

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's community development goal is to focus its resources to comprehensively revitalize its distressed neighborhoods. Available resources were used to rehabilitate affordable rental and owner-occupied housing; to develop vacant land for residential use; demolish buildings that are not suitable for rehabilitation; increase the percentage of owner-occupied housing; create more jobs; coordinate services; increase capacity of neighborhood-based organizations to effectively address their needs; and carry out other tasks relative to improving neighborhoods. By helping to strengthen existing neighborhoods and preserve their affordable housing, the City does its part to improve the living environment of its citizens while providing an adequate supply of affordable housing in safe, decent and sanitary condition.

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
Economic Development Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Jobs created/retained	Jobs	75	7	9.33%	13	15	115.38%

Economic Development Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Businesses assisted	Businesses Assisted	75	54	72.00%	0	54	
Foster Homeownership Opportunities.	Affordable Housing	HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Foster Homeownership Opportunities.	Affordable Housing	HOME: \$	Homeowner Housing Added	Household Housing Unit	0	0		15	55	366.67%
Foster Homeownership Opportunities.	Affordable Housing	HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	15	55	366.67%			
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	HOPWA: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0			0	0	
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	HOPWA: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	9000	195	2.17%	250	218	87.20%
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	HOPWA: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	275000	10148	3.69%	3650	7096	194.41%

Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	HOPWA: \$ / ESG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	HOPWA: \$ / ESG: \$	HIV/AIDS Housing Operations	Household Housing Unit	375	154	41.07%			
Homewoner Housing Rehabilitation Support.	Affordable Housing	CDBG: \$ / HOME: \$ / Utility Repair Replacement Deposit Program: \$	Homeowner Housing Rehabilitated	Household Housing Unit	1125	153	13.60%	225	153	68.00%
Homewoner Housing Rehabilitation Support.	Affordable Housing	CDBG: \$ / HOME: \$ / Utility Repair Replacement Deposit Program: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	75	12561	16,748.00 %			
Infrastructure Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	9830		1	9830	983,000.00%

Infrastructure Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	1250	0	0.00%			
Neighborhood Organization Support.	Non-Housing Community Development	CDBG: \$ / City of Phoenix General Purpose Funds: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	20000	59645	298.23%	5000	59645	1,192.90%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	29720		0	29720	
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	153		1	0	0.00%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	0	9		1	9	900.00%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	100000	12561	12.56%	1	12561	1,256,100.00%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Other	Other	1	0	0.00%	1	72	7,200.00%

Public Facilities Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$500000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2000	145608	7,280.40%	3	145608	4,853,600.00 %
Public Services Support.	Affordable Housing Public Housing Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$50000	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	25105	502.10%	1000	22023	2,202.30%
Public Services Support.	Affordable Housing Public Housing Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$50000	Homeless Person Overnight Shelter	Persons Assisted	0	10148		2250	10148	451.02%

Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / Previous Year CDBG Allocation: \$200000 / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Rental units constructed	Household Housing Unit	300	132	44.00%	180	228	126.67%
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Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / Previous Year CDBG Allocation: \$200000 / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Rental units rehabilitated	Household Housing Unit	125	491	392.80%	25	491	1,964.00%
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Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / Previous Year CDBG Allocation: \$200000 / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	153	0	153	
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Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / Previous Year CDBG Allocation: \$200000 / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Housing for Homeless added	Household Housing Unit	600	96	16.00%			
Rental Subsidy Support.	Affordable Housing Public Housing Homeless Non-Homeless Special Needs	HOPWA: \$ / HOME: \$ / Public Housing Capital Fund: \$ / Section 8: \$ / Public Housing Operating: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	9000	9120	101.33%	20	23	115.00%

Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	2750	1076	39.13%			
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	195		175	195	111.43%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	0	163		80	163	203.75%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	0	154		207	154	74.40%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Other	Other	0	0		350	1076	307.43%

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.

During the most recently completed grant year (2015-16), the City of Phoenix was awarded \$14,644,765 of CDBG; \$4,220,937 of HOME funds; \$1,799,714 of HOPWA; and \$1,201,782 of ESG funds. During this past program year, the City spent approximately \$22.1 million of these HUD resources.

In terms of accomplishments, CDBG and HOME funds were used to provide rehabilitation for 153 low- and moderate-income homeowners; 491 affordable rental housing units were rehabilitated; 10,148 homeless persons were provided services; 7 new jobs were created; and 54 business were assisted. In addition, various public facility and improvement projects were completed including historic building revitalization projects, domestic violence shelters, food banks, youth service and homeless facilities were renovated.

The Human Services and Housing Departments partnered to enter into contracts which linked Outreach and Re-Housing services with housing vouchers. The partnership provides permanent supportive housing for target populations: chronically homeless individuals, families and youth and is intended to enhance the likelihood of a homeless person remaining housed in a stable environment. The Housing Department committed Housing Choice Vouchers (HCV) and HOME Tenant Based Rental Assistance (TBRA) to provide the housing component combined with the service dollars from Human Services Department for outreach and re-housing “wrap-around” services. Projects uniquely tailored for target populations were selected through this process.

ESG Homeless Persons Sheltered

The Human Services Department allocated ESG funds to CASS Shelter during FY15-16 only. Therefore, there was a significant increase in the number of homeless persons sheltered.

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	HOPWA	ESG
White	124,161	169	930	4,020
Black or African American	32,893	84	49	1,975
Asian	2,694	28	16	37
American Indian or American Native	12,227	9	41	379
Native Hawaiian or Other Pacific Islander	159,748	2	5	38
Total	331,723	292	1,041	6,449
Hispanic	94,389	67	104	1,365
Not Hispanic	323,368	279	1,484	5,361

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

Narrative

The families assisted during the 2015-16 FY are reflective of the at need population of the City of Phoenix. The 2010 U.S. Census Bureau reports the population of the City of Phoenix to be 1,445,632 which is a 9.4% increase in population over the 2000 population of 1,321,045. The data also points to a substantial increase in the Hispanic/ Latino population. In 2010, the percentage of Hispanics/Latinos jumped to over 40% in comparison to 34% in 2000. Of the top 10 cities in the United States, Phoenix has the second highest growth rate, placing our national ranking at the 6th largest City in the US. Based on the current year's report (BOSMAC report) total number of persons assisted is 417,757 of which 94,389 persons indicated they were hispanic. Detail included in the CDBG 2015 Racial Demographics from Bosmac Report table attachment. The chart above does not reflect how CDBG beneficiaries are tracked and reported in IDIS.

Further contributing factors include a comparison of population statistics in the 2010 census. When comparing population statistics to available household income statistics, a significant factor concerning household income is the difference between the percentage of all Phoenix households with incomes below 50% of median family income (average of 23%), versus the percentage of Black, Hispanic, and Native American households with incomes below 50% of median family income (average of 40%).

The Race categories needed for the HOME and HOPWA were not all listed above, the totals for the categories above were inserted. Additionally, jpegs of the HOME and HOPWA reports were attached listing all the categories included in the total.

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		58,045,596	14,623,695
HOME		15,461,504	4,052,414
HOPWA		7,235,508	1,784,151
ESG		5,221,540	1,066,533
Other	Affordable Housing Rental Income	7,788,190	1,820,373
Other	CDBG Program Income	3,000,000	1,558,370
Other	First mortgage leverage		
Other	First Mortgages From Private Lenders/Banks		1,852,541
Other	HOME Program Income	2,600,000	1,560,128
Other	Previous Year CDBG Allocation	1,000,000	
Other	Proceeds From Sale of Scattered Site Public Housing Properties	4,500,000	2,527,080
Other	Public Housing Operating	31,692,964	14,653,766
Other	Public Housing Rental Income	21,143,685	4,307,328

Table 3 – Resources Made Available

Narrative

First Mortgage from Private Lenders/Banks: \$1,852,541; Public Housing Operating: \$14,653,766; Proceeds from Sale of Scattered Site Public Housing Properties: \$2,527,080; Public Housing Rental Income: \$4,307,328; Affordable Housing Rental Income: \$1,820,373; CDBG Program Income: \$1,558,370; and HOME Program Income: \$1,560,128. The other funding consists of Public Services match: \$20,845,676 and Public Facilities match: \$1,874,952.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Issac Neighborhood Revitalization Strategy Area			
PHOENIX ENTERPRISE COMMUNITY			

Table 4 – Identify the geographic distribution and location of investments

Narrative

Funding was not targeted specifically for any geographic area, it will be used throughout the city of Phoenix in low-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 (57 percent or more) 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 graffiti buster program, public facilities and improvements and public services activities. Additional federal funding through the Department of Energy's Weatherization program, LIHTC, Lead Remediation Program were leveraged during the program year. Private Resources include Arizona Public Service, Southwest Gas, Salt River Project and General Public Donation were included in the housing programs to expand the services to low- and moderate-income families.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	162,648,254
2. Match contributed during current Federal fiscal year	0
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	162,648,254
4. Match liability for current Federal fiscal year	472,039
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	162,176,215

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

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 begin-ning 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 \$
227,232	1,560,128	1,319,324	0	468,036

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	28,718,527	0	0	0	0	28,718,527
Number	6	0	0	0	0	6
Sub-Contracts						
Number	20	1	0	1	4	14
Dollar Amount	4,439,056	48,900	0	246,602	651,547	3,492,007
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	28,718,527	0	28,718,527			
Number	6	0	6			
Sub-Contracts						
Number	117	9	108			
Dollar Amount	10,809,960	711,964	10,097,996			

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	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0

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	167
Number of Non-Homeless households to be provided affordable housing units	90	213
Number of Special-Needs households to be provided affordable housing units	472	648
Total	562	1,028

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	292	309
Number of households supported through The Production of New Units	180	232
Number of households supported through Rehab of Existing Units	15	487
Number of households supported through Acquisition of Existing Units	0	0
Total	487	1,028

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 2015-16 Annual Action Plan were to assist 292 households with rental assistance, create 180 new affordable housing units, and rehabilitate 15 existing affordable housing units; with 90 units serving non-homeless households and 472 units serving special needs populations. See the associated charts.

The city of Phoenix 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, CDBG, HOPWA, VASH Vouchers and local resources, assisted 1,028 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 10,045 affordable housing units.

During the first year of this Consolidated Plan period from 2015 through 2020, the City exceeded affordable housing goals in rental assistance, production of new units, and rehabilitation of existing units.

The following is an overview of the goals achieved this year:

Rental Assistance:

The city of Phoenix Housing Department has four Tenant Based Rental Assistance (TBRA) programs administered by One-N-Ten, Tumbleweed, Pinal County and the Housing Department. These four programs target homeless youth and persons with HIV/AIDS. A total of 309 households were served this year through TBRA, Project Based Vouchers, Redeveloped Public Housing Units, and new VASH Vouchers.

Production of New Units:

The city of Phoenix Housing Department created 232 new affordable housing units; 24 units were created by providing downpayment and closing cost assistance to first-time homebuyers, 31 units were sold to low-income first time homebuyers with a 20% price reduction, and 177 units were created through the development of new multifamily housing communities.

Rehabilitation of Existing Units:

The city of Phoenix Housing Department rehabilitated 487 affordable housing units; 384 public housing units and 56 affordable units were rehabilitated through the Housing Departments Modernization program, 44 units of existing affordable multifamily rental housing and three owner occupied rehabilitation completed by the Neighborhood Services Department.

Discuss how these outcomes will impact future annual action plans.

The City of Phoenix will continue to meet the goals set forth in the 2015-2020 Consolidated 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 Persons Served	CDBG Actual	HOME Actual
Extremely Low-income	395	412
Low-income	184	463
Moderate-income	79	128
Total	658	1,003

Table 13 – Number of Persons Served

Narrative Information

The City's Housing Continuum is a ladder beginning with Emergency/Transitional housing and ending with Long-Term Homeownership. The City of Phoenix 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:

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 for at-risk homeless youth 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 30% - 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 currently administers 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 established contracts in July 2013 to reach up to 25 unsheltered homeless individuals through community outreach teams and link them with permanent housing through a partnership between the Human Services and Housing Departments. Outreach services were provided to individuals and unaccompanied youth linking them with permanent housing and Rapid Re-Housing services. Additionally, the City participated in the regional Outreach Collaborative Workgroup which coordinates the efforts of local outreach teams in the region.

The city of Phoenix partnered with Valley of the Sun United Way to sponsor four Phoenix Project Connect (PPC) events during FY 2015-16. The events focused on specific services needed in the community. City staff conducted housing needs assessments, utilizing the regionally adapted Service Prioritization Decision Assessment Tool (SPDAT). **Attached data located in (CR 00-Admin Section)** was generated from the events.

In addition, the city of Phoenix coordinated the following programs in an effort to reach out to homeless persons in the community.

Summer Respite Program: The Human Services Department conducted a Summer Respite Program to assist in providing basic necessities to homeless people living on the streets of Phoenix. Bottles of water, sunscreen and a variety of other critical items were donated by the public to the three city of Phoenix Family Services Centers. The Human Services Department partnered with 16 homeless outreach teams who distributed the items throughout Maricopa County. A summary of donations follows: 4,763 bottles of water, \$2,396 in cash donations, 1313 pairs of socks, underwear, hats & other clothing, sunscreen and snack packs.

Heat Relief Program: From May to September 2015, the Human Services Department conducted a Heat Relief Program to provide water to homeless and vulnerable individuals in coordination with St. Patrick's Church and Arizona Department of Health Services. Other organizations and businesses gave donations as a result of media coverage. In total, 361,008 bottles of water were collected and distributed.

Winter Respite Program: From November 2015 to March 2016 the Human Services Department conducted a Winter Respite Program to assist in providing basic necessities to homeless people living on the streets of Phoenix. Blankets, warm clothing and a variety of other critical items were donated by the public to the three city of Phoenix Family Services Centers. The Human Services Department partnered with 16 homeless outreach teams who distributed the items throughout Maricopa County. A summary

of donations follows: 152 blankets, 240 coats, 259 long shirts & pants, 217 pairs of socks, underwear & gloves, and 59 pairs of shoes.

Addressing the emergency shelter and transitional housing needs of homeless persons

Watkins Emergency Shelter: Program year 2015-16 was the 29th year that the city of Phoenix Human Services Department operated an Emergency Shelter Program in partnership with the United Methodist Outreach Ministries (UMOM). Running as a year-round operation since FY 2006-07, the shelter provides services to a maximum of 120 single women and 17 families each night. Services include emergency shelter, storage for personal belongings, personal hygiene items, clothing, and showers. Hot meals are served each night through partnerships with local faith-based organizations. Guided recreation time is provided to shelter children through a city of Phoenix sponsored employee volunteer program.

In addition to having an on-site cook, over 120 faith- and community-based organizations work together to provide dinner meals each night of the program and approximately 40 organizations provided donations. A diverse array of government and community-based organizations provided medical, behavioral health, childcare, and crisis services throughout the year. Also, UMOM utilized a variety of additional resources to provide case management and housing services to program participants. The following outcomes were reported:

- **84,224** bed nights of emergency shelter provided to singles and families
- 2,084 unduplicated persons served
- 1,737 single women provided shelter
- 173 families which included 246 adults and 382 children were provided shelter

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 Service Centers. At these three locations, individuals obtained assistance with rent, utilities and case management utilizing general funds. The following services were provided:

8,141 unduplicated families received emergency assistance and case management services, with over \$6 million spend on such vital needs as food, rent, mortgages, emergency shelter and utility payments.

347 families received long-term case management services

2,256 unduplicated homeless people were served at the Watkins Emergency Shelter, including 305

families with 631 children

Over \$5 million was spent to help 7,578 families make utility payments or deposits

Over \$725,000 was spent to help 1,076 families avoid eviction or foreclosure

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

The city of Phoenix Housing and Human Services departments partnered on contracts for Outreach and Re-Housing 'wrap-around' services in collaboration with Housing Choice Vouchers and Tenant-Based Rental Assistance. This partnership focused on serving chronically homeless individuals and families as well as homeless youth utilizing the Housing First model. Additionally, ESG funds were utilized by Homeless Programs staff in the support special projects. During FY15-16, Homeless Programs staff assisted 191 VASH clients with security/rent deposits utilizing over \$103,000 in ESG funds.

The Misdemeanor Repeat Offender Program (MROP) partners with the Police Department (PD), Prosecutor's Office and HSD Homeless Programs to address the needs of individuals identified by PD Patrol as repeat offenders who are homeless. PD evaluated the individuals for program participation through either Human Services or law enforcement system engagement and enhanced prosecution with a goal of improving the community safety while serving those in need. Through this partnership/program, homeless individuals were engaged in active case management through the Homeless Programs section with an ultimate goal of permanent housing at the end of the reporting period. Homeless Programs staff secured housing for 10 individuals through the MROP.

In addition, the city of Phoenix is an active participant in the Maricopa Association of Governments (MAG) Continuum of Care Regional Committee on Homelessness (CofC) which provides the focal point for homeless program planning and policy development for the Maricopa region. Currently, the Continuum is facilitated by the Maricopa Association of Governments (MAG) and includes 153 organizations and stakeholders committed to ending homelessness in Maricopa County. **See attached table (CR 00-Admin Section) for MAG data.**

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

Actions taken to address the needs of public housing

The City of Phoenix Housing Department predominantly utilizes the federal Capital Fund Program (CFP) and HOPE VI funds to accomplish the majority of its capital improvement activities in public housing programs. The majority of the public housing sites were constructed in the 1940's, 50's and 60's and follow a five-year capital improvement plan. The city has 2431 public housing units in its portfolio. During fiscal year 2015-16 the Housing Department completed one new construction phase of the Frank Luke Addition HOPE VI revitalization and seven major capital improvement projects at its Public Housing/ Affordable Housing properties. The Housing Department met all HUD requirements for the obligation and expenditure of all Capital Fund Program (CFP) and HOPE VI funds. In addition, the Department scored the maximum amount of points during the Real Estate Assessment Center (REAC) scoring evaluation for CFP funds.

The Housing Department completed its second phase of the Frank Luke Addition HOPE VI project in June 2016. This community provides 56 units of Public Housing, Section 8 Project-Based Vouchers, Low Income Housing Tax Credit, and market rate units. The City committed \$5,348,233 in HOPE VI funds for the development of the second phase. Low Income Housing Tax Credit equity from a 9% allocation was also utilized in the development.

- **AMP 4: Foothills Village: ADA Improvements and Interior Remodeling- \$933,372 (CFP Funding)**

This project improved and updated sixteen Foothills Village apartments. The apartment remodel included a new layout of the apartment, new kitchen cabinets, countertops, new flooring throughout the apartment, structural enhancements, new kitchen sink and fixtures, new bathroom vanity and fixtures, right sizing window openings and installing dual-pane low-e windows and electrical upgrades. The HVAC system was also relocated and replaced.

- **AMP 6: Washington Manor: Replace Parking Lot- \$137,066 (CFP Funding)**

This project included the entire replacement of the parking lot, drainage curbing, some sidewalks and entry and exit ways to the parking areas.

- **AMP 6: Washington Manor: Fire Alarm Replacement- \$326,541 (CDBG Funding)**

This project replaced the entire Fire Alarm system that included materials and labor to install a new fire alarm system at Washington Manor. Washington Manor is a public housing site that serves senior and disabled residents. There are 112 apartments at Washington Manor. The new systems are equipped with the latest technology which will lessen the false alarms that they have been experiencing and provide the residents with a renewed sense of security.

- **AMP 7: Pine Towers: Foam Roof Coat- \$149,545 (CDBG Funding)**

This project repaired and upgraded the building's 30,000sf roof. This building is a public housing complex that serves senior and disabled residents. The entire roof was foam coated and sealed with an

elastomeric coating which provided better insulation and reflectivity which will reduce energy cost.

Deck Park Vista: Foam Roof Cost-\$165,000 (CDBG Funding) This project repaired and upgraded the existing roof to prevent leaks into the residential apartment units. The roof was foam coated and sealed with an elastomeric coating which provided better insulation and reflectivity which will reduce energy cost.

PH Narrative

AMP 8: Scattered Sites: Single Family Home Rehabilitation- \$210,000 (CFP Funding), \$720,000 (Section 32 Program Proceeds) This project renovated 9 single family homes which included components such as new cabinetry, flooring, bathrooms, roofing, new HVACs, windows and interior and exterior painting. We also rehabilitated 46 houses at a cost of \$720,000 to make available for our Section 32 home ownership program. Sunnyslope Manor: Fire Alarm Replacement- \$396,772 (CDBG/Property Reserves Funding) This project replaced the existing fire alarm system in the entire building. Sunnyslope Manor is a Section 8 New Construction site that serves senior and disabled residents. There are 116 apartments at Sunnyslope Manor. The new systems are equipped with the latest technology which will provide the residents with a renewed sense of security. A new emergency lighting system was also installed for the building.

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 2015-16

50 participants completed a financial literacy program

2003 households were provided with case management

232 FSS participants attended/completed a training/educational program

Average annual income for FSS graduates is \$35,974

10 participants successfully completed the program

3 participants purchased a home

Service Coordination for Senior and Disabled Housing Communities

The Senior Housing Program provides housing to over 700 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 2015-16

Nearly 100% of the residents in the senior housing communities received assistance from one of the service coordinators.

Service Coordination for Family Housing Communities

The Family Housing Program provides housing to over 4,400 residents in 11 apartment and single family communities. Four of those communities have an on-site Service Coordinator to develop educational programs and coordinate resources available for residents.

Highlights for FY 2015-16

20 residents attended parenting skills/educational classes

20 residents participated in Life Skills classes

34 residents participated in health and nutrition classes

83 youth residents attended Computer Classes

29 residents participated in Employment Counseling

26 residents participated in Tutoring Services

54 Youth participated in Summer Youth Programs

50 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 2015-16

1,318 duplicated youth received homework assistance

More than 9,425 duplicated residents have been served during open lab times

PH Narrative_2

Section 32 Public Housing Homeownership Program In 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's 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 242 single family homes for sale throughout the city. The houses 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 57 homes since June of 2009. The average house payment including principal, interest, taxes and insurance is \$600.00 - \$700.00 per month.

Actions taken to provide assistance to troubled PHAs

The Phoenix Public Housing Authority is not considered 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)

There are several taxing practices in Arizona that could be changed to stimulate the development of affordable housing, while at the same time encouraging mixed income family complexes. For example, current federal and Arizona tax credit policies encourage the development of complexes with 100 percent of the units set aside for lower income housing. More incentives need to be offered to developers seeking tax credits to insure that there is an appropriate mix of income groups within each complex.

It is notable that there are no Arizona tax credits offered for some key costs of constructing affordable housing.

Taxing vacant residential properties at higher rates, particularly in-fill sites and land that is re-zoned for speculative purposes, would encourage a property owner to develop the site more quickly. This action would require a change in the current taxing policies, but it could encourage the development of housing on land that would otherwise sit vacant in speculation for years.

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 Zoning Ordinance provides density bonus incentives to encourage the development of affordable housing. In addition, reductions in the amount of required parking can encourage development of affordable housing or housing for special needs groups. 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 6 to 8 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 of Phoenix 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 commenced the process of releasing two 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)

Below are the actions that were taken this reporting year to overcome the identified barriers to underserved populations.

1. 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 55 low- and moderate-income homebuyers to purchase homes through homeownership programs. Such as, the Open Doors Homeownership Program and Section 32 Homeownership Program.

2. 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 712 units 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. These projects include:

The Phoenix Residential Investment Development Effort (PRIDE) Board closed escrow on the Santa Fe Springs Apartments, a troubled 310-unit affordable rental housing project serving primarily low and very-low income families. \$647,855 in HOME funds were expended during FY 2015-16.

Virginia at 3rd project, the new construction of a 74-unit multi-family affordable housing complex, with 18 units set aside for substance abuse populations. \$1,181,918 in HOME funds were expended during FY 2015-16.

Victory Place IV project is a 96-unit multi-family affordable housing complex for low-income homeless populations at or below 50% of AMI; 23 units will be designated as HOME units. \$1,445,312 in HOME funds was expended during FY 2015-16.

Labors Community Service Housing Organization project is a duplex for low-income homeless households at or below 50% of AMI; 2 units will be designated as HOME units. \$24,500 in HOME funds was expended during FY 2015-16.

3. 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.

During the reporting period, the Housing Department used HOPWA funding to provide operating subsidy for 76 units that housed 154 low-income and special needs persons living with HIV/AIDS. The HOPWA Program is flexible enough to allow participants to stay in place or relocate to an area that may fit their health needs.

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

The City of Phoenix Owner Occupied Housing Rehabilitation and the Rental Rehabilitation programs tests houses built prior to 1978 for lead based paint. When appropriate and necessary the lead based is mitigated by the appropriate means for the situation. The City of Phoenix addressed 117 homes built before 1978 and remediated lead from twenty-nine homes where the activity mandated remediation. The other homes did not require remediation due to the rehabilitation activity or otherwise exempt. The City of Phoenix has also successfully managed the Lead Based Paint Remediation program for the past decade.

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

EITC Campaign-In the City of Phoenix 2015-16 Earned Income Tax Credit (EITC) Campaign, 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 developed a broad-range of informational materials, in both English and Spanish, which were distributed through community groups that interact with EITC-eligible people daily. 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, people with disabilities, homeless persons, military veterans, refugees, and Native Americans.

Highlights of the campaign, based on the regular tax season and “back taxes” summer results compiled by the IRS, include services to 4,702 households that received more than \$ 6.6 million in federal tax refunds. Services were provided at 16 free tax preparation sites managed by the City and community partners and one mobile unit. A total of 268 volunteers donated 8,720 hours at the 18 city of Phoenix sites. Another success of the campaign was the new partnerships with Fresh Start Women’s Center and North High School. Also, the return of a previous VITA site First Institutional Baptist Church. The Fresh Start Women’s Center was a closed site and assisted their clients. The North High School site was operated by faculty and 10 students.

Two VITA sites were provided with services from Keogh Health Connection, which assisted clients with submitting applications for AHCCCS (medical), SNAP (food stamps) and TANF (cash assistance) benefits, and the Marketplace. Referrals to local resources and community health centers were provided to clients who did not qualify for benefits.

MyFreeTaxes is a free, self-assisted tax preparation and e-filing website using HR Block software. This service was available for taxpayers earning less than \$62,000. MyFreeTaxes was marketed at all VITA sites with one VITA site providing computers and printers for taxpayers use. This year 1068 tax returns completed, generating \$6.8 million on federal refunds, using the software. MyFreeTaxes was made possible in partnership with United Way Worldwide, National Disability Institute and The Wal-Mart Foundation.

In an effort to increase volunteers, multiple partnerships were made. Marisol Credit Union partnered with one of our new VITA sites, Friendly House, and assisted with volunteer recruitment and supplies. Brown Mackie College, Chicanos Por La Causa, South Mountain Community College, and DeVry University provided training space to teach tax law to volunteers. The site coordinator from ABIL partnered with Arizona Commission for Deaf and Hard of Hearing to provide sign language interpreters for tax payers who required reasonable accommodations.

Faith-Based Initiative-The Faith Advisory Work Group (FAWG) is transforming into the Interfaith Work Group establishing a new mission “Creating ongoing collaboration between the city of Phoenix Human Services Department and the faith-based community to address important issues”. The city of Phoenix is here to support and assist members in gathering information, convening and locating presenters and information based on needs of the group. The group will meet quarterly focusing on topics which effect their community examples are: homelessness, hunger, poverty

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

The City of Phoenix 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 of Phoenix 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. An email listserv has been established to communicate with the housing community any updates, regulatory changes, available funding for housing development and public meetings related to housing development or services. Additionally, the Housing Supportive Services (HSS) 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. Additional outreach was made to non-profit agencies during our Spring 2016 Call for Interest for the solicitation of CDBG and HOME funds. As a result, over 50 non-profits attended the Call for Interest pre-submittal meeting.

The method for selecting HOPWA project sponsors is to conduct an open, competitive Request for Proposals process which includes providing full access to grassroots faith-based and other community organizations through outreach, meetings and communication through email listserv and on the Internet.

Additional coordination efforts were completed for the Men's Overflow Shelter as mentioned below:

Men's Overflow Shelter (MOS): As a member of the Maricopa Funders Collaborative to End Homelessness, the city of Phoenix (COP) has been working for over a year to plan for the closure of the Men's Overflow Shelter (MOS) Facility and transition to a comprehensive system of coordinated, person-centered interventions which end homelessness quickly. As of June 30, 2016, 380 individuals have been permanently housed. The Funders Collaborative focused its attention to phasing out year-round overflow shelter and developing long-term solutions to develop short-term, service intensive solutions for chronically homeless individuals and increase the availability of affordable, permanent housing options. Plans to reduce overflow capacity and transition them from the Lodestar Day Resource Center to St. Vincent De Paul for six months of operation beginning September 1, 2016 were finalized with a maximum capacity of 250 individuals. HSD partnered with Phoenix PD to implement a comprehensive street outreach initiative to increase client engagement, respond quickly to resident concerns, reduce blight, and maintain safety in the neighborhoods impacted by the MOS closure. Finally, the Collaborative has implemented five unique supportive housing projects which will stabilize and house approximately 500 individuals currently using overflow services.

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 of Phoenix (COP):

COP partnered with Living United for Change in Arizona (LUCHA) upon being awarded an outreach and education initiative grant. Through the partnership with LUCHA, the City was able to substantially increase its outreach and education awareness efforts by collaborating with Limited English Proficiency, Refugee and LGBTQ communities. LUCHA dedicated two full time employees to coordinate community outreach events, conduct door to door canvassing, educational forums, health and community fairs, community presentations throughout the COP, earned media, radio and social media interviews and posts. LUCHA also created coalitions with over 30 or organizations that evolved in to a platform to teach Fair Housing rights to the public as well as to work together to eradicate housing discrimination.

Actions taken (cont.)

LUCHA was able to establish relationships with the International Rescue Committee (IRC) and the Hispanic Chamber of Commerce to hold regularly scheduled Fair Housing information sessions. During May 2016, LUCHA and various City departments (Housing, Parks and Recreation, Neighborhood Services, Human Services), City Council members, and other private and non-profit representatives, hosted a housing symposium at the Burton Barr Library. The event was attended by more than 1,000 participants, media presence and a host of agencies providing onsite guidance and literature/information about services that were all related to housing. Topics included: Section 8 Housing Choice Voucher/eligibility criteria and application process information, first time home buyer program, training programs for employment through Parks and Recreation, fair housing information, rent assistance and Neighborhood Stabilization Program disbursed information for individuals needing assistance with home repairs/improvements.

The COP EOD partnered with the Phoenix Police Department Crime Free Multi-Housing Unit in 2016. This unit conducts one day seminars for landlords, realtors, property management employees and the public in general. The seminars offer information on various subject matters including: landlord and tenant information, dealing with mentally ill tenants, crime prevention and reporting, evictions and fair housing law. The COP in partnership with LUCHA exceeded the number of households reached (188,000) through media interviews, social media campaigns, PBS broadcasts, published articles and radio interviews. The outreach was designed to educate the public on fair housing rights, where to file a complaint, how to file a complaint and frequently asked questions/answers from the public.

EOD partnered with the local nonprofit agencies to conduct monthly fair housing presentations as well as to collaborate for the annual Fair Housing Month April 2016- Fair Housing event. EOD staff attends trainings offered through the National Fair Housing Training Academy, local housing seminars and workshops. EOD staff also attended training at the John Marshall Law School, the National Fair Housing Policy Conference and the 17th Annual Fair Housing summit held in Los Angeles, CA. EOD staff provided fair housing training for all of the Housing Section 8 employees. EOD is currently working with the

Housing Department and various other City departments to schedule additional fair housing training during the fiscal year. EOD also received requests from property management companies, Home Owners Associations, Real Estate Professionals and County Government Human Services Dept. to provide fair housing training to various groups. EOD was able to provide the training for these different groups throughout this fiscal year.

EOD and LUCHA distributed approximately 5,000 Fair Housing key chains, 2,000 Fair Housing brochures, 1,500 Fair Housing pens, 2,200 Fair Housing coloring books and crayons and 100 Fair Housing posters. These materials were distributed at all of the events attended by EOD or LUCHA, they were distributed to the public at the Housing Departments various office lobbies, schools, parks, LUCHA offices, Refugee centers and the Hispanic Chamber of Commerce offices. It should be noted that the Fair Housing brochures were translated in to Spanish, Arabic and Sudanese and Burmese.

CR-40 - Monitoring 91.220 and 91.230

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

The city of Phoenix Human Services Department (HSD) works closely with organizations that receive federal, state and local funds to ensure that funds are used appropriately and in the most effective manner possible. Each subrecipient organization receives a fully executed contract duly signed by authorized signatories from both the funding and recipient agencies within 180 days of receipt of the grant. Each contract includes a contract award, scope of work, program summary, standard terms and conditions, special terms and conditions, itemized service budget(s), facility location chart(s), crime free housing policy, disclosure forms and report forms. Prior to the beginning of the contract period HSD provides a comprehensive contract orientation to assist subrecipient organizations in understanding their contract, administering it effectively and meeting performance goals. Federal and local regulations, reimbursement procedures, reporting requirements and monitoring procedures are reviewed and discussed and subrecipient organizations have the opportunity to meet HSD staff and have questions answered.

During the contract period, HSD staff provides on-going technical assistance to address any issues to ensure that subrecipients are able to achieve the goals and objectives of their projects. Subrecipients are required to submit contract payment requests and demographic reports on a monthly basis to ensure that funds are drawn down appropriately and services are provided to their target population. A financial report is prepared by HSD fiscal staff on a monthly basis to ensure issues are resolved in a timely manner.

HSD performs financial and programmatic monitoring of all contracts annually in accordance with the HSD monitoring process. Financial monitoring is conducted either in the form of a site visit or desk review. The objectives of the financial monitoring are to verify that the Scope of Work for each contract is carried out in accordance with funding regulations and provisions of the contract, and to verify that the funds are used by the subrecipients properly for the purpose for which they were awarded. The fiscal monitoring includes a review of subrecipient's single audit report and evidence supporting charges claimed in financial reports. Programmatic monitoring visits are conducted on site and include interviews with appropriate agency staff, a review of open and closed case files, and inspection of relevant agency documentation to include documentation of homelessness, case notes and rent calculation worksheets. Enforcement of client rights and responsibilities, appropriate termination of services, and handling of grievances are also reviewed. In addition, the following items are verified: copy of policy manual on site, employee training logs, HMIS Data Sharing Agreement, ADA reasonable accommodations, and compliance with state/local health and safety regulations. HSD provides technical assistance related to any findings or other issues identified through the monitoring process.

Monitoring standards and procedures - CDBG

All CDBG projects were actively monitored for compliance with all regulations and timely implementation either through a cost reimbursement system, monthly reports, site visits, or yearly audits. Twelve formal site visits were completed. The fiscal monitoring included a review of subrecipients single audit report or other audits and evidence to support charges claimed in financial reports. Regular compliance desk reviews were completed through the programs reimbursement system. Reimbursements to contractors were based on the monthly or periodic submission of a financial statement and progress report by each contractor. The financial statements were reconciled by staff for accuracy, eligibility, and reasonableness of expenses and to check that the funds were used properly for the purpose for which they were awarded. Progress reports were checked to assure measurable progress was being made to achieve the goals and objectives stated in the Contract or memorandum of agreement with subcontractors and city user departments. An unspent funds report assisted staff in assuring timely expenditure and completion of projects. Orientations were conducted at the beginning of the year with city departments or divisions that utilize CDBG funds. This assured that they were aware of all performance measures applicable regulations, program goals and reporting requirements as documented in the letters of agreement with each department or division. The City has developed a series of manuals, forms, and risk analysis/site visit review checklists to help it support its monitoring functions, provide relevant technical assistance, and assure program progress in meeting objectives. A twenty-minute video on proper billing procedures for CDBG reimbursements and the importance of regular monthly reporting has been developed and is used at all pre-contract orientations. During the contract period, staff provided on-going technical assistance to address any issues that arose to ensure that subrecipients achieved the goals and objectives of their projects. Subrecipients were required to submit financial status and progress reports on a monthly basis to ensure that issues are identified and addressed in a timely manner. Subrecipients who failed to submit reports in a timely manner received certified letters from the NSD Grants manager requesting corrective action and providing timelines. A CDBG financial report was prepared monthly by accounting staff from the City's SAP system. This was used by project managers to monitor timely implementation of projects within budget.

Monitoring standards and procedures - HOME

During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 23 agencies under contract providing affordable rental units under the HOME Program. Housing Department staff inspected 426 HOME-assisted units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. 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, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards. 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 of Phoenix, 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.

Monitoring standards and procedures - HOPWA

Project sponsors receiving HOPWA funding are required to submit quarterly 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. A financial report is generated monthly by the city of Phoenix Finance Department for the HOPWA funds detailing funds committed and expended. This helps staff reconcile IDIS entries with the city of Phoenix's financial system. During this fiscal year, programs of the HOPWA project sponsors who contract with the city of Phoenix were reviewed for compliance with all regulations and efficient implementation of program services. Several recommendations were made to agencies regarding billing procedures for reimbursement of direct and indirect costs. Generally, project sponsors are currently compliant with HOPWA regulations. Units have been monitored to insure compliance with HOPWA Program regulations. Renovation needs were identified at Southwest Behavioral Health Services four group homes for permanent supportive housing and planning for renovation began during this fiscal year, to be implemented in the next fiscal year. The Housing Department uses a series of forms, analysis and site visit review checklists to help the department support its monitoring functions; provide relevant technical assistance, and assure that funds are being spent to meet both City and national HOPWA Program objectives. The Housing Department will continue existing monitoring processes and promote new monitoring initiatives to ensure the proper use of funds and compliance with all applicable federal, state, and local laws and regulations.

HOME Funded Properties Monitored during 2015-16

DeColors; Ebony House; Guiding Star Lodge; Legacy Crossing; Oasis On Grand; Paradise Palms I Apartments; Paradise Palms II Apartments; Park Lee; Paseo Abeytia; Pinchot Apartments; PSA Affordable; Roosevelt Commons; Santa Fe Springs (PRIDE Project); Sun Gardens (formerly known as: Tri City Behavioral); Sunrise Vista; Tanner Manor; The Lofts At McKinley; Verde Villas

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 to advertise for comment on the performance reports for the Annual Action plan, Consolidated plan and any subsequent amendments to the respective plans. Advertisements are placed in the local newspaper, Arizona Republic under the City Page and city staff sends out notices to the general public through a list serve that contains email addresses of interested parties. The public was noticed on September 14, 2016 that a copy of the performance report would be available until September 29, 2016. Following September 29, 2016, the performance report will be posted on the City of Phoenix website for public comment. City staff received one request to view the performance report however the requestor did not make additional requests.

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.

Changes to the CDBG program would be a result of changing community needs identified by requests made through the public process, as a result of program evaluation or a combination of both. The City of Phoenix has continued to respond to the need for affordable, decent, and sanitary housing while supporting programs that assist in strengthening families and Phoenix's most vulnerable residents.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?	No
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[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.

During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 23 agencies under contract providing affordable rental units under the HOME Program. Housing Department staff inspected 426 HOME-assisted units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. 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, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards.

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 of Phoenix, 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.

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 city of Phoenix continues to advertise its home ownership programs in the City Connection newsletters, in water bill inserts, at homeownership events, and on the internet.

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 of Phoenix 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 reporting year, HOME program income totaled \$1,319,324.

Program Income was used to fund:

Multi-family housing developments including Santa Fe Springs, Casa De Paz and Victory Place IV;

First-time Homebuyer assistance program Open Doors Homeownership Program; and

Transitional Housing Vouchers provided through the Tenant Based Rental Assistance Program.

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 235 affordable housing units of with HOME expenditures of \$4,052,414 (including HOME Administration). 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 235 units were assisted by the Multi-Family Rental Housing Program, Tenant Based Rental Assistance, Open Doors Homeownership Program, and the Owner Occupied Rehabilitation/ Reconstruction Program. Below is a list of the accomplishments under each program:

Multi-Family Rental Housing Program:

HOME funded projects in various stages of construction or rehabilitation include:

Santa Fe Springs is the acquisition and rehabilitation of a 310-unit multi-family complex that will provide affordable housing to primarily lower-income households. \$647,855 in HOME funds were expended during FY 2015-16.

Virginia at 3rd project, the new construction of a 74-unit multi-family affordable housing complex, with 18 units set aside for substance abuse populations. \$1,181,918 in HOME funds were expended during FY 2015-16.

Victory Place IV project is a 96-unit multi-family affordable housing complex for low-income homeless populations at or below 50% of AMI; 23 units will be designated as HOME units. \$1,445,312 in HOME funds was expended during FY 2015-16.

Open Doors Homeownership Program:

The City awarded Down Payment Assistance contracts to two area nonprofit agencies through the Open Doors Program for the administration of housing counseling and down payment assistance. The City expended \$232,798 in the third year of the program, leveraging \$1,009,223 in private lender financing to assist 24 homebuyers.

Tenant Based Rental Assistance:

The City provides HOME funding for Tenant Based Rental Assistance (TBRA) to homeless youth through non-profit agencies One N Ten (20 vouchers) and Tumbleweed Center for Youth Development (3 vouchers). The City expended \$111,273 on TBRA.

Owner Occupied Rehabilitation/ Reconstruction Program:

During this reporting period, the city of Phoenix expended \$29,090 in HOME funds for the rehabilitation of 1 existing owner occupied household. The funds were utilized to provide a combination of grants, and zero interest deferred loans to lower-income households for the purpose of rehabilitating of their homes.

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	65	72
Tenant-based rental assistance	175	195
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	97	120
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	60	125

Table 14 – HOPWA Number of Households Served

Narrative

During the reporting period, the City of Phoenix Housing Department used HOPWA Program funding to provide operating subsidy for 76 units that housed 154 low-income and special needs persons living with HIV/AIDS. The HOPWA Program allows participants to remain at their current residence or relocate to a geographical location that can accommodate their health needs.

The HOPWA goals identified in the Consolidated Plan have been developed through many public meetings, HIV/AIDS conferences, and supported by the local HIV/AIDS housing providers. The City has created HOPWA programs to address the housing needs expressed by the HIV/AIDS community. Specific activities during FY2015-16 by program area are as follows:

- Short-Term Rent, Mortgage, and Utility (STRMU) Assistance Program - This program provides emergency rent, mortgage and utility payments. This program helps persons living with HIV/AIDS to remain at their current resident in order to prevent homelessness. This program offers immediate, short-term assistance with maintaining persons and families in their current living environments. There is a significant relationship between a homelessness/unstable housing situation with not being able to access health care. The City of Phoenix contracted with Southwest Behavioral & Health Services (SBH) to administer the STRMU program.

- Tenant-Based Rental Assistance (TBRA) Program - A goal of the HOPWA Program is to prevent homelessness among persons living with HIV/AIDS. The City of Phoenix Housing Department created a rental assistance program utilizing vouchers in Maricopa and Pinal counties. This program provides rental assistance to eligible HIV/AIDS clients and their families. The rental assistance is paid to the landlord. Rental assistance with supportive services is the preferred method of providing housing for many special needs populations including those living with HIV/AIDS. The State of Arizona regional behavioral health agency has been promoting this model of housing and services for special needs groups. Several agencies that provide services to disabled persons, including those living with HIV/AIDS, also state that permanent housing that promotes the highest degree of independent living is the most effective and efficient method of providing assistance. Pinal County Housing Authority provides administration of the Pinal County Tenant-Based Rental Assistance Program.

HOPWA Narrative

Employment Services- The city recognized a need for additional employment services and released a request for proposals for an Employment Readiness Program. The city awarded funding to SBH for this program that began in FY 2015-16. The contract funded an Employment Services Coordinator position and the facilitation of a Job Readiness Employment Services program. The SBH Job Resource Center is available to serve all HIV positive residents in the Phoenix metropolitan area. The program provides workforce development services to help participants obtain permanent employment. Services include assistance with resume writing, completing applications, job searching techniques, preparation for an interview and basic computer skills. Referrals are also provided to workshops or training facilities to learn additional job readiness skills.

HOPWA Program Management and Coordination - Funds are allocated for Program Management and Coordination for activities to support HOPWA programs including indirect grant costs, legal fees, program planning, grant monitoring, and HOPWA program management. It also includes activities placed under grant administration according to HUD regulations. The goal of the City of Phoenix Housing Department is to maintain 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. As of June 30, 2016, the HOPWA Program supported nine different housing activities through four different project sponsors. Over the course of the reporting year a combined total of 1588 households living with HIV/AIDS were assisted. The following includes the breakdown per the specific HOPWA Programs: 195 households received TBRA funded Housing Vouchers 72 households received STRMU assistance 91 households received permanent housing placement assistance 125 persons benefited from leasing and operating assistance through two transitional housing programs 29 persons benefited from leasing and/or operating assistance for permanent housing facilities (supportive and independent) 508 persons were assisted through the Housing Information Services program 480 households were assisted by the Ombudsman 88 individuals were served by the Employment Services Coordinator and Job Readiness

program Program ImprovementsThe Housing Department interacts with service providers via email, phone calls, and meetings with agency staff. Efforts are made towards implementing agency suggestions into administrative plans, while addressing trends and barriers.HOPWA funding that was unspent from previous years was also used to provide additional Tenant Based Rental Assistance (TBRA) vouchers in Maricopa County.Coordination EffortsThe City of Phoenix Housing Department maintains communications with service providers and advocates throughout the year. The Housing Department has made efforts to develop relationships with staff of the Ryan White Title I Planning Council. The council is responsible for the allocation of Ryan White Title I funds. These funds support many of the medical and case management services needed by persons living with HIV/AIDS who reside within Maricopa and Pinal Counties.

HOPWA Narrative 1

Area Agency on Aging (AAA) Housing Information Services - These funds are used to employ an HIV/AIDS Housing Information Coordinator. The Housing Coordinator assists people living with HIV/AIDS to match their housing needs with appropriate housing providers in Maricopa and Pinal counties. The City of Phoenix has been contracted with the Area Agency on Aging since October 1997 to provide these services. AAA Housing Ombudsman -The City of Phoenix contracted with the Area Agency on Aging to provide ombudsman services to persons living with HIV/AIDS. The Housing Ombudsman acts as a liaison for HOPWA clients who may be struggling with landlord issues, identifies improvements for the various housing models, conducts housing readiness assessments and assists HOPWA clients through the first 90 days of move-in. AAA Permanent Housing Placement - This program provides assistance to persons living with HIV/AIDS who have located permanent housing but require assistance with security and/or utility deposits or first month's rent payments. Persons living with HIV/AIDS, who have stable housing living situations, tend to maintain supportive services and health care services. The City of Phoenix contracted with SBH in July 2012 to administer the permanent housing placement program. Transitional and Permanent Housing Facilities -This program assists nonprofit organizations in providing housing for homeless and low-income persons living with HIV/AIDS. The funds are used to create and/or operate permanent supportive, permanent independent and transitional housing. Funds assist with acquisition, rehabilitation, leasing and/or operating assistance.Homeless persons living with HIV/AIDS are more likely to enter into costly medical care facilities than those who receive housing assistance, along with case management. Homeless persons living with HIV/AIDS who receive housing assistance, i.e. transitional, are more likely to enter into a continuing care program leading to permanent housing. Specifics related to housing services being provided are as follows: Phoenix Shanti Group, Inc. (PSG): (1)

Two sites (10 units) of transitional housing for homeless persons living with HIV/AIDS. This supportive housing program serves persons with substance abuse problems. Southwest Behavioral Health Services (SBH): (1) 12 scattered sites permanent independent housing units. (2) 35 master-leased transitional housing units. (3) SBHS is also the owner and operator of four group homes serving persons living with HIV/AIDS. The group homes have a total of 19 bedrooms that provide permanent supportive group housing.

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
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	Mr
First Name	Moises
Middle Name	0
Last Name	Gallegos
Suffix	0
Title	Human Services Director

ESG Contact Address

Street Address 1	200 W Washington St, 18th Floor
Street Address 2	0
City	Phoenix
State	AZ
ZIP Code	-
Phone Number	6022626668
Extension	0
Fax Number	0
Email Address	moises.gallegos@phoenix.gov

ESG Secondary Contact

Prefix	Ms
First Name	Riann
Last Name	Balch
Suffix	0
Title	Deputy Human Services Director
Phone Number	534-3070
Extension	0
Email Address	riann.balch@phoenix.gov

2. Reporting Period—All Recipients Complete

Program Year Start Date 07/01/2015
Program Year End Date 06/30/2016

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

Subrecipient or Contractor Name: PHOENIX

City: Phoenix

State: AZ

Zip Code: 85034, 2218

DUNS Number: 137688193

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Unit of Government

ESG Subgrant or Contract Award Amount: 232124.53

Subrecipient or Contractor Name: Southwest Behavioral Health Services, Inc.

City: Phoenix

State: AZ

Zip Code: 85012, 2331

DUNS Number: 072443062

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 177286

Subrecipient or Contractor Name: UNITED METHODISTS OUTREACH MINISTRIES COP/WATKINS OPS

City: Phoenix

State: AZ

Zip Code: 85007, 4310

DUNS Number: 833209158

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 610810

Subrecipient or Contractor Name: TUMBLEWEED CENTER FOR YOUTH DEVELOPMENT

City: Phoenix

State: AZ

Zip Code: 85004, 1699

DUNS Number: 115535510

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 128267

Subrecipient or Contractor Name: one n ten

City: Phoenix

State: AZ

Zip Code: 85004, 4602

DUNS Number: 826668472

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 64000

Subrecipient or Contractor Name: Central Arizona Shelter Services, Inc.

City: Phoenix

State: AZ

Zip Code: 85007, 3101

DUNS Number: 148801558

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 69647.47

Subrecipient or Contractor Name: the Salvation Army

City: Phoenix

State: AZ

Zip Code: 85008, 6039

DUNS Number: 101720758

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 23250

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 15 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 16 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 17 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 18 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 19 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	0
Female	0
Transgender	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 20 - Gender Information

6. Age—Complete for All Activities

	Total
Under 18	0
18-24	0
25 and over	0
Don't Know/Refused/Other	0
Missing Information	0
Total	0

Table 21 – 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	0	0	0	0
Victims of Domestic Violence	0	0	0	0
Elderly	0	0	0	0
HIV/AIDS	0	0	0	0
Chronically Homeless	0	0	0	0
Persons with Disabilities:				
Severely Mentally Ill	0	0	0	0
Chronic Substance Abuse	0	0	0	0
Other Disability	0	0	0	0
Total (Unduplicated if possible)	0	0	0	0

Table 22 – Special Population Served

Persons Assisted - Summary

The demographic information relating to this section is located in the ESG e-Cart.

Validation Errors

There were a few subrecipients who have an error rate that exceeds 25%. HMIS along with the recipient have developed a plan to correct the data. Historically, program data outcomes were provided to the recipient monthly in an excel demographic report. Beginning FY16-17, all subrecipients are required to submit ESG outcomes via HMIS reports to monitor data quality monthly.

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

10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	340,180
Total Number of bed-nights provided	243,849
Capacity Utilization	71.68%

Table 23 – Shelter Capacity

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

The City of Phoenix is actively engaged in a regional effort to align contract requirements for Emergency Shelter. Performance standards are focused on alignment with the CoC Standards of Excellence and HEARTH goals. Additionally, contract service indicators and measurements are being aligned and the HMIS provider engaged to develop one report for providers which will decrease the number of reports to be developed and will provide a clear picture of shelter outcomes in the community. During FY15-16 the city utilized a small percentage of ESG dollars to fund Central Arizona Shelter Services (CASS). CASS is one of the largest emergency shelter providers in Phoenix therefore, shelter bed utilization significantly increased this year only.

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	19,942	0	0
Subtotal Homelessness Prevention	19,942	0	0

Table 24 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	369,458	404,747	287,098
Subtotal Rapid Re-Housing	369,458	404,747	287,098

Table 25 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Essential Services	553,385	662,721	630,117
Operations	0	0	0
Renovation	0	0	0
Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	553,385	662,721	630,117

Table 26 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
HMIS	4,000	1,000	7,819
Administration	75,000	75,000	75,000
Street Outreach	63,728	58,314	66,500

Table 27 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2013	2014	2015
3,165,287	1,021,785	1,143,468	1,000,034

Table 28 - Total ESG Funds Expended

11f. Match Source

	2013	2014	2015
Other Non-ESG HUD Funds	0	0	0
Other Federal Funds	0	0	0
State Government	0	0	0
Local Government	1,711,250	1,754,591	1,588,807
Private Funds	2,506	6,667	1,548
Other	0	0	0
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	1,713,756	1,761,258	1,590,355

Table 29 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2013	2014	2015
8,230,656	2,735,541	2,904,726	2,590,389

Table 30 - Total Amount of Funds Expended on ESG Activities

Match Source

Expenditures listed in "Local Government" category are city of Phoenix General Funds and "Private Funds" are monetary donations the Human Services Department received from residents.

ESG Expenditures

ESG expenditures for Prevention, Rapid Re-housing and Emergency Shelter were inputted based on activities set up in IDIS per subrecipient.

Attachment

MAG CoC Narrative

CONTINUUM OF CARE NARRATIVE

The city of Phoenix is an active participant in the Maricopa Regional Continuum of Care (CofC) which provides the focal point for homeless program planning and policy development for the Maricopa region. Currently, the Continuum is facilitated by the Maricopa Association of Governments (MAG) and includes 153 organizations and stakeholders committed to ending homelessness in Maricopa County.

FY 2015/2016 Continuum of Care Strategic Planning Objectives

Objective 1: Increase progress towards ending chronic homelessness.

Number of PH beds currently in place for chronically homeless persons.	In 12 months, number of PH beds designated for chronically homeless persons.	In 2 years, number of PH beds designated for chronically homeless persons.
933	1186	1461

<p>CoC's Plan to End Homeless articulates the need to increase the number of permanent supportive housing beds available for chronically homeless persons.</p>	<p>In the local application process, the CoC incentivized PSH programs to dedicate beds that are turned over to the CH population. In 2016, 156 new CoC funded beds will be dedicated for this population and made available through referrals made by the coordinated entry system. The CoC has fully implemented regional Coordinated Entry and referrals to PSH programs will be prioritized according to the HUD Orders of Prioritization (chronic homeless status + length of time homeless + acuity). In addition, the CoC reallocated supportive service only projects and transitional housing projects this year to create 156 new beds for the chronically homeless. This is in addition to 226 added through reallocation and bonus projects in 2015 NOFA Competition. The Corporation for Supportive Housing held a supportive housing institute in partnership with the Valley of the Sun United Way (VSUW) to create new permanent housing units, prioritizing chronically homeless. The CoC partners with the VSUW in the Partnership to End Chronic</p> <p>Homelessness and in goals to improve the allocation of resources to the chronic homeless population. Standards of Excellence for Permanent Supportive Housing were developed and approved by the CoC. The standards for permanent supportive housing include the recommendation of a "move-on" strategy for persons in permanent supportive housing who are ready to move to market-rate housing. This will free up beds prioritized for chronically homeless</p>
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Objective 2: Increase Housing Stability

Current percentage of participants remaining in CoC funded permanent housing projects for at least six months.	In 12 months, the percentage of participants that will have remained in CoC funded permanent housing projects for at least six months.	In 2 years, the percentage of participants that will have remained in CoC funded permanent housing projects for at least six months.
92%	92%	92%

CoC's two-year plan (to increase housing stability.	The Maricopa Regional Continuum of Care will monitor and review the performance of all CoC funded PSH programs. Programs not meeting or exceeding HUD's goal for housing stability will be required to develop a 12-month action plan to improve their performance. Programs who are not meeting this standard will receive quarterly reviews to assess the progress toward housing stability. SOAR will be implemented to connect clients to SSI and SSDI resources. A Supportive Housing Institute will be held to provide best practices training to PSH providers on supportive housing best practices. Additional training opportunities will be provided annually through the Statewide Conference to End Homelessness.
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Objective 3: Increase project participant's income.

Current percentage of participants in all CoC-funded projects that increased their income from employment from entry date to exit?	In 12 months, the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to exit?	In 2 years, the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to exit?
13%	13%	18%
Current percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to exit?	In 12 months, the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to exit?	In 2 years, the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to exit?
22%	28%	30%

<p>CoC's two-year plan (to increase participant's income from non-employment sources from entry date to program exit.</p>	<p>The CoC Lead Agency will work with the AZ Department of Health Services to conduct SOAR training and expand the number of Case Managers who are trained in assisting clients apply for SSI and SSDI. The CoC Lead Agency will monitor the performance of all CoC funded programs and require programs to develop action plans if they are not meeting or exceeding HUD goals. Training will be provided to project applicants on connecting clients to mainstream resources.</p>
<p>CoC's two-year plan to increase participant's income from employment from entry date to program exit.</p>	<p>Through the local performance review process, the CoC required programs who are not meeting HUD goals to develop action steps toward achieving HUD's goal of increasing income through employment. Agencies that are excelling at this goal will provide best practices recommendations to the CoC. Training will be conducted to raise awareness of local resources and ensure access to employment opportunities. The CoC will improve collaboration with community partners to develop effective employment strategies for PSH providers. Partnerships will be developed with Workforce Connections to ensure full awareness of employment opportunities and resources to assist with job search. The Continuum of Care partnered with the USICH and the Department of Labor to participate in the Dedicating Opportunities to End Homelessness Initiative focused on connecting people in CoC funded programs with employment resources, training, and employment opportunities. A summit was held and an action plan was created with strategies that are in the process of being implemented.</p>

Objective 4: Increase the number of participants obtaining mainstream benefits.

<p>Current percentage of participants in CoC funded projects that obtained non-cash mainstream benefits from entry date to program exit.</p>	<p>In 12 months, the percentage of participants in CoC funded projects that obtained non-cash mainstream benefits from entry date to program exit.</p>	<p>In 2 years, the percentage of participants in CoC funded projects that obtained non-cash mainstream benefits from entry date to program exit.</p>
<p>45%</p>	<p>45%</p>	<p>38%</p>

<p>CoC's two-year plan (2014/2015) to increase percentage of project participants in all CoC-funded projects that access mainstream benefits from entry date to program exit.</p>	<p>The CoC lead agency will coordinate training directed to all CoC funded projects on the Health-e-Arizona on line application. The application can be used to apply for medical assistance, nutrition assistance, and cash assistance. This covers many of the mainstream benefits including AHCCCS health insurance, KidsCare, nutrition assistance, and Temporary Assistance for Needy Families. The CoC Lead Agency will evaluate the performance of all CoC Program funded agencies. Low-performing programs in this area will be required to develop an action plan for improving performance. Technical assistance will be provided by connecting low performers to high-performing programs as a peer learning group.</p>
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Objective 5: Use rapid re-housing as a method to reduce family homelessness.

<p>Current number of homeless household with children per year that are assisted through CoC-funded rapid re-housing projects.</p>	<p>In 2015, the number of homeless household with children per year that are assisted through CoC-funded rapid re-housing projects.</p>	<p>In 2016, the number of homeless household with children per year that are assisted through CoC-funded rapid re-housing projects.</p>
<p>250</p>	<p>131</p>	<p>255</p>

<p>CoC's two-year plan to increase the number of homeless households with children assisted through rapid re-housing projects that are funded through CoC-program funding sources.</p>	<p>The Continuum of Care reallocated TH projects in the 2016 application process to create 83 new RRH beds for homeless families. The CoC will coordinate an ESG Working Group to encourage continued coordination among the CoC and ESG grantees toward increasing RRH for homeless families. The CoC will meet with transitional housing grantees to discuss the success of RRH programs for families and encourage transitional housing providers to consider voluntary repurposing of TH beds for RRH where it makes sense to do so. The CoC has rolled out phase one of the regional coordinated assessment system. The CoC adopted the Service Priority Decision Assessment Tool (SPDAT) and Family SPDAT tool to assess the acuity of individuals and families. Homeless households who score for RRH during the pre-assessment process will be prioritized for RRH. Coordinated assessment centers will make</p>
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	referrals to RRH programs based on the need for this assistance.
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Project Connect Data

City of Phoenix and Valley of the Sun Unite Way

Project Connect Events – FY2015-2016

Dates and Locations:

August 27, 2015 – Golden Gate Community Center (limited data available)

December 3, 2015 – Monte Vista Nazarene

January 28/29, 2016 - AZ StandDown

June 9, 2016 – North Hills Church

Location & Date	Golden Gate Community Ctr. Aug 2015	Monte Vista Nazarene Dec 2015	StandDown Jan 28/29, 2016	North Hills Church June 2016
Total Guest Attendance	760	266	1850	316
Age				
17 and under		2	0	3
18-30		37	90	33
31-50		102	570	142
51-61		76	631	86
62+		19	511	15
Undisclosed		33	48	37
Total	Unavailable	269	1850	316
Primary Language				

English		142	Unknown	133
Spanish		8	Unknown	4
Other		5	Unknown	2
Undisclosed		113	Unknown	177
Total	Unavailable	268	Unknown	316
Gender				
Males		159	1643	183
Females		107	207	118
Transgender		0		0
Other		0		0
Undisclosed		1		15
Total	Unavailable	267	1850	316
Race				
American Indian/Alaskan Native		29	108	31
American Indian/Alaskan Native & Black		1	0	2
American Indian/Alaskan Native & White		5	0	2
Asian		2	0	1
Asian & White		2	0	3
Black/African American		26	507	44
Black/African-American & White		4	0	5

Native Hawaiian/Pacific Islander		1	0	9
White/Caucasian		113	858	156
Other		47	168	25
Undisclosed		36		38
Total	Unavailable	266	1641	316
Ethnicity				
Hispanic/Latino		65	209	45
Non-Hispanic Latino		87	1473	92
Other		51	0	89
Undisclosed		61	0	90
Total		264	1682	316
LGBTQ	Unavailable		0	
LGBTQ?				
Yes		7	Unknown	7
No		97	Unknown	114
Undisclosed		159	Unknown	195
Total	Unavailable	263	Unknown	316