 units to low-income first-time homebuyers with a 20% reduction through the Section 32 program. All program activities benefited low-and-moderate income Phoenix residents. Other assistance provided by the Housing Department this fiscal year included: 6,186 Section 8/Housing Choice Voucher (HCV), 1,130 Public Housing units, and 802 VASH recipients.

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
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1495	511	34.18%	0	390	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		305	0	0.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units constructed	Household Housing Unit	697	341	48.92%	209	144	68.90%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units rehabilitated	Household Housing Unit	75	0	0.00%	6	0	0.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Added	Household Housing Unit	22	27	122.73%	3	13	433.33%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	577	71	12.31%	120	40	33.33%

Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	37	0	0.00%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	12	16098	134,150.00%	0	7460	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeless Person Overnight Shelter	Persons Assisted	0	49		0	49	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Businesses assisted	Businesses Assisted	10	0	0.00%			
Economic Development	Economic Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	10	1	10.00%	2	0	0.00%
Economic Development	Economic Development	CDBG: \$	Businesses assisted	Businesses Assisted	165	5	3.03%	32	4	12.50%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	1597	63.88%	510	788	154.51%

Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	500	289	57.80%	140	143	102.14%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	550	123	22.36%	110	53	48.18%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	500	311	62.20%	95	152	160.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	716899	14,337.98%	2200	682420	31,019.09%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	42690	1,707.60%	500	505	101.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	5		15	5	33.33%

Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	15	76	506.67%	4	44	1,100.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	975	61	6.26%	70	37	52.86%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Other	Other	160000	0	0.00%	32000	0	0.00%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	16615		0	16615	
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	22670	0	0.00%	4277	0	0.00%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	2550	0	0.00%			

Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	16120	1460	9.06%	7249	617	8.51%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	1251	0	0.00%			
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	17197	343.94%	1000	17197	1,719.70%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	272		0	272	

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.

The City continues to utilize CDBG funding to address the needs of low- and moderate-income individuals and families, with a specific focus on housing. Programs include owner-occupied housing rehabilitation services, homeless intervention and prevention, and improving the quality of life for low- and moderate-income Phoenicians. Affordable housing programs including rehabilitation of owner-occupied housing, new

affordable rental units, and homeless prevention programs are among the highest priority. Additionally, during the program year, the City provided supportive permanent housing. Furthermore, CDBG funding provided services including shelter, case management, job training, and educational guidance. The City continues to strive to provide programming opportunities that support and enhance the lives of the most vulnerable residents, including elderly, disabled and other persons with special needs.

In addition, the City identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. Phoenix Starfish Place provides permanent supportive housing for fifteen households who are survivors of sex trafficking. Eligible households are referred through the city of Phoenix Family Advocacy Center or its designee and approved for housing by the city of Phoenix Housing Department and Property Management Company. Residents receive Housing Choice Vouchers (HCV) or other federal, state or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. Case managers provide trauma informed case management and support services on-site to resident households. In 2021-2022, a total of 14 households were connected to childcare services, four women were employed full-time as of June 2022, two residents enrolled and completed college courses and 15 households received utility/rental assistance. Two families transitioned out of Phoenix Starfish Place to their own apartments and are self-sufficient.

Finally, the City utilized CDBG funds for various public facility and improvement projects, including building revitalization projects, ADA projects, park renovations, homeless facilities, creating safe routes to school, and youth service facilities.

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	HOME	ESG	HOPWA
Race:				
White	28,007	1,291	1,665	698
Black or African American	10,811	636	1,311	350
Asian	472	76	16	5
American India or American Native	2,727	152	98	54
Native Hawaiian or Other Pacific Islander	347	30	10	3
Total	42,364	2,185	3,100	1,110
Ethnicity:				
Hispanic	14,571	619	966	319
Not Hispanic	27,793	1,853	2,145	849

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

Narrative

The families assisted during FY2021-22 are reflective of the low- and moderate-income population of the city of Phoenix. As of July 1, 2021, the U.S. Census Bureau estimated the population of the city of Phoenix to be 1,624,568 which is a 1.0% increase in population from April 1, 2020. Thus, Phoenix is ranked nationally as the 5th largest city in the US.

Race and ethnicity numbers are reported in the above table for projects able to collect this data. Infrastructure and Enhancement projects qualify for CDBG and CDBG-CV funding through low- and moderate-income census data (at least 51% LMI). Total low- and moderate-income (<=80%) CDBG and CDBG-CV beneficiaries is 97.72%; non-low- and moderate-income (>80%) is 2.28% (source: PR54 Grantee CDBG Performance Profile).

CDBG information in the table above is taken directly from the PR03 - Original BOSMAC (2021). Additional race/ethnicities not listed here account for the discrepancy. For CDBG, in addition to the categories listed, residents also reported "Other Multi-Racial" which are included in the totals;

25,571 families reported under this category. For ESG, in addition to the categories listed, residents also reported "Other Multi-Racial" which are included in the totals; 275 individuals reported under this category.

HOME and HOPWA demographic information: In addition to the categories listed, residents also reported "Other Multi-Racial" which are not included in the chart above, 269 families reported under this category for HOME and 58 for HOPWA.

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	43,157,282	12,764,501
HOME	public - federal	24,740,624	1,991,844
HOPWA	public - federal	6,219,107	3,077,971
ESG	public - federal	1,423,761	10,139,906
LIHTC	public - state	36,211,907	24,360,209
Other	private	64,372,332	76,993,325
Other	public - federal	64,372,332	76,993,325

Table 3 - Resources Made Available

Narrative

During FY2020-21, the City received Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funding in the total amount of \$48,545,764, which includes \$9,820,880 in a first round of Community Development Block Grant (CDBG-CV1) funds, \$14,096,369 in a second round of Community Development Block Grant (CDBG-CV3), \$440,505 in Housing Opportunity for Persons with AIDS (HOPWA-CV) funds, \$4,975,762 in a first round of Emergency Solutions Grants (ESG-CV1) funds, and \$19,212,248 in a second round of Emergency Solutions Grants (ESG-CV2). An additional \$1,000,000 in prior year CDBG funds were allocated to prevent, prepare for and respond to COVID-19. The amount expended during program year 2021-22 for CDBG (Entitlement and Program Income) was \$12,764,501 and CDBG CARES Act (CDBG-CV) funding was \$4,661,083.53. The amount expended during program year 2021-22 for ESG and ESG CARES Act (ESG-CV) was \$10,139,906.

In FY 2021-22, Public Housing's operating budget was \$11,048,112; Proceeds from the Sale of Scattered Site Public Housing Properties \$1,637,824; Public Housing; Public Housing Rental Income: \$1,996,614 and HOME Program income \$2,757,403.

In addition, in FY 2021-22, the City received \$21,354,777 in HOME Investment Partnership (HOME) American Rescue Plan Act of 2021 (ARP) funding to provide homelessness assistance and supportive services relative to the continued impact of the COVID-19 pandemic on the economy, public health, state and local governments, individuals, and businesses.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Edison-Eastlake Choice Neighborhoods			

Table 4 – Identify the geographic distribution and location of investments

Narrative

Funding was not targeted specifically for any geographic area; it was used throughout the city of Phoenix in low- and moderate-income areas. The city of Phoenix recognizes the need to focus its resources to comprehensively revitalize its distressed neighborhoods. Contributing factors include the city's population increase, household income, and lower-income rental housing units. CDBG funds were utilized to provide services in census tracts that are predominately minority and predominately low- and moderate-income.

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.

Federal Funds were leveraged, and match provided for the Graffiti Busters program, public facilities and improvements and public services activities. Additional federal funding through Low Income Home Energy Assistance Program (LIHEAP), and the Department of Energy's Weatherization Program, Low Income Housing Tax Credit Program (LIHTC), National Housing Trust Fund (NHTF), Lead Remediation Program were leveraged during the program year. Private resources including Arizona Public Service (APS), southwest Gas (SWG), Salt River Project (SRP), and General Public Donation were included in the housing programs to expand services to low- and moderate-income families.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	173,133,674
2. Match contributed during current Federal fiscal year	921,717
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	174,055,391
4. Match liability for current Federal fiscal year	0
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	174,055,391

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
Weatherization Assistance Program (private utility companies)	06/30/2022	0	0	0	0	0	0	921,717

Table 6 – Match Contribution for the Federal Fiscal Year

HOME MBE/WBE report

Program Income – Enter the program amounts for the reporting period				
Balance on hand at beginning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
4,547,694	2,754,403	1,222,171	0	6,079,925

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Contracts						
Dollar Amount	25,209,937	0	0	0	0	25,209,937
Number	2	0	0	0	0	2
Sub-Contracts						
Number	42	0	0	1	6	35
Dollar Amount	16,253,102	0	0	11,075	2,893,228	13,348,799
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	0	0	0			
Number	0	0	0			
Sub-Contracts						
Number	2	2	0			
Dollar Amount	393,000	393,000	0			

Table 8 - Minority Business and Women Business Enterprises

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	2	0	0	0	0	2
Dollar Amount	1,750,000	0	0	0	0	1,750,000

Table 9 – Minority Owners of Rental Property

Relocation and Real Property Acquisition – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition						
Parcels Acquired		0		0		
Businesses Displaced		0		0		
Nonprofit Organizations Displaced		0		0		
Households Temporarily Relocated, not Displaced		0		0		
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Cost	0	0	0	0	0	0

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	802
Number of Non-Homeless households to be provided affordable housing units	199	158
Number of Special-Needs households to be provided affordable housing units	280	295
Total	479	1,255

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	140	945
Number of households supported through The Production of New Units	208	144
Number of households supported through Rehab of Existing Units	1	1
Number of households supported through Acquisition of Existing Units	0	0
Total	349	1,090

Table 12 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

The affordable housing goals for the use of federal and local funding identified by the priorities in the 2021-2022 Annual Action Plan were to assist 140 households with rental assistance, create 184 new affordable housing units and rehabilitate 1 existing affordable housing unit; serving 96 non-homeless households and 368 units serving special needs populations.

The City has been diligent in meeting its objectives to provide affordable housing to the extremely-low-income, low-income and moderate-income renters and homeowners of Phoenix. The city, utilizing HOME, HOPWA, VASH Vouchers and local resources, assisted 2,114 households or persons with affordable housing. All of the households assisted met the Section 215 definition of affordable housing for rent and homeownership. Since 1993, the City of Phoenix Housing Department has created 11,079 affordable housing units.

Rental Assistance: The city of Phoenix Housing Department has several Tenant Based Rental Assistance (TBRA) programs administered by Housing Department. These two programs target victims of human trafficking, persons with HIV/AIDS, veterans, and others. A total of 802 households were served this year through TBRA, and VASH Vouchers.

Production of New Units: The city of Phoenix Housing Department created 144 new affordable housing unit through the development of new multi-family housing communities.

The City of Phoenix rehabilitated 1 existing affordable housing unit with HOME Funds.

Numerous multi-family projects faced significant delays with building materials and labor. Due to supply chain issues from the Covid-19 Pandemic many building materials were on back order for months which delayed project completion. This issue will continue into the current fiscal year.

Discuss how these outcomes will impact future annual action plans.

Numerous multi-family projects faced significant delays with building materials and labor. Due to supply chain issues from the COVID-19 Pandemic many building materials were on back order for months which delayed project completion. This issue will continue into the current fiscal year.

The City will continue to meet the goals set forth in the upcoming 2022-2023 Annual Action Plan. Future action plans will reflect those activities and projects.

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	0	824
Low-income	0	877
Moderate-income	0	396
Total	0	2,097

Table 13 – Number of Households Served

Narrative Information

The City will continue to meet the goals set forth in the 2020-2024 Consolidated Plan. Future action plans reflect specific activities and projects.

The City’s Housing Continuum is a ladder beginning with Emergency/Transitional housing and ending with Long-Term Homeownership. The City has identified Special Needs persons and families as a priority population for affordable housing and supportive services. Below is an overview of the City’s Housing Continuum.

Emergency/ Transitional housing is the first step to providing housing for special needs households, such as victims of domestic violence and homeless persons with little or no income. The Housing Department currently provides funding for Tenant Based Rental Assistance that provides temporary housing and transitional housing units for persons with HIV/AIDS.

Assisted Housing

The second step, Assisted Housing provides permanent rental housing where clients are only required to pay 30% of their income towards rent. The City currently administers Public Housing, Section 8 Housing Choice and Project-Based Voucher Programs, and Veterans Affairs Supported Housing (VASH) Program. These programs can often serve populations below 30% of the Area Median Income (AMI).

Affordable Rental Program

The third step, the City's Affordable Rental Program includes City and privately owned apartment communities serving individuals, families, and seniors primarily at 40% - 60% of AMI. These units are not subsidized like Public Housing and the Section 8 Program but have reduced rents. In addition, these programs foster public/private partnerships that create affordable housing units with innovative financing and Housing Department loan programs.

Market Rental

The fourth step of the ladder is Market Rental apartment units or unassisted rental units that are available to the general public.

First Time Homebuyer and Long-Term Homeownership

And finally, the fifth and sixth steps are First-Time Homebuyer programs and Long-Term Homeownership. The City administers currently two first-time homebuyer programs: the Open Doors Homeownership Program and the Section 32 Program. Additionally, funding is provided to non-profits for homebuyer counseling and foreclosure prevention.

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 contracts with a community partner to engage individuals experiencing homelessness through street outreach teams and community resource connections which lead to positive housing outcomes. This collaboration provides funding as well as direct services for the purpose of outreach and engagement activities in order to best serve unsheltered individuals in Phoenix. Additionally, the City provides population specific services to unaccompanied youth, LGBTQIA+, Veterans, families, justice involved individuals, single women, and persons experiencing mental health and substance use disorders through contracts with community-based providers. During FY 2021-2022, 4085 individuals experiencing homelessness were engaged through street outreach services; 43 Veterans received financial assistance towards permanent housing; and a total of 7629 individuals in families, unaccompanied youth, or single women/men received case management services and other accommodating resources.

Programs

The City created a coordinated program called Phoenix C.A.R.E.S. (Community, Action, Response, Engagement, Services) (PHX C.A.R.E.S.) in response to increased requests to address blight associated with persons living unsheltered, often taking the form of encampments. The program is a collaboration between heavily impacted departments including Human Services, Neighborhood Services, Public Works, Parks, Street Transportation, Police, and the Prosecutor's Office. Launched in November 2017, the goal of PHX C.A.R.E.S. is to connect individuals experiencing homelessness with appropriate services and to reduce the impact of homelessness on Phoenix neighborhoods. PHX C.A.R.E.S., which can be accessed by phone or online at the City's PHX at Your Service (PAYS) online system, is a one-stop customer service team that responds to concerns about persons living unsheltered and/or associated blight. The City contracts with Community Bridges, Inc. to provide street outreach and engagements services, where an outreach team is dispatched to engage and provide services to those experiencing homelessness 7 days a week from 5 a.m. to 11 p.m. Requests for services and related information are documented and shared amongst departments in a single, electronic platform. Simultaneously, the City works with the property owner in question to resolve blight conditions. If individuals decline services and remain at a location without the permission of the owner, the City will begin enforcement measures. A multi-disciplinary team works together to develop the most appropriate solution for each individual case. Alternatives include social services and enhanced sentencing. The PHX C.A.R.E.S. program is innovative because of the high levels of collaboration it has fostered among city departments and its direct impact to the residents and neighborhoods of Phoenix. During 2021-2022, a total of 8,996 calls for services were received, 8,195 services were provided, and 6,692 were encampment cases on

both public and private properties. The Heat Relief Network program, which is comprised of a regional collaboration between Maricopa Association of Governments, local municipalities, non-profit agencies, faith-based organizations, and corporations, delivers a variety of supports and services including hydration stations, refuge centers, and water donation/distribution to the Valley's most vulnerable populations in hopes of preventing and mitigating heat-related illnesses and deaths. The city of Phoenix is a proud partner of the Heat Relief Network and collaborates in a multi-departmental approach whereby a comprehensive level of services is offered to the community at large. The Homeless Services Division organizes and manages the water distribution initiative which supplies water bottles to individuals experiencing homelessness during the summer months of May-September. In partnership with the Salvation Army, Homeless Services collaborates with over 30 local agencies who distribute, on average, over 500,000 bottles of water annually. Finally, the Burton Barr Library Program provided services to 329 adults experiencing homelessness, of which 42 were veterans. Services requested and information was provided to 380 individuals.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City contracts with United Methodist Outreach Ministries (UMOM) who operates the Halle Women's Center and the New Day Center which provides emergency shelter for up to 130 single women and 42 families with children who are experiencing homelessness. Services include emergency shelter operations, support services, meals and snacks, clean linens and clothing, toiletries and shower facilities, secure storage for personal belongings, and client-centered case management including the development of a permanent housing plan. UMOM offers a safe environment, meets basic needs, and provides housing-focused case management. The Halle facility was designed to meet the needs of single women experiencing homelessness in a closed, secure campus with 48 units, each with two to three beds and a semi-private bathroom. Three nutritious meals each day are prepared in the commercial kitchen and served in the communal dining room by staff and over 120 faith and community-based volunteer organizations. During FY 2021-2022, UMOM served 2,156 persons including 620 single women and 845 adults and their 1,311 children.

The City also contracts with Chicanos Por La Causa (CPLC) to provide emergency crisis shelter services for families prioritized by Phoenix Police, Fire and Human Services staff. CPLC has four apartment units available in downtown Phoenix with 24/7 access. Within 48 hours of referral, families are assigned a case manager who provides a full intake process. Services include emergency shelter operations, support services, meals and snacks, clean linens and clothing, toiletries and shower facilities, secure storage for personal belongings, and client-centered case management including the development of a permanent housing plan. During FY 2021-2022, CPLC serviced 29 families (119 individuals) of which 84% found stable housing.

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

Phoenix worked to serve low-income individuals through its Family Services Centers. At the Family Services Centers three locations, individuals obtained assistance with rent, utilities and case management utilizing federally funded emergency assistance and general funds. The following services were provided:

- 11,936 families received emergency assistance and/or case management services, with over \$73,627,261.08 million spent on rent, mortgage, emergency shelter, utility payments, and food.
- Over \$16 million was spent to help 10,240 families make utility payments or deposits.
- Over \$57.6 million was spent to help 7,571 families avoid eviction or foreclosure.
- 273 families received long-term case management services.

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 is committed to ending Veteran and chronic homelessness by ensuring episodes of homelessness are rare, brief, and non-recurring. The City is an active participant of Built for Zero (formerly Zero: 2016), a rigorous national change campaign working to help a core group of committed communities end Veteran and chronic homelessness. Coordinated by Community Solutions, the national effort supports participants in developing real time data on homelessness, optimizing local housing resources, tracking progress against monthly goals, and accelerating the spread of proven strategies. City staff participate in ongoing learning sessions in an effort evaluate and improve local leadership structures and capacity necessary to end Veteran and chronic homelessness as well as continue learning quality improvement tools and methods to take action and solve problems. Furthermore, the City contracts with Community Bridges, Inc. (CBI) to support Veteran specific navigation services. In 2021-2022, 115 Veterans received permanent housing through this partnership. ESG funds were also utilized by the City to provide financial assistance in the pursuit of obtaining permanent housing. In 2021-2022, 55 VASH clients were assisted with security/rent deposits utilizing over \$71,768.96.

Contracts

The City contracts with CBI to provide support to homeless single adults transitioning into permanent housing. The 34-bed housing stabilization facility serves homeless single adults who have been approved

for permanent housing and may be referred by any outreach or housing provider within Maricopa County. Upon entry to Bridge housing, Navigator staff conduct a full SPDAT assessment to determine other areas of service needs. Bridge housing navigators provide lease-up assistance, on-going life skills education groups, weekly case-conferencing, and progressive engagement to reduce recidivism. The Bridge housing facility is staffed with seven Navigators (certified Peer Support Specialists) and one program manager. During 2021-2022, CBI provided services to 115 homeless single adults in which 71% percent had positive exits. Additionally, the City contracts with Native American Connections (NAC) to provide Rapid Rehousing supportive services for unaccompanied youth (ages 18-24) at HomeBase Youth Services. The youth have access to 25 emergency housing beds, case management, and housing navigation, which focuses on need-based assistance to facilitate a positive outcome and reduce risk of recidivism. In 2021-22, navigation services were provided to 115 youth with a minimum of 54 youth (60%) achieving a positive housing outcome, and 83% having positive exits. The Human Services and Housing Departments also partner with Mercy Maricopa Integrated Care to provide permanent supportive housing for individuals experiencing chronic homelessness by combining a housing subsidy, physical and behavioral health services, and ongoing stabilization and support services. Thus, 275 individuals who were previously homeless are permanently housed at any given time. In 2021-2022, 81 individuals/families received a rental subsidy through the Section 8 Housing Choice Voucher program and wrap around case management services. Phoenix is a critical partner in the Maricopa Association of Governments (MAG) Continuum of Care (COC), in which the City holds one position on the Maricopa County Regional Continuum of Care (CoC) Governing Board. This position represents the ESG formula recipients, and actively participates in committees, workgroups, and activities of the CoC. The City is also an active member of the Maricopa Regional ESG Collaborative, a workgroup of the CoC formed to develop regional strategies and practices for the comprehensive implementation of ESG eligible services across Maricopa County. The Collaborative is working to develop coordinated scopes of work for ESG funded activities, an ESG specific HMIS report; and joint monitoring procedures to reduce the administrative burden on provider agencies and assist funders in assessing need, targeting resources, and evaluating outcomes across the region. The City also collaborated with the MAG Human Services Planner to participate in the Request for Proposal process in the selection of ESG and CDBG funded contractors.

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

Actions taken to address the needs of public housing

Choice Neighborhoods

In 2018, the Housing Department was awarded a \$30 million Choice Neighborhoods (CN) Grant from the U.S. Department of Housing and Urban Development (HUD) to revitalize the Edison-Eastlake Community (EEC), an area with the largest concentration of public housing in the state. The six-year comprehensive community-driven implementation will transform the EEC into a vibrant mixed-income neighborhood, linking housing redevelopment with new amenities, upgraded infrastructure, neighborhood economic growth and social services. EEC residents, City departments, private partners and community stakeholders were engaged throughout the planning and implementation process. Within the EEC, there are three public housing developments: Sidney P. Osborn Homes, A.L. Krohn Homes, and Frank Luke Homes totaling 577 units, and suffering from mold, failing systems, and an obsolete design. CN grant funds provide for the redevelopment of these 577 obsolete public housing units into 1,016 mixed-income, energy efficient, modern housing units. Using the neighborhood's transformation plan, known as the EEC One Vision Plan, Phoenix will leverage and finance development activities that will initiate neighborhood change. The three community components being addressed in the One Vision Plan are Housing, People and Neighborhoods.

Choice Neighborhoods 2

Implementation progress in FY2021-2022 includes: - Construction is complete on Soluna Apartments, Phase 1 of housing development. Soluna has 177 mixed-income units ranging from one to five-bedrooms and is fully leased. Soluna is financed with Low Income Housing Tax Credits (LIHTC), permanent mortgage, Choice Neighborhoods, HOME Investment Partnership, Phoenix Community Development Investment Corporation, deferred developer fee, and federal and state gap funds. The Soluna Art Plaza has been completed and installed. "Under One Sky," a monument inspired by the name of the Soluna Apartments, is an art installation including a sun/moon sculpture that arcs over an earthen plaza and includes digital screens displaying video art of the sun, moon, earth, shooting stars, planets, and the galaxy. The Soluna Art Plaza that sits on the eastern edge of the Soluna apartment community also includes shaded seating benches and resident-drawn art tiles incorporated into vertical metal shade structures. The former Frank Luke Homes (FLH) site is being redeveloped into Harmony at the Park (HATP) with 325 units of mixed-income multi-family rental housing over the course of three phases. The site will also include the development of 44 homeownership townhomes and a new Linear Park with amenities such as shaded walking paths, tot lots, and a meditation garden. HATP One, Phase 2 of the CN housing redevelopment, is under construction and will include 120 units of mixed-income housing and is slated to open in fall 2022. HATP is being designed to incorporate two festival streets that can be closed off to traffic to host community fairs and events. The festival streets will run through HATP One and HATP Two as well as between HATP Two and HATP Three and will also serve as a connection to the new Linear Park that will front 19th Street from Villa to Polk streets. HATP Two, also part of the second phase of the CN redevelopment, held its financial closing on April 29, 2022, and is under construction.

HATP Two will be a 115-unit mixed-income rental community and is expected to be complete in December 2023. HATP Two is utilizing funding from Low Income Housing Tax Credit equity, CN Implementation Grant funds, a private mortgage, and deferred developer fees. Housing staff has engaged an O'odham tribal artist, Jacob Butler, to design native concepts for the development of the two Festival Streets that will intersect through the HATP multifamily community between 19th and 20th streets. Staff is exploring the opportunity to incorporate O'odham tribal art into this concept to pay homage to the rich history of their native ancestors who once occupied the existing land in prehistoric times. HATP Three, currently in the design phase, will be a 90-unit mixed-income multi-family community, and is expected to hold its financial closing in April 2023 after receiving an allocation of 9% LIHTCs on June 1, 2022. Trellis will be developing 44 vacant lots that were originally part of the FLH public housing site, into a mixed-income townhome ownership community named Trellis at the Park. Construction is anticipated to begin in the first quarter of 2023. Planning is underway for the programming of five historic structures as part of the former A.L. Krohn Homes site that will bring a Head Start to the EEC. Demolition of the remaining structures is anticipated to commence in fall 2022 in preparation for the development of Horizon on Villa, a 106-unit mixed-income rental community. An artist contract has been executed to design a signature monument piece as part of the redevelopment of the site.

Choice Neighborhoods 2 Continued

The Edison Impact Hub (EIH) will be an adaptive reuse of the former Crippled Children's Hospital located at Garfield and 18th streets into a neighborhood community services hub in the heart of the EEC. To help offset rehabilitation costs of this historically significant building, the Housing Department was awarded a \$300,000 Arizona State Parks and Trails FY2022 Historic Preservation Heritage Fund grant as well as a \$1 million Congressional Community Project Funding earmark through the office of U.S. Congressman Ruben Gallego. The EIH will be within easy walking distance for most residents and will include classroom space, a medical and behavioral health clinic, a small business center and a community kitchen. Demolition of an unsalvageable portion of the building is anticipated to commence in October 2022. A contract has been executed to incorporate public art as part of the EIH. The Soluna Art Murals project will incorporate two large murals in the Soluna II housing development representing the community's past and present based on input received. The east wall, representing the future, was completed in June while the second mural (west wall) is anticipated to be completed in October 2022. A contract has been executed with Norris Design, a planning and landscape architecture firm, to design the existing Edison Park expansion and a new Linear Park along 19th Street. Plans for the expansion of Edison Park and the creation of the new Linear Park have been submitted to the City's Planning and Development Department for review. Design plans are anticipated to be completed in the fall. The Phoenix Residential Investment Development Effort (PRIDE) Board of Directors committed \$250,000 for overall Edison Park improvements. In partnership with Arizona State University (ASU) and the Phoenix Police Department, the Housing Department was awarded a \$1 million Byrne Criminal Justice Innovation Program Grant from the U.S. Department of Justice to bring community-driven, innovative, and evidence-based strategies to address crime and the drivers of crime in the EEC. The Housing Department and ASU will be facilitating multiple community meetings with residents, businesses, and

other stakeholders to engage them in this important endeavor. The grant is aimed to help reduce violent crime, build police-community relationships, implement youth engagement strategies, provide drug and sex crime education, and domestic violence prevention within the EEC. The Barbara Bush Foundation for Family Literacy selected the Phoenix Housing Department to pilot a Digital Health Literacy Curriculum. The pilot will assess the curriculum's engagement, use, and effectiveness through assessments, user surveys, outcome evaluations, and focus groups to collect metrics.

Rental Assistance Demonstration (RAD)

Rental Assistance Demonstration (RAD) is a program of the U.S. Department of Housing and Urban Development (HUD) that seeks to preserve affordable housing. The RAD program provides Public Housing Authorities a way to address the backlog of capital needs at public housing sites and stabilize, rehabilitate, or redevelop these properties by converting to long-term Section 8 contracts. City of Phoenix Housing Department has focused on five public housing properties over the past year. Staff has been working continuously on Foothills Village, Aeroterra Senior, Pine Towers and Aeroterra II & III. These RAD Conversions include a great amount of front-end work which can include the creation of a financing plan, resident relocation, HUD/State/City approval and final closing documents between all parties. Foothills Village is a 200-unit property on 17 acres. All 200 units will be substantially remodeled along with the community center, parking lots and the grounds. The unit renovation will include new flooring, paint, windows, doors, kitchen, bathroom, and appliances. The renovation will add amenities that include individual HVAC systems for each unit, above range microwaves, garbage disposals and washer and dryers. The project is financed with 4% LIHTC, permanent loan and City of Phoenix soft loan. The completion of construction is estimated in April 2023. Aeroterra Senior Village is a mixed finance development with 60 public housing units. Construction of Aeroterra Senior was completed in 2013 and the property has been well maintained. No construction was necessary, and no additional financing was needed. Conversion to RAD Section 8 project-based voucher assistance occurred July 26th, 2021. Pine Towers is a 156-unit public housing property. Pine Towers has recently received a full remodel to 92 of its studios and its community center. Once converted to RAD, the remaining 64 one-bedrooms units will be remodeled including the main office. This conversion and remodel will be funded with HUD Capital Fund Program funding and Community Development Block Grant funds. RAD conversion and construction start are expected in November 2021. Staff has begun working to convert Aeroterra II, a 56-unit mixed income community, Aeroterra III, a 74-unit mixed income community. Aeroterra II and III are expected to convert without any rehabilitation of the properties.

CARES ACT

In 2020, CARES Act funding enabled the Housing Department to purchase LG G-Pad tablets with two years of pre-paid internet service to families with school-aged children and for senior residents within the Department's portfolio. Housing staff partnered with a full-service organizational development consulting firm to develop a digital literacy training curriculum and implementation schedule. The four-week course covers basic tablet functions, including email, internet safety, Zoom, social media, navigating the internet and downloading apps. From July 1, 2021, through June 30, 2022, the Housing

Department's Digital Literacy Training Program facilitated 80 classes with a participation total of 577 senior residents across eight senior sites. Housing Department staff presented at the 2021 HUD ConnectHomeUSA webinar where they highlighted information about the PHX Housing Connect Program and shared Choice Neighborhoods Edison-Eastlake Community resident success stories. To ensure the sustainability of this program, the Housing Department secured Community Development Block Grant-CV funds to extend the internet service and mobile device management licenses for the program for two more years in an effort to bridge the digital divide for Public Housing residents in response to the COVID-19 pandemic.

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

The City of Phoenix Housing Department is committed to a wide range of programs that promote economic opportunity and social integration for residents of public and assisted housing. Current initiatives include training and educational programs, and activities to promote safe, crime-free communities.

Family Self Sufficiency Program

The Family Self-Sufficiency Program (FSS) provides long-term case management services to help low-income individuals and families residing in subsidized housing to overcome barriers to self-sufficiency so they can become financially independent. Participants receive up to seven years of access to educational training, job training, job coaching, life skills training, and facilitated employment opportunities. They also receive assistance with budgeting, homeownership preparation, counseling, and referrals to resources available in the community. Highlights for FY 2021-22, 46 new FSS participants were enrolled - 337 households were provided with case management- 43 participants completed a financial literacy program- 37 FSS participants attended/completed training/ educational program - 25 participants successfully completed the program-Graduates received \$171,296.87 in escrow disbursements - 5 participants purchased a home - Increase in earned income for FSS graduates combined was \$285,483.00 to \$ 778,347.00 Service Coordination for Senior and Disabled Housing Communities. The Senior Housing Program provides housing to over 800 elderly and non-elderly disabled residents in seven apartment communities. Each of these facilities has a Service Coordinator assigned (on site or next door) to assist residents, led by a senior caseworker to provide oversight and direction. The Service Coordinator links residents to the necessary supportive services to maximize their benefits, improve quality of life, and help residents to age in place. They also assist residents with their day-to-day needs, such as business or medical correspondence, finances, telephone service, emergency food boxes, counseling, transportation, and socialization. Highlights for FY 2021-22, 2,908 Isolation interventions were provided- 6035 Food boxes/ food box referrals provided (includes cares boxes) = \$289,680.00 in assistance. 981 Referrals for healthcare services - 4,356 Outreach activities were completed - 164 Standards for Success Assessments were completed.

Choice Neighborhoods

The Choice Neighborhoods People Strategy provides a continuum of high-quality comprehensive services to residents from cradle to grave to improve their overall health, economic and education outcomes. Grounded in the case management model, public housing residents will be connected to an extensive network of services and programs based on their individual needs to achieve their personal goals and enhance their quality of life. The People strategy for the EEC is designed to provide high quality comprehensive services to address and improve the overall economic, education and health outcomes of residents living in public housing. Highlights for FY 2021-2022, 239 assessments completed, 338 Heads of Household completed a Choice Neighborhoods Survey, 163 residents are employed full or part time, 23 residents obtained new jobs, 161 duplicate youth attended afterschool activities, and 91 Duplicate youth attended summer programs.

Service Coordination for Family Housing Communities

The Family Housing Program provides housing to over 2,400 residents in 10 apartment and single-family communities. Highlights for FY 2021-22, 25 resident attended parenting skills/educational classes - 14 residents participated in Health and Nutrition classes - 82 residents participated in Employment Counseling and Employment Related Services - 19 residents completed Financial Management classes - 4 youth participated in Tutoring Services - 43 youth participated in Summer Youth Programs - 14 youth attended youth leadership classes.

Neighborhood Networks Centers

The Neighborhood Networks program offers computer and Internet access to residents of senior and family public housing in an effort to improve employment and educational goals. This is done by providing online resources, classes, and one-on-one assistance. For employment goals, the program offers job training, resume building classes, and assists with online job searching. For educational goals, the program offers tutoring, enrollment assistance, financial aid, and application assistance. Highlights for FY 2021-22, labs were open for essential service due to COVID-19 Safety precautions. Casework staff brought residents in on an as-needed basis; those number are reported in other areas.

iWork Program

The Jobs Plus program, branded iWORK (Improving Work Opportunities and Resident Knowledge), provides low-income public housing residents secure higher paying jobs for residents of the Marcos de Niza Community. iWORK assists public housing agencies in developing locally-based, job-driven approaches to increase resident earnings and advance employment outcomes through work readiness, employer connections, job placement and educational opportunities. The iWORK team helps identify underlying issues residents may have, such as childcare options and assistance, and will encourage participation in English classes for those with limited English proficiency. During 2021-2022 numbers were impacted due to COVID. Residents found they made more money on unemployment and did not

have to seek childcare. As the schools were closed, many parents could not work due to a lack of childcare. Highlights for FY 2021-2286 residents received a Post-Assessment Service Through Jobs Plus - 20 residents became employed, working full or part time - 13 residents enrolled in vocational training- 94 residents received Job Search Assistance at least one time - 125 duplicate residents sought case management services - 13 youth participated in Extracurricular Educational Opportunities - 24 residents completed Financial Management classes - 14 Jobs Plus events were held (number is low as all events were held virtually and it was hard to get residents to attend).

Aeroterra EnVision Center

In October of 2018, the Aeroterra Community Center was officially designated and HUD EnVision Center. The EnVision Centers demonstration is premised on the notion that financial support alone is insufficient to solve the problem of poverty. Intentional and collective efforts across a diverse set of organizations are needed to implement a holistic approach to foster long-lasting self-sufficiency. EnVision Centers will provide communities with a centralized hub for support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership. Highlights for FY 2021-22, 9,890 Duplicated Individuals were served - 9,890 Total number of Visits to the site- 2,712 Case Management and Employment Assistance appointments - 580 COVID Home Test were provided - 40 Flu Shots were provided - 182 Youth served in after school or summer youth programs- 4,621 Mobile Pantry Food Boxes provided - 9,538 Kids Cafe Meals provided.

Section 32

Section 32 Public Housing Homeownership Programing 2005, the US Department of Housing and Urban Development (HUD) approved a Section 32 Plan which allowed the Housing Department to sell 50 of its single-family homes to low-income families (at or below 80 percent of Area Median Income), particularly those in the Housing Department Scattered Sites and Family Self Sufficiency programs. In 2015, HUD approved an expansion of the Program by an additional 50 homes. The Department requested an additional expansion allowing for a total of 299 homes to be sold which was approved in August 2016. The Housing Department currently owns 184 Scattered Sites single family homes for sale. As homes become vacant and already designated for the Section 32 Program, they are sold at the appraised value with a 20% discount in the form of a loan which is forgivable over 10 years. Down payment and closing cost assistance of up to \$6,000 is available to current residents who purchase the home they currently reside in. Additional down payment and closing cost assistance from the Federal Home Loan Bank of San Francisco, known as WISH or IDEA, may be available in the form of a 3 to 1 match up to \$15,000 to qualified purchasers and as long as funds are available. Homeownership and Financial Fitness classes are provided and required. The Housing Department has sold 119 homes since June of 2009, with 13 having been sold in FY2021/2022.

Actions taken to provide assistance to troubled PHAs

Phoenix 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)

In June of 2020, the Phoenix City Council unanimously approved the first-ever Housing Phoenix Plan. As the fifth largest city in the nation, this initiative works to address our many housing needs and recommends innovative, solution-oriented policies to create a better Phoenix for all.

The Housing Phoenix Plan documents the findings of the city's Affordable Housing Initiative, which launched in 2019 with the goal of completing a housing needs assessment and establishing policy recommendations to address the city's current housing challenge. Through extensive research and community outreach, the plan identifies the community's housing needs, documents the housing gap, compiles nationwide best practices, and recommends the following nine policy initiatives to reach the goal of creating a stronger and more vibrant Phoenix through increased housing options for all:

- 1) Prioritize New Housing in Areas of Opportunity
 - a) Scoring criteria to help combat Not In My Backyard (NIMBY) sentiment
- 2) Amend Current Zoning Ordinance to Facilitate More Housing Options
 - a) Affordable Housing Developer Incentives
 - b) Accessory Dwelling Unit Allowances
 - c) Walkable Urban Code Expansion
- 3) Redevelop City-Owned Land with Mixed-Income Housing
- 4) Enhance Public-Private Partnerships and Increase Public, Private and Philanthropic Financing
- 5) Building Innovations and Cost-Saving Practices
 - a) Assigned Development Assistance Team
 - b) Affordable Housing Advocacy
 - c) Continuing Research
- 6) Increase Affordable Housing Developer Representation
- 7) Expand Efforts to Preserve Existing Housing Stock
 - a) Strategic Acquisitions
 - b) Community Land Trust
 - c) Expand Rental Rehabilitation Program
 - d) Implement Landlord Incentives
- 8) Support Affordable Housing Legislation
- 9) Education Campaign

Phoenix has experienced consistent population growth which has outpaced the growth of the housing market. A housing gap analysis of the current housing need and the available housing stock shows that

Phoenix currently has a need for 163,067 additional housing units.

The City has created this nine-point initiative plan to establish zoning incentives for affordable housing developers, create allowances for accessory dwelling units, increase resources, streamlines processes, and establish an education campaign.

Outside of the initiatives mentioned above the following programs and incentives are available to help mitigate barriers to affordable housing development.

Zoning Ordinance/Development Standards

Regulations contained in the Zoning Ordinance regulate the use of land on private property. Some of these regulations add to the cost of construction of affordable housing. This decision allows the City of Phoenix to ensure orderly and compatible community growth on all properties. The Walkable Urban Code provides density bonus incentives to encourage the development of affordable housing. These incentives are only allowable in designated transit corridors. The Housing Phoenix Plan aimed to expand these incentives to reach properties outside of transit corridor and in February 2022, the Phoenix City Council approved a Zoning Code Text Amendment that expanded the Walkable Code option to more areas of the City. In addition, the City provides assistance to non-profit organizations in the payment of rezoning application fees, building permits, and inspection fees when being used for developing affordable housing. This assistance can come through Community Development Block Grant (CDBG) or HOME Investment Partnerships (HOME) funds designated for use in the development of affordable housing.

Development Process

Rezoning approvals, when needed in the development process for the City of Phoenix, can take as long as 4 to 6 months to obtain. In addition, all proposed multifamily residential development activities must obtain site plan approval and building permit approval. Site plan approval is needed before building permits can be obtained. The City also has a Minor Residential Review process that, depending on the development proposal, could make the process move faster. If the change requires only a minor review and all site issues (i.e., lot divisions, subdivision plats) have been resolved along with approved required improvement plans, then the process could take one to three weeks to complete.

Barriers

Phoenix completed the following actions to foster the removal of barriers to affordable housing production: The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community. The City works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The City of Phoenix Neighborhood Preservation Ordinance and Code Enforcement Inspectors respond to complaints of blight and slum-designated properties to remedy the

violations. The City continues to release Request for Proposals of City owned land for the development of multifamily housing, with a required minimum number of affordable housing units.

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

The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community. The City of Phoenix works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The Landlord Incentive Program was first authorized by City Council in 2020. It uses \$500,000 of federal CARES Act funding to incentivize landlords to make more affordable housing units available to Section 8 Housing choice Voucher (HCV) holders. The program offered a one-time payment of \$500 to property owners for each housing unit that signed into a Section 8 HAP contract. The initial half-million dollars was exhausted in October 2021, and City Council then approved an additional \$1 million from the federal American Rescue Plan Act (ARA) to continue the program. In February 2022 the Phoenix City Council unanimously voted to increase the incentive amount from \$400 to \$2,000 for landlords who enter into a Section 8 Housing Assistance Payment (HAP) contract.

-Difficulty of low- and moderate-income first-time homebuyers to purchase quality housing at an affordable price. In order to overcome barriers that lower-income homebuyers face trying to accumulate sufficient funds to purchase housing, the Housing Department utilizes federal and local funding for down payment, closing costs, soft second loans, and acquisition and rehabilitation homeownership activities. Through these funding sources the Housing Department assisted 18 13 low- and moderate-income homebuyers to purchase homes through homeownership programs. Such as, the Open Doors Homeownership Program and Section 32 Homeownership Program. In addition, the City allocated American Rescue Plan funds in June 2022 toward establishing a community land trust to further assist in opportunities for purchasing quality housing at affordable prices.

- Supply of affordable rental housing is well below the need expressed in the community: The City works with nonprofit and for-profit agencies to develop affordable rental housing. The Housing Department has assisted with the new construction or acquisition and rehabilitation of affordable rental housing during the reporting period. The Housing Department has continued focus on new construction or acquisition and rehabilitation of multi-family housing and the redevelopment of public housing, using a variety of funding sources. Production of New Units: The city of Phoenix Housing Department sold 18 units to low-income first-time homebuyers with a 20% price reduction, and 197 144 units were created through the development of new multifamily housing communities. Rehabilitation of Existing Units: The city of Phoenix Housing Department rehabilitated 90 affordable housing units; all of which were units of existing affordable multifamily rental housing serving the homeless. In June 2022, Phoenix City Council approved an allocation of American Rescue Plan funds to aid in the creation or preservation of affordable units.

- Limited accessible units to assist persons with disabilities: The City of Phoenix maintains its efforts to address accessibility needs by reserving funding specifically for special needs groups. Accessibility

standards are required in each housing proposal funded. The city requires disability accommodation compliance in all housing development contracts. Another resource available is the Phoenix Mayor's Commission on Disability Issues, Architectural Accessibility Committee.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The City's Owner-Occupied Housing Rehabilitation program and Rental Rehabilitation program test homes built before 1978 for lead-based paint. When lead-based paint is identified in an eligible case, remediation activities are performed to ensure lead hazards are safely and successfully addressed in the residence. The City tested 23 homes constructed prior to 1978 for lead-based paint in FY 2020-2021; remediation activities were performed in four (4) of those households to effectively alleviate or remove the presence of lead. The City has successfully managed the Lead Safe Phoenix Program for more than 20 years. The Program is available to eligible families who live in homes constructed prior to 1978, have children under the age of six or with a pregnant woman in the home, living in the city of Phoenix.

Lead Safe Phoenix' initial home rehabilitation procedures assign Environmental Protection Agency (EPA) certified Lead Based Paint risk assessors to perform lead inspections and lead hazard risk assessments tests on eligible properties. EPA certified housing rehabilitation specialists prepare scopes of work and monitors all work performed. EPA certified lead abatement contractors provide lead remediation on eligible properties. If necessary, residents are temporarily relocated until lead hazards have been successfully remediated from the home. Rental housing units that are identified as lead safe are added to a publicly accessible rental registry.

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

VITA/ EITC Campaign

The City continues to educate the general public regarding changes in Federal tax law. The Volunteer Income Tax Assistance (VITA) Program has hosted multiple community educational workshops to inform residents about Economic Relief Payments and Child Tax Credits. In 2021 - 22, VITA staff continued efforts to promote awareness and education of the EITC Campaign, as well as the availability of free tax-filing services through promotional materials, media alerts, and public forums.

Staff distributed a broad range of informational materials, in both English and Spanish, through community groups that interact daily with EITC-eligible people. Major utility companies and local corporations also helped distribute information to area residents. In addition to outreach efforts to the general population, the campaign included six target groups: monolingual Spanish-speaking residents, persons with disabilities, homeless persons, military veterans, refugees, and Native Americans.

Based on the regular tax season results compiled by the IRS, highlights of the campaign include services to 2,395 households that received more than \$4.2 million in federal tax refunds. Services were provided at 18 free tax preparation sites managed by the City and community partners. One hundred eighty-

eight volunteers donated 9,165 hours at the 18 City sites. The number of sites reduced slightly due to the ongoing COVID-19 pandemic, and as an additional safety measure, a VITA “Call Center” was established. Volunteers facilitated 5,199 appointments through the on-line booking service. The City also offers back-year tax services during April to October at three geographically dispersed sites.

MyFreeTaxes.com is a free, self-assisted tax preparation and e-filing website hosted by H&R Block in partnership with the United Way. This service continues to be available for taxpayers filing simple tax returns. MyFreeTaxes was marketed at all VITA sites. This year 500 federal tax returns were completed using this software, and \$962,533 in federal refunds were issued to Phoenix residents utilizing this program.

The VITA Program continued to offer Facilitated Self-Assistance (FSA) services, which allows taxpayers to prepare their own tax returns while having a certified VITA Tax Preparer available to answer tax law questions. A total of 301 FSA returns were completed resulting in \$609,118 in refunds.

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

The City continues to partner with its public nonprofit and private entities to develop community driven and supported institutional structures which further enhance and create resiliency for long-term affordable housing needs and issues. The City also works with the Continuum of Care to address homeless and supportive housing issues.

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

The City's Housing Department conducts regular public forums to receive input from private and nonprofit housing developers in addition to providing community members information on the need for affordable housing. An affordable housing advocate assists developers navigate the City's development process and an email list serve has been established to communicate with the housing community on any updates, regulatory changes, available funding for housing development and public meetings related to housing development or services. Additionally, the Housing Supportive Services (HSS) team has established a Coalition of Service Providers, a group of non-profit social service providers, to help connect low-income residents to services and resources. See also CR-30, Actions taken to encourage public housing residents to become more involved in management and participate in homeownership, for additional coordination between the public housing authority and social service agencies.

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

The Equal Opportunity Department (EOD) took the following actions to increase awareness of Fair Housing Laws within the City. The City partnered with the Southwest Fair Housing Council (SWFHC) to conduct monthly fair housing workshops that are free and eligible for CEU credit for Realtors. The

training was geared toward the general public, HOA members, Realtors, leasing agents, and property management professionals. SWFHC also refers potential complainants to EOD to ensure that their concerns are triaged and investigated, as needed. During the COVID pandemic, EOD worked with SWFHC to continue providing virtual workshop for the public. EOD participated in community presentations, radio and television interviews, and social media posts to increase awareness of fair housing. Additionally, EOD provided fair housing training to City staff, sub-recipients, and any other entities the City may contract with under its CDBG program.

Analysis of Impediments to Fair Housing

Continuing this year, EOD partnered with the Phoenix Police Department Crime-Free Multi-Housing Unit. This unit conducts two half day seminars for landlords, realtors, property management employees and the general public. In the seminars, EOD offers Fair Housing training concerning sexual harassment, criminal background policies, and various topics concerning disability discrimination. Seminars also provide information on various subject matters including landlord and tenant information, dealing with mentally ill tenants, crime prevention and reporting, and evictions. The EOD also serves on the Planning and Development Department committee to address the City's zoning ordinance concerning group homes in residential neighborhoods. This committee is comprised of City department directors, group home providers/professionals, legal consultant, and City of Phoenix residents. EOD advertised fair housing month events on the city website, city calendars, and social media. EOD staff attended trainings offered through the HUD-sponsored National Fair Housing Training Academy, as well as regional housing seminars, workshops, and online webinars. EOD is currently working with SWFHC, and various other City departments to schedule additional fair housing training sessions for the future.

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

CDBG Monitoring Procedures

CDBG projects are monitored for compliance with federal regulations and timely implementation through a cost reimbursement system, monthly reports, desk monitoring and site visits, or yearly audits. Reimbursements to contractors are based on monthly or periodic submission of financial statements and progress reports. The financial statements are reconciled by City staff for accuracy, eligibility, reasonableness of expenses, and proper use of funds based on award. Progress reports are checked to assure measurable progress is made to achieve the goals and objectives stated in the subrecipient/ City department contract or memorandum of agreement. CDBG project orientations are conducted at the beginning of each year with subrecipients, which assures awareness of contract/ memorandum of agreement required performance measures, applicable regulations, program goals, and reporting requirements. Manuals, forms, and risk assessment/site visit review checklists have been developed to support monitoring functions, provide relevant technical assistance, and assure program progress. Training on billing procedures for reimbursements and the importance of regular monthly reporting is provided at all pre-contract orientations. During the contract period, NSD staff provide technical assistance to address issues that arise, and subrecipients are required to submit monthly financial status and progress reports. This ensures issues identified are addressed in a timely manner. Subrecipients who fail to submit reports in a timely manner received an email and certified letter requesting corrective action and updated timelines. Finally, a CDBG financial report is prepared monthly by fiscal staff using the City's accounting system, SAP. This report is used to monitor timely implementation of projects within the budget.

ESG Monitoring Procedures

The city of Phoenix Human Services Department (HSD) works closely with organizations that receive federal, state and local funds to ensure funding is used appropriately and effectively. Prior to the beginning of the contract period, HSD staff provide annual Contractor Orientation training whereby a comprehensive overview of generalized expectations, deadlines, submission requirements, and grant guidelines is provided. Contractors are provided with copies of the presentation and examples of necessary reports as a reference throughout the fiscal year. Federal and local regulations are also reviewed and subrecipient organizations are provided technical assistance. Contractors submit monthly invoices to receive payment for contracted services provided. Per the scope of work and contract agreements, contractors provide monthly performance metrics reports relative to delivered services and program categorization. A monthly desk review is conducted to verify the scope of work for each contract is carried out in accordance with funding regulations and provisions of the contract, and to verify proper use of funds. Quarterly, City staff conduct budgetary reviews to ensure expenditures are on track for the fiscal year, and staff review program performance reports, which are submitted with

monthly invoices, and discuss barriers to service provision if necessary. Staff assist with budget modifications and/or contract amendments at the request of the contractor to ensure budget expenditures remain valid and on target. Technical assistance is provided on an as needed basis and allows the contractor to receive additional one on one support with addressing their target populations. Annually, City staff conduct a thorough audit of programmatic fidelity by which ESG performance metrics and standards are utilized. Concurrently, a contracted provider conducts a third-party financial review of billing invoices, expenditures, and staff files. Contractors are provided a written summary of the findings and provided applicable technical assistance when necessary.

HOPWA Monitoring Procedures

The project sponsors receiving HOPWA funding are required to submit monthly reports on persons they serve. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery. The City generates a monthly HOPWA financial report detailing funds committed and expended. This assists staff with reconciling IDIS entries with the City's financial system. The Housing Department uses a series of forms, analysis, desk and site visit audits to assist its monitoring functions, provide relevant technical assistance and to ensure that funds are being spent to meet both City and national HOPWA Program objectives. The Housing Department will continue utilizing existing monitoring processes and create new monitoring initiatives as applicable to ensure program compliance and proper use of funds occurs with all applicable federal, state, and local laws and regulations.

HOME Monitoring Procedures

The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing related services are being delivered in accordance with HOME Program requirements including Davis Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the City, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested. The Housing Department has a Monitoring Policies and Procedures Manual for recipients of HOME Program funds. The manual is designed to provide guidance to HOME Program participants to assist them in maintaining (1) program and project records; (2) records pertaining to rents, tenant income and affirmative fair housing guidelines throughout the affordability period; and (3) compliance with minimum housing quality standards for safe, decent, and sanitary housing. HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations. When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, affirmative marketing, review of

expenditures and outcomes, and compliance with city of Phoenix minimum property standards.

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 Neighborhood Services Department takes the lead on organizing public meetings and advertising for public comment on the performance reports for the Annual Action Plan, Consolidated Plan and any subsequent amendments to the respective plans. The City's fiscal year 2021-2022 CAPER report was available to the public on Wednesday, September 7, 2022, through Wednesday, September 21, 2022. Advertisements were placed in local newspapers, Arizona Republic, Arizona Business Gazette, Arizona Informant, and La Voz. The public was notified on August 24 – September 2, 2022, that a copy of the performance report would be available until September 21, 2022. Additionally, City staff sent out a notice to the general public through listservs that contains email addresses of interested parties (neighborhood groups, non-profit organizations, housing developers, faith-based organizations) and the draft report was posted on the City website. No public comments were received.

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 continues to focus on accomplishing the primary goals set forth in the Consolidated Plan and Annual Action Plans. Any changes or modifications to the CDBG program would occur as a result of changing community needs identified by requests and comments made through the public process, through our community budget process meetings, or as a result of program evaluation, or a combination of all. Through these processes, it was identified that the need for more affordable housing and homeless housing, services, and prevention continues to be a high priority. The City will continue to add affordable rental units and strengthen neighborhoods through homeownership and housing rehabilitation services while supporting programs that assist Phoenix’s most vulnerable population and continue to work with developers, non-profit organizations and housing counseling agencies to provide affordable in-fill projects for low- and moderate-income families.

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-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

Staff continued to conduct general monitoring responsibilities that were able to be performed remotely. This included verifying compliance with rent limits, review of supporting documentation for income eligibility, affirmative marketing, and review of expenditures and outcomes.

The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing-related services are being delivered in accordance with HOME Program requirements including Davis-Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the City, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested.

The Housing Department has updated its Monitoring Policies and Procedures Manual for recipients of HOME Program funds. The manual is designed to provide guidance to HOME Program participants to assist them in maintaining (1) program and project records; (2) records pertaining to rents, tenant income and affirmative fair housing guidelines throughout the affordability period; and (3) compliance with minimum housing quality standards for safe, decent, and sanitary housing. HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations.

When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Staff schedules an initial monitoring visit of multi-family projects within the first year of project completion to review tenant files; property management and financing viability; marketing procedures; tenant selection criteria; rent and occupancy records, and project financial reports. After the initial visit, staff schedules the first monitoring review. COVID-19 health restrictions eliminated the Department's ability to conduct onsite monitoring and inspections during this reporting period.

During the reporting period, the City of Phoenix Housing Department conducted inspections on 6 properties under contract providing affordable rental units under the HOME program. These properties represent 414 affordable units, 47 of which are reserved as HOME units. HOME properties monitored in

the last reporting period required only general maintenance corrections. Staff have collected compliance data on 110 contracts representing 108 properties supporting 2,636 rental units. Staff are currently working on evaluating the compliance data to implement the 22-23 monitoring plan.

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)

Most organizations utilized more than one method of advertising to meet the affirmative marketing requirements. Some agencies distributed flyers to the businesses, schools, and churches in the surrounding neighborhoods, as well as advertising in various newspapers. The majority of multifamily apartment complexes, particularly the ones run by a professional management company, advertised in a monthly publication called For Rent.

The affirmative marketing effort of agencies utilizing HOME funds has been sustained from the previous fiscal year. The agencies have continued their outreach to inform the public of their programs by the use of public information opportunities. Agencies that maintain a high occupancy of their HOME units, find it very expensive, as well as unnecessary, to advertise their units when none are available. Due to the high cost of newspaper advertising, placing ads on an ongoing basis in area newspapers has a limited benefit and makes this type of affirmative marketing undesirable for most agencies.

The City has encouraged small facilities to put a vacancy/no vacancy sign with the name of the facility, a phone number, and an equal housing opportunity logo where it is visible to the general public. The outreach for minority and women-owned business is not only utilized during the development or rehabilitation of the units but continues to be utilized for the maintenance of the properties. Organizations are required by contract to contact a minimum of three companies and are requested to include at least one minority/women-owned business.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

HOME Program income is generated from installment payments and payoffs on loans for both single family homeownership and multi-family rental projects. This fiscal year HOME Program Income Expended: \$1,222,171 from 2017-2021 Program Income, Recapture and Program Administration. Northern Gardens II/Encore on Northern utilized recapture funds and Soluna II utilized program income.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

During the reporting period the Housing Department funded 144 completed affordable housing units and with HOME expenditures of \$1,991,884. The City has leveraged these HOME Program commitments of federal funds with low-income tax credits, State of Arizona funds, Federal Home Loan Bank Affordable

Housing Program funds, and private lender financing. The 144 units completed were assisted through the Multi-Family Rental Housing Program. Attached is a list of the accomplishments

HOME Funded Multi-Family Rental Housing Projects

HOME funded projects in various stages of construction or rehabilitation include: Red Mountain Place completed construction of a 50-unit affordable multi-family housing project with 7 HOME units set aside for very low-income chronically homeless individuals with \$750,000 in HOME funds expended during FY 2021-22, Avalon Villas continued construction of a 94-unit multi-family housing project with 6 HOME units set aside for very low-income households at or below 40% AMI with no HOME funds expended during FY 2021-22. Soluna II continued construction of a 66-unit affordable multi-family housing project with 3 HOME units set aside for very low-income households at or below 40% AMI with \$450,000 in HOME Funds expended during FY 2021-2022. Newsom Village is underway with construction of a 60-unit multi-family housing project with 10 HOME units set aside for either low-income victims of domestic violence, or very low-income households at or below 40% AMI with \$450,000 in HOME funds were expended during FY 2021-22. Expected completion is in FY22-23 but the project is experiencing delays due to supply chain issues in obtaining materials. Trellis @ Mission is underway with construction of a 60-unit multi-family housing project with 10 HOME units set aside for very low-income households at or below 40% AMI and No HOME funds expended during FY 2020-21. Expected completion is in FY22-23. 25th @ Bell began construction of a 53-unit multi-family housing project with 11 HOME units set aside for very low-income households at or below 40% AMI. In June of this year the property burned to the ground, it was determined to be arson. Project funders are meeting weekly to discuss the rebuilding plan and the state has allowed the project to swap out their Low-Income Housing Tax Credits for a more current year to not jeopardize the placed in service deadline. No HOME funds for 25th @ Bell were expended during FY 2021-22. Project completion is yet to be determined. Mesquite Terrace began construction of a 297-unit multi-family housing project with 11 HOME units set aside for low-income veterans with no HOME funds expended during FY 2021-22. Expected completion is in FY 2021-2022. Verano Terrace began construction of an 88-unit multi-family housing project with 11 HOME units set aside for low-income veterans with no HOME funds expended during FY 2020-21. Expected completion is in FY22-23 but the project is experiencing delays due to supply chain issues in obtaining materials. The Commons at 9 South began construction of a 60-unit multifamily housing project with 5 HOME units set aside for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2021-2022. Mustang Villas began construction of a 60-unit multi-family housing project with 10 HOME units set aside for very low-income households at or below 40% MI and no HOME funds were during FY 2021-2022. Reserve at Thunderbird Phase I began construction of a 108-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2021-2022.

CR-55 - HOPWA 91.520(e)

Identify the number of individuals assisted and the types of assistance provided

Table for report on the one-year goals for the number of households provided housing through the use of HOPWA activities for: short-term rent, mortgage, and utility assistance payments to prevent homelessness of the individual or family; tenant-based rental assistance; and units provided in housing facilities developed, leased, or operated with HOPWA funds.

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	75	85
Tenant-based rental assistance	140	143
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	55	28
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	75	124

Table 14 – HOPWA Number of Households Served

Narrative

The goal of the City of Phoenix Housing Department is to maintain Housing Opportunities for Persons With AIDS (HOPWA) housing activities that are known to be successful in housing HOPWA eligible populations while increasing capacity of HOPWA service agencies to serve this population. During last fiscal year, the HOPWA Program supported nine different housing and supportive services activities through two different nonprofit project sponsors and one City of Phoenix subcontractor. Over the course of the reporting year, a total of 1168 unduplicated households living with HIV/AIDS were assisted. The following includes the breakdown per the specific HOPWA Programs:

- 143 households received Tenant-Based Rental Assistance (TBRA)
- 85 households received Short-Term Rent, Mortgage and Utility (STRMU) assistance and/or Permanent Housing Placement (PHP) assistance
- 124 households benefited from Transitional Housing leasing and operating assistance
- 28 households benefited from leasing and/or operating assistance from permanent housing facilities (supportive and independent)
- 531 households were assisted through the Housing Information Services program
- 157 households were assisted by the Housing Advocacy program
- 100 households were served by the Employment Services program

Program Improvements

The Housing Department interacts with service providers via email, phone calls, and meetings. Efforts are made to address trends and barriers. Ongoing technical assistance is provided to streamline and improve protocols as applicable and frequent meetings occur with Project Sponsors to enhance communication.

There has also been a strong focus placed on the needs of the HIV/AIDS population due to the City of Phoenix Fast Track Cities Initiative. This initiative has Phoenix City Council support and addresses issues of stigma, testing, viral suppression, education and community outreach. Committee and subcommittee meetings occur on a regular basis to address the needs of the HIV/AIDS population with goals of there being zero stigma and discrimination; 90% of people living with HIV (PLHIV) knowing their status; 90% of PLHIV who know their HIV-positive status being on antiretroviral therapy (ART) and 90% of PLHIV on ART achieving viral suppression.

The two permanent housing project-based facilities programs, that provided supportive and independent housing, ended as of June 2022. This was a strategic program improvement to instead allocate these funds to the TBRA program to allow all clients choice in the location of their residence. It also allowed for additional funding for the Transitional Housing program as a result of the increase in homelessness. These two programs were gradually and successfully phased out over the course of one year.

Coordination and Planning Efforts

The City of Phoenix Housing Department maintains communications with service providers and advocates on their behalf throughout the year. Additionally, the Housing Department has been in collaboration with the 90-90-90 Fast Track Cities Initiative and attends the Ad Hoc Committee meetings. Some of the HOPWA funded project sponsors are committee members as well.

The City of Phoenix Housing Department is a partner of the HIV Housing Coalition which includes members who serve the HIV/AIDS community statewide. The coalition discusses housing and supportive needs and resources. It also serves as a mechanism to identify recommendations for the Ryan White Part A Planning Council regarding improving the housing status of clients served by Ryan White funding.

HOPWA 2

Selection of Project Sponsors Project Sponsors submitted proposals for a new Request for Proposals (RFP) in March 2017. Project sponsors were selected through this RFP process in which experience, capacity and support services were among criteria considered during the evaluation process. New housing and service contracts began on July 1, 2017. Prior to the issuance of the most recent RFP, community outreach occurred to all agencies providing HIV/AIDS services to ensure all were aware of

the upcoming RFP. This included minority owned businesses. Barriers EncounteredThe National Low Income Housing Coalition reports in The Gap: A Shortage of Affordable Homes 2022 report that there is a need for housing options for low-income households in the Phoenix metropolitan area. This report shows an affordability gap of 118,178 households at 50 percent of the Area Median Income (AMI). Barriers identified by HOPWA providers include the following: -lack of affordable housing-long waitlists for permanent affordable housing -Fair Market Rent limitations-Coronavirus pandemic -substance abuse issues-mental health issues-poor credit and rental history -criminal history-lack of reliable phone services-lack of reliable transportation and/or funds for City transit-clients not attending scheduled appointments -clients not following through on completing job applications -clients not following through on submitting required paperwork for the STRMU and PHP programs. HOPWA Program Monitoring The project sponsors receiving HOPWA funding are required to submit monthly reports on persons they serve. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery. The City generates a monthly HOPWA financial report detailing funds committed and expended. This assists staff with reconciling IDIS entries with the City's financial system. The Housing Department uses a series of forms, analysis, desk and site visit audits to assist its monitoring functions, provide relevant technical assistance and to ensure that funds are being spent to meet both City and national HOPWA Program objectives. The Housing Department will continue utilizing existing monitoring processes and create new monitoring initiatives as applicable to ensure program compliance and proper use of funds occurs with all applicable federal, state, and local laws and regulations.

CR-58 – Section 3

Identify the number of individuals assisted and the types of assistance provided

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	0	0	0	0	0
Total Labor Hours	0	0		0	
Total Section 3 Worker Hours	0	0		0	
Total Targeted Section 3 Worker Hours	0	0		0	

Table 15 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers		0		0	
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.		0		0	
Direct, on-the job training (including apprenticeships).		0		0	
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.		0		0	
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).		0		0	
Outreach efforts to identify and secure bids from Section 3 business concerns.		0		0	
Technical assistance to help Section 3 business concerns understand and bid on contracts.		0		0	
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.		0		0	
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.		0		0	
Held one or more job fairs.		0		0	
Provided or connected residents with supportive services that can provide direct services or referrals.		0		0	
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.		0		0	
Assisted residents with finding child care.		0		0	
Assisted residents to apply for, or attend community college or a four year educational institution.		0		0	
Assisted residents to apply for, or attend vocational/technical training.		0		0	
Assisted residents to obtain financial literacy training and/or coaching.		0		0	

Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.		0		0	
Provided or connected residents with training on computer use or online technologies.		0		0	
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.		0		0	
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.		0		0	
Other.		0		0	

Table 16 – Qualitative Efforts - Number of Activities by Program

Narrative

For 2021-22, the city of Phoenix Housing Department (HD) completed two HOME projects, Red Mountain and Avalon Villas, which were contracted prior to the new Section 3 rule taking effect on 11/30/2020. Red Mountain was contracted on 09/15/2020 and Avalon Villas was contracted on 01/31/2020.

Additionally, in 2021-22, for the Housing Development Program, Neighborhood Services and Trellis, a developer partner, executed a contract to redevelop three CDBG parcels to single-family detached infill homes in the Garfield Neighborhood Initiative Area (NIA). The estimated date of infill homes to be completed is by FY2023-24. Data recovery has been completed on two lots impacted by archaeology in FY2021-22 and the final report will be completed by fall 2022. A strategic disposition plan has been developed and is pending approval to release more vacant lots for infill housing. Section 3 data not collected due to no construction activity.

CR-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient Name	PHOENIX
Organizational DUNS Number	137688193
UEI	
EIN/TIN Number	866000256
Identify the Field Office	SAN FRANCISCO

Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance

Phoenix/Mesa/Maricopa County Regional CoC

ESG Contact Name

Prefix Ms
First Name Marchelle
Middle Name
Last Name Franklin
Suffix
Title Human Services Director

ESG Contact Address

Street Address 1 200 W Washington St, 18th Floor
Street Address 2
City Phoenix
State AZ
ZIP Code -
Phone Number 6022626668
Extension
Fax Number
Email Address marchelle.franklin@phoenix.gov

ESG Secondary Contact

Prefix
First Name
Last Name
Suffix
Title
Phone Number
Extension
Email Address

2. Reporting Period—All Recipients Complete

Program Year Start Date 07/01/2021
Program Year End Date 06/30/2022

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name: UNITED METHODIST OUTREACH MINISTRIES (NEW DAY CENTER)

City: Phoenix

State: AZ

Zip Code: 85008, 6812

DUNS Number: 833209158

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Faith-Based Organization

ESG Subgrant or Contract Award Amount: 701810

Subrecipient or Contractor Name: COMMUNITY BRIDGES, INC.

City: Mesa

State: AZ

Zip Code: 85202, 9098

DUNS Number: 143328099

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 174665

Subrecipient or Contractor Name: NATIVE AMERICAN CONECTIONS, INC.

City: Phoenix

State: HQ

Zip Code: 85014, 4616

DUNS Number: 860293585

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 97650

Subrecipient or Contractor Name: CHICANOS POR LA CAUSA

City: Phoenix

State: AZ

Zip Code: 85034, 4043

DUNS Number: 860227210

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 166818

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 17 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 18 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 19 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	
Female	
Transgender	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 21 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	
18-24	
25 and over	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 22 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households

Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans				
Victims of Domestic Violence				
Elderly				
HIV/AIDS				
Chronically Homeless				
Persons with Disabilities:				
Severely Mentally Ill				
Chronic Substance Abuse				
Other Disability				
Total (unduplicated if possible)				

Table 23 – Special Population Served

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

10. Shelter Utilization

Number of New Units – Rehabbed	
Number of New Units – Conversion	
Total Number of bed - nighths available	
Total Number of bed - nights provided	
Capacity Utilization	

Table 24 – Shelter Capacity

11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2019	2020	2021
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Prevention under Emergency Shelter Grants Program			
Subtotal Homelessness Prevention			

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2019	2020	2021
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Assistance under Emergency Shelter Grants Program			
Subtotal Rapid Re-Housing			

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2019	2020	2021
Essential Services			
Operations			
Renovation			
Major Rehab			
Conversion			
Subtotal			

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2019	2020	2021
Street Outreach			
HMIS			
Administration			

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2019	2020	2021

Table 29 - Total ESG Funds Expended

11f. Match Source

	2019	2020	2021
Other Non-ESG HUD Funds			
Other Federal Funds			
State Government			
Local Government			
Private Funds			
Other			
Fees			
Program Income			
Total Match Amount			

Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2019	2020	2021

Table 31 - Total Amount of Funds Expended on ESG Activities