



2023 – 2024 Consolidated Annual Performance Evaluation Report Phoenix, AZ

Executive Summary

The city of Phoenix is pleased to present this summary of accomplishments for program year 2023-2024. This Consolidated Annual Performance and Evaluation Report (CAPER) covers the period from July 1, 2023 to June 30, 2024. The Consolidated Plan and Annual Action Plans represent the city of Phoenix's vision for addressing affordable housing, community development, infrastructure improvements, and homeless needs throughout the city. The general housing priorities include: providing home ownership to first-time buyers; providing quality, affordable rental housing opportunities to low- and moderate-income households; providing assisted rental housing subsidies to low-income elderly, families, homeless persons and other persons with special needs; promoting supportive services and facilities for elderly, disabled persons, low-income families, homeless persons and other persons with special needs; promoting and participating in a regional continuum of care system that transitions persons who are homeless to appropriate permanent housing options, and providing housing rehabilitation assistance benefiting low- and moderate-income persons, whether owners or renters, and focusing on selected neighborhoods undergoing revitalization. This report reflects the accomplishments made in meeting the strategic goals and objectives as outlined in the Consolidated Plan and summarizes progress made towards the goals identified in the 2023 Consolidated Plan Annual Action Plan.

Background

The city of Phoenix ("City") has an estimated population of about 1,650,070 people (July 1, 2023, U.S. Census Bureau Data), making it the fifth largest city in the United States with an approximate area of 519 square miles. Since April 2020, the City has experienced a 2.61% growth in population, and since 2010, the City has experienced a 14.14% growth in population. Since the launch of the City's Housing Phoenix Plan in 2019, where 50,000 homes will be created or preserved by 2030, over 40,000 housing units have been created and/or preserved. The City assists low- and moderate-income communities through the distribution of the Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), and Emergency Solutions Grants (ESG) programs. The CDBG Entitlement Program provides annual grants on a formula basis to entitled cities and counties to develop viable urban communities by providing decent affordable housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. The HOME Program funds support Section 8 and public housing programs and provides affordable housing and rental assistance in an effort to address public housing needs.

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

According to the PR-51, the City of Phoenix provided 733,430 low- and moderate-income beneficiaries with a number of programs and services during the 2023-2024 program year. Relative to low- and moderate-income individuals, families, seniors, and youth through public services, public facilities, neighborhood enhancement and infrastructure, homelessness, and housing, the City of Phoenix served 93,094 beneficiaries with CDBG and CDBG CARES Act (CDBG-CV) funding. Thirty-three (33 CDBG and 0 CDBG-CV) residential households received housing rehabilitation services to help residents remain safe in their homes. In FY2023-24, 51 micro-enterprises and small businesses attended Management Technical Assistance (MTA) workshops, 22 of the attendees enrolled in the MTA program, and 15 MTA consultant projects were completed. Relative to storefront revitalization improvements, three Neighborhood Commercial Rehabilitation (NCR) projects were funded in FY2022-23, in which one project, Greektown Restaurant, was completed the second quarter of FY2023-24. One of the three projects was canceled, and the third NCR project, Hotel Electric, will start construction in the first quarter of FY2024-25 with an estimated completion date in FY2024-25. Relative to public facility and infrastructure projects alone, the City of Phoenix completed projects that benefited 31,126 persons. Housing needs for low- and moderate-income individuals and families continue to be a priority for the City of Phoenix.

The City remained focused on serving vulnerable individuals and families with children experiencing homelessness through collaboration with other funders and partnerships with essential public and private systems of care including health and behavioral health care; public safety; and education and employment providers. The City continued to lead efforts in providing outreach to seniors, youth ages 18-24, and families with children and other individuals experiencing chronic homelessness through participation in targeted initiatives and support to community-based providers.

In addition, the City of Phoenix Housing Department assisted 153 persons with HIV/AIDS with supportive services and/or housing and developed 382 new affordable housing units. The City also sold 8 units to low-income first-time homebuyers with a 20% reduction through the Section 32 program and provided down payment assistance to 3 low-income homebuyers. All program activities benefited low-and-moderate income Phoenix residents. Other assistance provided by the Housing Department this fiscal year included: 6,993 Section 8/Housing Choice Voucher (HCV), and 933 VASH recipients.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1495	1643	109.90%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		340	370	108.82%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units constructed	Household Housing Unit	697	972	139.45%	360	382	106.11%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units rehabilitated	Household Housing Unit	75	80	106.67%	0	0	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Added	Household Housing Unit	22	42	190.91%	18	11	61.11%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	577	129	22.36%	120	24	20.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	37	4	10.81%	3	3	100.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	12	17849	148,741.67%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Businesses assisted	Businesses Assisted	10	0	0.00%			
Economic Development	Economic Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	10	2	20.00%			
Economic Development	Economic Development	CDBG: \$	Businesses assisted	Businesses Assisted	165	49	29.70%	25	22	88.00%

Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	3369	134.76%	825	792	96.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	500	637	127.40%	150	180	120.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	550	354	64.36%	108	108	100.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Jobs created/retained	Jobs	0	0		0	0	
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	500	598	119.60%	133	133	100.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	41661	833.22%	1410	2448	173.62%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	126555	5,062.20 %	500	42185	8,437.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Rental units rehabilitated	Household Housing Unit	0	4		0	0	
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	129		15	0	0.00%

Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	15	13	86.67%	4	1	25.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	975	15665	1,606.67 %	70	2424	3,462.86%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Other	Other	160000	105548	65.97%	3400	4831	142.09%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0				
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	22670	15988	70.52%	7787	8827	113.36%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	2550	743	29.14%	220	197	89.55%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	16120	15984	99.16%	1500	2453	163.53%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	1251	530	42.37%	200	282	141.00%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	153274	3,065.48 %	1500	1517	101.13%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0				

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The City utilizes CDBG funding to address the needs of low- and moderate-income individuals and families, with a specific focus on housing. Programs include owner-occupied housing rehabilitation services, homeless intervention and prevention, and improving the quality of life for low- and moderate-income Phoenixians. Affordable housing programs including rehabilitation of owner-occupied housing, new affordable rental units, and homeless prevention programs are among the highest priority. Additionally, during the program year, the City provided supportive permanent housing. Furthermore, CDBG funding provided services such as shelter, case management, job training, and educational guidance. The City continues to strive to provide programming opportunities that support and enhance the lives of the most vulnerable residents, including elderly, disabled and other persons with special needs.

In addition, the City identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. Phoenix Starfish Place provides permanent supportive housing for fifteen households who are survivors of sex trafficking. Eligible households are referred through Arizona State University and the Phoenix Family Advocacy Center and approved for housing by the city of Phoenix Housing Department and Property Management Company. Residents receive Housing Choice Vouchers (HCV) or other federal, state or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. Case managers provide trauma informed case management and support services on-site to resident households. In 2023-2024, the site was converted to a transitional housing site. In the past participants received Housing Choice Vouchers (HCV) or other federal, state, or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. The new program is being subsidized with City of Phoenix general purpose funds and residents still contribute no more than 30% of their income.

Finally, the City utilized CDBG funds for various public facility and improvement projects, including building revitalization projects, ADA projects, park renovations, homeless facilities, and youth service facilities. Some notable projects include the Gompers ADA Enhancements and Security project, which installed new flooring and push-activated doors to increase accessibility to a building that serves clients with disabilities; the two park renovation projects, Momo Mini Park and Falcon Park, in which the Momo Mini Park Renovation included a new basketball court, landscaping, ramadas, tables and benches, and a playground, and the Falcon Park Renovation included a new restroom structure, site concrete, playground, exercise equipment, grass, lighting, and landscaping. Momo Mini Park reached substantial completion this program year and was opened to the public, as well as Falcon Park completing major construction work this program year and is due to reopen early next program year. Additionally, there were two library projects, Book Mobile Site and Burton Barr College Depot, both of which completed design procurement and began the architect and engineering phase this program year.

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)

Describe the clients assisted (including the racial and/or ethnicity of clients assisted with ESG)

	HESG
American Indian, Alaska Native, or Indigenous	526
Asian or Asian American	14
Black, African American, or African	1,430
Hispanic/Latina/e/o	367
Middle Eastern or North African	3
Native Hawaiian or Pacific Islander	23
White	887
Multiracial	981
Client doesn't know	11
Client prefers not to answer	0
Data not collected	22
Total	4,264

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

Narrative

The City of Phoenix Neighborhood Services Department (NSD) is the lead agency responsible for preparing and reporting information for the CAPER. The families assisted during FY2023-24 are reflective of the low- and moderate-income population of the city of Phoenix. As of July 1, 2023, the U.S. Census Bureau estimated the population of the city of Phoenix to be 1,650,070 which is a 2.61% increase in population from April 1, 2020. Thus, Phoenix remains ranked nationally as the 5th largest city in the US.

The above table captures the race and ethnicity data for FY2023-24. Public Facility and Infrastructure and Enhancement projects qualify for CDBG and CDBG-CV funding through low- and moderate-income census data (at least 51% LMI). As reported in the PR54, total low- and moderate-income (<=80%) CDBG and CDBG-CV beneficiaries is 98.51%; non-low- and moderate-income (>80%) is 1.49% (source: PR54 Grantee CDBG Performance Profile).

CDBG information in the table above is taken directly from the PR03 - Original BOSMAC (2023). Please note that additional race/ethnicities not listed above account for a discrepancy in the races and ethnicities reported. For CDBG and CDBG-CV, in addition to the categories listed above, residents who reported themselves as "Other Multi-Racial" totaled 1,396 for beneficiary data reported in the PY2023 CAPER.

HOME and HOPWA demographic information: In addition to the categories listed, residents also reported "Other Multi-Racial" which are not included in the chart above, 156 families reported under this category for HOME (74 Hispanic, 82 non-Hispanic) and 56 for HOPWA (11 Hispanic, 45 non-Hispanic).

For ESG, in addition to the categories listed, clients also reported "Other Multi-Racial" which are included in the totals; 981 individuals reported under this category. Multi-racial is indicated for clients who identify with more than one race. In addition, clients also reported "Client Doesn't Know/Client Refused" which is included in the totals; 11 individuals reported under this category.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	53,188,510	19,792,663
HOME	public - federal	34,579,462	6,583,341
HOPWA	public - federal	10,260,108	4,755,448
ESG	public - federal	1,378,172	1,145,420
LIHTC	public - state	74,317,493	69,125,388
Other	private	16,334,270	
Other	public - federal	16,334,270	

Table 3 - Resources Made Available

Narrative

During FY2020-21, the City received Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funding in the total amount of \$48,545,764, which included \$9,820,880 in a first round of Community Development Block Grant (CDBG-CV1) funds, \$14,096,369 in a second round of Community Development Block Grant (CDBG-CV3), \$440,505 in Housing Opportunity for Persons with AIDS (HOPWA-CV) funds, \$4,975,762 in a first round of Emergency Solutions Grants (ESG-CV1) funds, and \$19,212,248 in a second round of Emergency Solutions Grants (ESG-CV2). An additional \$1,000,000 in prior year CDBG funds were allocated to prevent, prepare for and respond to COVID-19. The amount expended during program year 2032-24 for CDBG (Entitlement and Program Income) was \$19,792,663.02 and CDBG CARES Act (CDBG-CV) funding was \$6,286,467.16.

The amount expended during program year 2023-24 for ESG included \$1,145,420.25 (\$933,221.99 of ESG 2023 and \$212,198.26 of prior-year ESG 2022).

Identify the geographic distribution and location of investments

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

Table 4 – Identify the geographic distribution and location of investments

Narrative

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

moderate-income.

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

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

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	174,409,270
2. Match contributed during current Federal fiscal year	398,229
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	174,807,499
4. Match liability for current Federal fiscal year	404,360
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	174,403,139

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
Weatherization Assistance Program (private utility companies)	06/30/2023	398,229	0	0	0	0	0	398,229

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 \$
8,772,147	4,045,501	2,422,392	0	10,395,256

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	75,564,908	0	0	0	23,925,698	51,639,210
Number	5	0	0	0	2	3
Sub-Contracts						
Number	94	0	0	0	14	80
Dollar Amount	39,070,474	0	0	0	6,250,719	32,819,755
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	75,564,908	0	75,564,908			
Number	5	0	5			
Sub-Contracts						
Number	94	8	86			
Dollar Amount	39,070,474	5,850,063	33,220,411			

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	5	0	0	0	0	5
Dollar Amount	5,000,000	0	0	0	0	5,000,000

Table 9 – Minority Owners of Rental Property

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

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	933
Number of Non-Homeless households to be provided affordable housing units	391	393
Number of Special-Needs households to be provided affordable housing units	350	313
Total	741	1,639

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	350	180
Number of households supported through The Production of New Units	390	385
Number of households supported through Rehab of Existing Units	1	0
Number of households supported through Acquisition of Existing Units	0	0
Total	741	565

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 2023-2024 Annual Action Plan were to create 385 new affordable housing units and rehabilitate 1 existing affordable housing unit.

The City has been diligent in meeting its objectives to provide affordable housing to the extremely-low-income, low-income and moderate-income renters and homeowners of Phoenix. The city, utilizing HOPWA, VASH Vouchers and local resources, assisted 1,113 households or persons with affordable housing. All of the households assisted met the Section 215 definition of affordable housing for rent and homeownership. Since 1993, the City of Phoenix Housing Department has created 11,634 affordable housing units.

Rental Assistance: The city of Phoenix Housing Department has several Tenant Based Rental Assistance (TBRA) programs administered by Housing Department. These two programs target victims of human trafficking, persons with HIV/AIDS, veterans, and others. A total of 1,113 households were served this year through TBRA, and VASH Vouchers.

Production of New Units: The city of Phoenix Housing Department created 385 new affordable housing unit through the development of new multi-family housing communities and down payment assistance.

Discuss how these outcomes will impact future annual action plans.

The City will continue to meet the goals set forth in the upcoming 2024-2025 Annual Action Plan. Future action plans will reflect those activities and projects.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	0	382
Low-income	0	948
Moderate-income	0	259
Total	0	1,589

Table 13 – Number of Households Served

Narrative Information

The City’s Housing Continuum is a ladder beginning with Emergency/Transitional housing and ending with Long-Term Homeownership. The City has identified Special Needs persons and families as a priority population for affordable housing and supportive services. Below is an overview of the City’s Housing Continuum. Emergency/ Transitional housing is the first step to providing housing for special needs households, such as victims of domestic violence and homeless persons with little or no income. The Housing Department currently provides funding for Tenant Based Rental Assistance that provides temporary housing and transitional housing units for persons with HIV/AIDS.

Assisted Housing

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

Affordable Rental Program

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

Market Rental

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

First Time Homebuyer and Long-Term Homeownership

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

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)
Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City contracts with a community partner to engage individuals experiencing homelessness through street outreach teams and community resource connections which lead to individuals receiving services, entering shelter, and positive housing outcomes. This collaboration provides funding as well as direct services for the purpose of outreach and engagement activities in order to best serve unsheltered individuals in Phoenix.

Additionally, in 2023, the City created its own, in-house outreach team of 11 Homeless Liaisons. These staff work with individuals living in unsheltered situations to help connect to them with individualized services to help them end their homelessness. Further, 282 individuals received homeless prevention services through City of Phoenix programs at Family Services Centers.

Programs

The City maintains a coordinated program called PHX C.A.R.E.S. (Community, Action, Response, Engagement, Services) in response to requests to address conditions associated with persons experiencing unsheltered homelessness, often living in encampments. The program is a collaboration between impacted departments including Human Services, Neighborhood Services, Public Works, Parks and Recreation, Street Transportation, Police, and the Prosecutor's Office. Launched in November 2017, the goal of PHX C.A.R.E.S. is to connect individuals experiencing homelessness with appropriate services and to reduce the impact of homelessness on Phoenix neighborhoods. PHX C.A.R.E.S., which can be accessed by phone at 602-262-6251 or online at the City's online system, is a one-stop customer service team that offers a coordinated response for neighborhoods and individuals experiencing homelessness offering education, resources, property storage and cleanups.

The City contracts with Community Bridges, Inc. to provide street outreach and engagements services, where an outreach team is dispatched to engage and provide services to those experiencing homelessness 7 days a week from 5 a.m. to 11 p.m. Requests for services and related information are documented and shared amongst departments in a single, electronic platform. Simultaneously, the City works with the property owner in question to resolve encampment conditions. A multi-disciplinary team works together to develop the most appropriate solution for each individual case. The PHX C.A.R.E.S. program is innovative because of the high levels of collaboration it has fostered among City departments and its direct impact to the residents and neighborhoods of Phoenix. During 2023-2024, a total of 11,338 requests for services were received, 13,806 services were provided, and 7,060 were encampment cases on both public and private properties.

The City of Phoenix is heavily invested in Heat Relief activities and participated in the Maricopa Association of Government's (MAG) Heat Relief Network by including all of its cooling and heat respite centers in a regional interactive map. The Office of Homeless Solutions partners with the Offices of Heat Response and Mitigation, Public Health, and Emergency Response to offer three extended hour locations and two overnight locations, one of which was 24 hours, to serve individuals needing heat relief during the months of May through September. In addition, the Office of Homeless Solutions contracted with a provider to offer navigation services at these locations as many of the visitors were individuals experiencing homelessness.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City has been extremely focused on creating additional shelter resources in the community for the last several years. In addition to funding existing shelters, the Office of Homeless Solutions has been creating new beds to add to our shelter system's capacity.

In 2022, the City assisted in created 592 new permanent shelter beds, adding capacity at CASS, installing a 100-bed sprung structure on the Key Campus called Respiro, transforming a city-owned building into a 200-person shelter called the Washington Relief Shelter and acquiring a hotel that was transformed into a 117-bed shelter called Rio Fresco.

In 2023, the City continued its mission to open additional indoor shelter beds. In total, 482 new beds were opened in the year. All of the beds opened in 2023 were intended to be temporary and to help bridge a needed gap as several projects were in various stages of construction.

In 2024 and 2025, the City will see several projects opening adding 790 permanent beds to Phoenix's shelter system as the temporary beds opened in 2023 are phased out.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

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

- 3,289 families received emergency assistance and/or case management services, with \$7.4 million spent on rent, mortgage, emergency shelter, utility payments, and food.
- Over \$2.3 million was spent to help 2,609 families make utility payments or deposits.

- Over \$5.1 million was spent to help 1,338 families avoid eviction or foreclosure.
- 484 families received long-term case management services.

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

The City of Phoenix understands that shelter does not end homelessness, however it is often a good stabilizing resource for many on their pathway to permanent housing. The City is heavily focused on helping individuals experiencing homelessness exit quickly to a housed destination, and does so by funding Rapid Rehousing programs, partnering with the Housing Department to have a preference on Housing Choice Vouchers for people exiting homelessness and in being an integral part of the homeless service system in at the Maricopa Regional Continuum of Care. The Office of Homeless Solutions and Housing Department also partner with Mercy Care to provide permanent supportive housing for individuals experiencing chronic homelessness by combining a housing subsidy, physical and behavioral health services, and ongoing stabilization and support services.

The Office of Homeless Solutions purchased a 126-room hotel in May 2023 and is in the process of converting the former blighted hotel into apartment units for seniors at 0-30% Area Median Income. The units are scheduled to be open in 2026.

Phoenix is a critical partner in the Maricopa Association of Governments (MAG) Continuum of Care (CoC), in which the City holds several leadership positions in the CoC at the Board level as well as several of the Collaboratives including the ESG Collaborative, Local Communities Collaborative and Provider Collaborative.

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

Actions taken to address the needs of public housing

Choice Neighborhoods

In 2018, the Housing Department was awarded a \$30 million Choice Neighborhoods (CN) Implementation Grant from the U.S. Department of Housing and Urban Development (HUD) to revitalize the Edison-Eastlake Community (EEC), an area with the state's largest concentration of public housing. Since then, the Housing Department has been awarded two Choice Neighborhoods Supplemental Grants to assist with costs associated with redevelopment of the public housing sites: \$10 million in 2023; and \$2.5 million in 2024. The CN six-year comprehensive community-driven implementation will transform the EEC into a vibrant mixed-income neighborhood, linking housing redevelopment with new amenities, upgraded infrastructure, neighborhood economic growth and social services. EEC residents, City departments, private partners and community stakeholders were engaged throughout the planning and implementation process. Within the EEC, there are three public housing developments: Sidney P. Osborn Homes, A.L. Krohn Homes, and Frank Luke Homes totaling 577 units, and suffering from mold, failing systems, and an obsolete design. CN grant funds provide for the redevelopment of these 577 aged and obsolete public housing units into 1,019 mixed-income, energy efficient, modern housing units. Using the neighborhood's transformation plan, known as the EEC One Vision Plan, Phoenix will leverage and finance development activities that will initiate neighborhood change. The three community components being addressed in the One Vision Plan are Housing, People and Neighborhoods.

Implementation progress in FY2023-2024 includes: Construction completed on Harmony at the Park (HATP) Phase Two Apartments in February 2024. HATP Two, Phase 2 of the CN housing redevelopment and located on a portion of the former Frank Luke Homes (FLH) site, includes 115 mixed-income units ranging from one to four-bedrooms and is fully leased. Amenities include a leasing office, multi-purpose room, fitness center, ramada with barbeques, and a playground. All units have Energy Star appliance packages including a garbage disposal, dishwasher, range/oven, over-range microwave, refrigerator, and a washer and dryer. HATP Two is financed with LIHTC, permanent mortgage, CN Implementation Grant funds, and deferred developer fee. Construction on HATP Phase Three, part of the third phase of the CN redevelopment to include 90 mixed-income units and located adjacent to Phase Two, is anticipated to be complete in late August 2025.

Choice Neighborhoods 2

HATP Three is utilizing funding from LIHTC equity, CN Implementation Grant funds, HOME Investment Partnership funds, a private mortgage, and deferred developer fees. At build out, HATP will include 325 new units of mixed-income multi-family rental housing. In addition, two festival streets that can be closed off to traffic to host community fairs and events will be included at HATP. The festival streets will intersect through the HATP multifamily community between 19th and 20th streets and will also serve as a connection to the new Linear Park that will front 19th Street from Villa to Polk streets. Design concepts

have been drafted for the festival streets that will incorporate historical and cultural elements designed by Mr. Jacob Butler, a local, deeply established Onk Akimel artist, to pay homage to the rich history of the native ancestors who once occupied the existing land in prehistoric times. The former FLH site will also include the development of a 44-unit mixed-income townhome ownership community named Trellis at the Park. Trellis, a non-profit organization that provides homeownership counseling, financial access and neighborhood development, will be developing 44 vacant lots that were originally part of the FLH public housing site to include 29 affordable for-sale townhomes with the remaining 15 to be sold at market rate. Construction is anticipated to begin in December 2024. Construction documents for the new Linear Park are at 100%. Amenities will include shaded walking paths, playgrounds, a public fruit orchard and a meditation/healing garden also being designed in consultation with Onk Akimel artist, Jacob Butler. Construction of the new Linear Park is anticipated to commence in March 2025.

Choice Neighborhoods 3

Abatement and demolition of the former A.L. Krohn Homes public housing site was completed in August 2023 in preparation for the development of Horizon on Villa, a 109-unit mixed-income rental community that will include open public space to serve as a connector between the expanded Edison Park and new Linear Park. All units except for five historic buildings have been demolished. Planned as a 4% LIHTC/Bond transaction, the project received a Reservation of State Low Income Housing Tax Credits in March 2024. The five historic structures will be preserved and repurposed into a future Family Education Center and will bring a Head Start, dental clinic and gym to the EEC. Public art will be incorporated as part of Horizon on Villa's open space. A contract has been executed with the artist to design, fabricate and install a signature monument piece, to be known as the Prickly Pear, in addition to a custom designed bike rack and ancillary shade seating. Construction of Horizon on Villa including the rehabilitation of the historic buildings is estimated to commence in February 2025. In April 2023, Maricopa County Human Services Department awarded the Housing Department a \$5 million in American Rescue Plan Act grant to assist with construction costs associated with the redevelopment of Horizon on Villa. In April 2023, the Housing Department was awarded a \$10 million CN Supplemental Grant with funds to be used for the redevelopment of the former A.L. Krohn Homes and Sidney P. Osborn (SPO) public housing sites. In July 2025, the Housing Department was awarded an additional \$2.5 million CN Supplemental Grant to further support the development of replacement housing for the former A.L. Krohn Homes and Sidney P. Osborn (SPO) public housing sites. The Housing Department was awarded 9% LIHTC allocations for SPO One and SPO Two in June 2023 and June 2024, respectively. Design commenced for SPO One (115 units), SPO Two (109 units), and SPO Three (140 units). All SPO households were relocated; the site is vacant and all buildings have been demolished. Construction on SPO One is estimated to commence in December 2024. Construction on SPO Two is anticipated to begin in February 2025, and construction on SPO Three is expected to begin in October 2025. Kana Park, the City's pocket park that was located on the SPO site will be reimaged and redeveloped as part of SPO Three.

Choice Neighborhoods 4

The Edison Impact Hub (EIH) will be an adaptive reuse of the former Crippled Children's Hospital located at Garfield and 18th streets into a neighborhood community services hub in the heart of the EEC. To help offset rehabilitation costs of this historically significant building, contracts were executed with the Arizona State Parks and Trails office for a \$300,000 FY2022 Historic Preservation Heritage Fund grant award, and with HUD as part of the \$1 million Community Project Funding grant through the office of U.S. Congressman Ruben Gallego. In addition, the Phoenix Community Development & Investment Corporation awarded a \$3 million grant to assist with costs associated with archaeology work due to the site's location and to help pay for rehabilitation and construction work. The EIH will be within easy walking distance for most residents and will include classroom space, a medical and behavioral health clinic, digital equity center and a commercial community kitchen. Demolition of an unsalvageable portion of the building is nearing completion. Construction/rehabilitation of the site is estimated to commence in January 2025. The EIH will incorporate public art through the Parasols Art Project that will include three large custom perforated parasol monuments and mosaic tile selfie circles.

Norris Design, the planning and landscape architecture firm designing the existing Edison Park expansion and new Linear Park project have completed design with construction documents at 100%. Construction is anticipated to commence in March 2025. Progress continues on the Housing Department's Byrne Criminal Justice Innovation (BCJI) Program initiative that aims to help reduce violent crime, build police-community relationships, implement youth engagement strategies, provide drug and sex crime education, and domestic violence prevention within the EEC. The Housing Department, in partnership with Arizona State University and the Phoenix Police Department, is bringing community-driven, innovative, and evidence-based strategies to address crime and the drivers of crime in the EEC, thanks to a \$1 million BCJI grant awarded by the U.S. Department of Justice. The Housing Department formed and convened two BCJI Advisory Council meetings comprised of residents and stakeholders, service providers and City of Phoenix staff representing various departments that serve the EEC, facilitated multiple community meetings with EEC residents, businesses, and other stakeholders to engage them in this important endeavor and convened quarterly EEC-wide Public Safety Community Engagement Team meetings.

Cares Act

In 2022, the Housing Department utilized \$1.5 million in Community Development Block Grant (CDBG) funding to extend unlimited T-Mobile data service for two additional years to 600 families with school-aged children and 400 senior households, who had received tablets in 2020. In 2023, the Housing Department, using CDBG funds, purchased and distributed 1,717 additional devices with two years of unlimited T-Mobile service data to senior and affordable housing households. During distribution events, the T-Mobile community team and Housing staff provided personalized support, demonstrating device features, helping residents create Apple IDs and email accounts, and assisting with app

downloads.

Housing staff also presented at the 2022 Arizona Digital Inclusion Summit, hosted by Shaping EDU and the Digital Equity Institute. The summit highlighted local industry experts' efforts to promote digital inclusion, covering topics such as digital literacy, affordable connectivity programs, telehealth, digital navigators, and community engagement. To ensure the long-term sustainability of the PHX Housing Connect Program, the Housing Department secured ARPA funding to provide free Wi-Fi to over 3,500 units across 34 affordable and senior housing sites starting in 2024.

Capital Funds Program

The City of Phoenix Housing Department utilizes the federal Capital Fund Program (CFP) as a resource for its capital improvement activities in public housing programs. The City of Phoenix received \$3,548,493.00 for the 2023-2024 annual funding grant to help support the approximately 1,077 public housing units in its portfolio. During fiscal year 2023-2024 the Housing Department continued the rehab at Pine Towers senior housing community. Pine Towers recently went through the Rental Assistance Demonstration (RAD) and construction is expected for completion by August 2024.. It also began a CFP funded capital improvement project at Maryvale Parkway Terrace. The Housing Department utilized CFP funds for the following activities:

- AMP 3: Sidney P. Osborn: Demo \$900,000(2023 CFP Funds).
- AMP 5: Maryvale Parkway: Major Rehab \$11,088,092.00 (2019-2022 CFP).
- AMP 7: Pine Towers: RAD Conversion \$5,398,679 (2018-2020 CFP Funds).

Sidney P. Osborn, a former public housing site consisting of 146 units was demolished in preparation for redevelopment of the site using the Choice Neighborhood Implementation Grant. The parcel has been divided up into three separate phases and is expected to include approximately 364 units, a park and community spaces. The first phase is expected to start construction late 2024 with the entire parcel being completed in mid-2027.

Maryvale Parkway Terrace is a senior public housing property owned and managed by the City of Phoenix Housing Department. The property sits on 2.4 acres and is located at 4545 N. Maryvale Parkway, Phoenix, AZ 85031. The property consists of two main buildings, with a total of 108 one-bedroom units. There is also a community center onsite that has offices, bathrooms, kitchen and common space. The property was built in the early 1970's and has had limited capital improvements completed over the years. The scope of work for the capital improvements includes the complete remodel of all 108 one-bedroom units and community center. Work will include all new kitchen and bathroom cabinetry, appliances, interior doors, flooring, all electrical and plumbing fixtures, new supply and waste plumbing, new fan coil and some electrical upgrades. The community center will receive new paint, flooring, space reconfiguration and windows. Exterior items include the painting of the exterior

main building and community center. The project will be constructed in two phases due to residents still residing at the property. Scope of work is the same for both buildings. Phase 1: Building A and Community Center. Phase 2: Building B. The work began in April 2023 and estimated completion is January 2025. The original bid amount for Maryvale Parkway was \$10,435,000.00. Funding sources include 2019-2022 CFP. Project will also incur costs associated with resident relocation, asbestos abatement, elevator repair and project management staff salary time.

Capital Funds Program 2

Pine Towers converted to RAD in November 2022, and is currently undergoing a major renovation that includes the remodeling of 64 of the 156 units on-site and converting all 156 units from public housing to Section 8 PBV rental assistance. The rehabilitation of the property will include unit re-configuration, new kitchen cabinets, counters, appliances, new bathrooms including vanities, toilets, sinks, new flooring, paint, lighting, new domestic and waste plumbing, upgrade of the electrical system, new windows, and new doors. Exterior improvements include new exterior paint, landscaping, and sealing of the parking lot. Building major mechanical improvements include 5 new HVAC units for the common areas, installation of a water softener to prolong the life of the building boiler and a new furnace for the building heat. The project started January 2023 and is estimated to be completed August 2024. Funding sources include 2018-2020 CFP and a \$3 million allocation of CDBG funds. Besides construction, the project will incur cost associated with temporary resident relocation, asbestos abatement and added scope to building major systems.

Rental Assistance Demonstration (RAD)

Rental Assistance Demonstration (RAD) is a program of the U.S. Department of Housing and Urban Development (HUD) that seeks to preserve affordable housing. The RAD program provides Public Housing Authorities a way to address the backlog of capital needs at public housing sites and stabilize, rehabilitate, or redevelop these properties by converting to long-term Section 8 contracts. The City of Phoenix Housing Department focused on one public housing property over the 2023-2024 fiscal year. Pine Towers converted through RAD in FY 2022-2023 and began rehabilitation. Rehabilitation continued through FY 2023-2024. RAD conversions include a great amount of front-end work which can include the creation of a financing plan, resident relocation, HUD/State/City approval and final closing documents between all parties. Pine Towers is a 156-unit public housing property. Pine Towers converted to RAD on November 23, 2022, and construction started in January 2023. Pine Towers recently received a full remodel to 92 of its studios and its community center. The remaining 64 one-bedrooms units are now being remodeled, including the main office. Construction should be complete in August 2024. Staff has begun working to convert Aeroterra II, a 56-unit mixed income community, and Aeroterra III, a 74-unit mixed income community. Aeroterra II and III are expected to convert in November 2025 without any rehabilitation of the properties.

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

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 educational training, job training, job coaching, life skills training, and facilitated employment opportunities. They receive assistance with budgeting, homeownership preparation, credit counseling, and referrals to resources available in the community. In November 2022, HUD implement new rules for this program. The COP FSS Action Plan had been submitted and approved by HUD in October 2022. Highlights for FY 2023-2024: 77 new FSS participants were enrolled; 296 households were provided with case management; 38 participants completed a financial literacy program; 41 FSS participants attended/completed training/ educational program; 39 participants successfully completed the program and received \$523,618.10 in escrow disbursements; 7 participants purchased a home. Income for FSS graduates combined increased from \$510,468.00 to \$1,473,001.00.

Service Coordination for Senior and Disabled Housing Communities.

The Senior Housing Program provides housing to over 800 elderly and non-elderly disabled residents in seven apartment communities. Each of these facilities has a Service Coordinator assigned (on site or next door) to assist residents, led by a senior caseworker to provide oversight and direction. The Service Coordinator links residents to the necessary supportive services to maximize their benefits, improve quality of life, and help residents to age in place. They 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 2023-24, 1,072 Isolation interventions were provided; 2,689 Food boxes/ food box referrals provided (includes cares boxes) = \$98,592.00 in assistance. 608 referrals for healthcare services; 5,528 outreach activities were completed, 1,939 Gregory's Fresh Market produce bags were provided, 253 cleaning boxes were given out and 253 Standards for Success Assessments were completed.

Choice Neighborhoods

The Choice Neighborhoods People Strategy provides a continuum of high-quality comprehensive services to residents from cradle to grave to improve their overall health, economic and education outcomes. Grounded in the case management model, public housing residents will be connected to an extensive network of services and programs based on their individual needs to achieve their personal goals and enhance their quality of life. The People strategy for the EEC is designed to provide high quality comprehensive services to address and improve the overall economic, education and health outcomes of residents living in public housing. Highlights for FY 2023-2024, 203 assessments completed, 314 Heads of Household completed a Choice Neighborhoods Survey, 138 residents are employed full or part time at the end of fiscal year 2024, 46 residents obtained new jobs, 221 duplicate youth attended afterschool activities, and 60 duplicate youth attended summer programs. There were 728 FIBCO food boxes distributed.

Service Coordination for Family Housing Communities

The Family Housing Affordable Program provides family housing to over 2,400 residents in 10 apartment and single-family communities. The Aeroterra Apartments and Summitt Apartments is served by a 2021 ROSS Service Coordinator; and Henson Village and Symphony is served by a 2023 ROSS Service Coordinator. Highlights for FY 2023-2024 for the two programs combined include 543 health and nutrition services provided; 75 residents participated in Employment Counseling and Employment Related Services; 368 tutoring services were provided to youth; 51 unduplicated youth participated in Summer Youth Programs and 7 youth attended youth leadership classes. 1, 262 Health Screenings and consults were conducted.

Neighborhood Networks Centers

The Neighborhood Networks program offers computer and Internet access to residents of senior and family public housing 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. Due to COVID and computers that need to be updated casework staff brought residents in on an as-needed basis; those number are reported in other areas.

iWork Program Sustainability

The 2016 ROSS Jobs Plus Grant, branded iWORK (Improving Work Opportunities and Resident Knowledge), provided low-income public housing residents secure higher paying jobs for residents of the Marcos de Niza Community. iWORK assists public housing agencies in developing locally based, job-driven approaches to increase resident earnings and advance employment outcomes through work readiness, employer connections, job placement and educational opportunities. This grant was impacted due to COVID as residents found they made more money to stay at home and not work. This grant ended in August 2022. Sustainably services at this site have been continued with a Workforce Specialist; a Caseworker III; a Service Coordinator and a Receptionist, however the Workforce Specialist left for another employment opportunity, and a full-time person will not be hired until August or September 2023 due to a hiring freeze. Highlights for FY 2023-24: 8 residents completed Phoenix Revitalization Leadership Academy; 66 youth received backpacks; 288 PhxConnect Chromebooks with 2 years of service were distributed; 6 youth completed SOAR Leadership sessions and received an Apple iPad with T-Mobile Service; 100 residents participated in sewing classes, 460 Book Rich Environment books were distributed, 240 FIBCO food boxes were distributed.

Aeroterra EnVision Center

In October of 2018, the Aeroterra Community Center was officially designated and HUD EnVision Center. The EnVision Centers demonstration is premised on the notion that financial support alone is insufficient

to solve the problem of poverty. Intentional and collective efforts across a diverse set of organizations are needed to implement a holistic approach to foster long-lasting self-sufficiency. EnVision Centers provide communities with a centralized hub for support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership. The official designation ended in October 2022 however the services continue at this center and satellite sites. Highlights for FY 2023-24, 20,882 visits to the center and to satellite sites; 6,609 duplicate Case Management and Employment Assistance services were provided; 455 Health Services provided, 143 Naloxone Kits were distributed, 914 Youth served in youth programs; 6,761 individuals were provided with Food Boxes from St. Mary's mobile pantry, FIBCO Family Services ; 5,285 Kids Cafe Meals have been provided and 50 residents completed Financial Management classes.

Starfish Place

The City identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. Phoenix Starfish Place provides permanent supportive housing for fifteen households who are survivors of sex trafficking. Eligible households are referred through Arizona State University and the Phoenix Family Advocacy Center and approved for housing by the city of Phoenix Housing Department and Property Management Company. There are 15 apartments available for the program. Case managers provide trauma informed case management and support services on-site to resident households. In 2023-2024, the site was converted to a transitional housing site. In the past participants had received Housing Choice Vouchers (HCV) or other federal, state, or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. The new program is being subsidized with City of Phoenix general purpose funds and residents still contribute no more than 30% of their income. Residents were informed in October 2023 that the site would be transitioned and they had two options. They could remain, give up their voucher and remain in the 2-year transitional program, or they could take their current Section 8 voucher and move out prior to January 1, 2024. One remained in the program and the rest of the existing residents (8) moved from the site and were placed in safe housing. As of June 30, 2023, there are six households that have moved into the new program. There have been twenty-three applicants but not all qualified. Five of the six participants are employed. Recruitment to fill the remaining apartments is ongoing. One participant is conducting peer support training with Community Bridges, one is in GED classes, one is becoming First Aid and CPR certified, 2 participants were aided with car repairs, all new participants were assisted with utility deposits, and children are engaged in youth sports activities. During FY23-24 1,816 City of Phoenix employees completed the CEASE Human Trafficking Awareness Course.

Section 32

Section 32 Public Housing Homeownership Programming 2005, the US Department of Housing and Urban Development (HUD) approved a Section 32 Plan which allowed the Housing Department to sell 50 of its single-family homes to low-income families (at or below 80 percent of Area Median Income), particularly those in the Housing Department Scattered Sites and Family Self Sufficiency programs. In 2015, HUD approved expanding the Program by an additional 50 homes. The Department requested an

additional expansion allowing for 299 homes to be sold, which was approved in August 2016. The Housing Department currently owns 144 Scattered Sites single-family homes. As homes become vacant and already designated for the Section 32 Program, they are sold at the appraised value with a 20% discount in the form of a loan forgivable over ten 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 4 to 1 match up to \$29,000 to qualified purchasers and as long as funds are available. Homeownership and Financial Fitness classes are provided and required. The Housing Department has sold 223 Section 32 homes since June 2009, with eight sold in FY2023/2024.

Actions taken to provide assistance to troubled PHAs

Phoenix is not a troubled PHA.

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

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

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

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

1. Prioritize New Housing in Areas of Opportunity
Scoring criteria to analyze where multifamily housing projects align with City objectives
2. Amend Current Zoning Ordinance to Facilitate More Housing Options
Affordable Housing Developer Incentives
Update Zoning Ordinance to Expand Housing Options
Expand the Walkable Urban Code
3. Redevelop City-Owned Land with Mixed-Income Housing
4. Enhance Public-Private Partnerships and Increase Financing
5. Building Innovations and Cost-Saving Practices
Assigned Development Assistance Team
Affordable Housing Advocacy
Reduced Planning and Permitting Fees
Infrastructure Program
Ongoing research
6. Increase Affordable Housing Developer Representation
7. Expand Efforts to Preserve Existing Affordable Housing Stock
Strategic Acquisitions
Community Land Trust Program
Implement Landlord Incentives
Expand Rental Rehabilitation Program
8. Support Affordable Housing Legislation
9. Education Campaign

Phoenix has experienced consistent population growth which has outpaced the growth of the housing market. A housing gap analysis of the housing need and the available housing stock in 2019 showed that Phoenix currently had a need for 163,067 additional housing units.

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

Zoning Ordinance/Development Standards

Regulations contained in the Zoning Ordinance regulate the use of land on private property. Some of these regulations add to the cost of construction of affordable housing. Through Initiative 2, the City of Phoenix continues to explore amendments to support the development of affordable housing. For example, the Walkable Urban Code provided density bonus incentives to encourage the development of affordable housing only within designated transit corridors. The Housing Phoenix Plan aimed to expand these incentives, and in February 2022 the Phoenix City Council approved a Zoning Code Text Amendment that expanded the Walkable Urban Code to much more transit-oriented communities and in January 2024 approved to reduce parking requirements for multifamily development dependent on scope. In addition, the City has approved text amendments to allow accessory dwelling units and encourage expansion of mobile homes. The City has also initiated multiple text amendments to address an affordable housing incentive framework, multifamily residential development and adaptive reuse, accessory dwelling units, and strategic density all with the goal of helping support more affordable housing development.

Development Process

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

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

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.
- As part of Initiative 3 of the Housing Phoenix Plan, the City Council approved a list of city-owned property to designate for future affordable and mixed-income housing. The City has issued and awarded a Request for Proposal (RFP) for the co-location of senior affordable housing adjacent to an existing senior center. The City has also issued and awarded an RFP to redevelop 3 parcels

of city-owned land for single-family affordable homes and a 30-unit multifamily housing development. Another RFP was issued for mixed-use, mixed-income multifamily development in Midtown. The City is also working on additional active RFPs for disposition and development of affordable homeownership opportunities, and affordable rental opportunities. There are plans to issue multiple parcels for other city-owned property on the HPP list in the next year.

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 4 low- and moderate-income homebuyers to purchase homes through homeownership programs such as, the Open Doors Homeownership Program and Section 32 Homeownership Program. In addition, the City allocated American Rescue Plan Act funds in June 2022 towards establishing a Community Land Trust (CLT) program to further assist in opportunities for purchasing quality housing at affordable prices. The RFP for the program was issued and the CLT administrator was awarded \$5 million in June 2023. The goal is for all \$5 million to go toward the acquisition of 25 homes in FY 24-25.

Supply of affordable rental housing is well below the need expressed in the community:

The City works with nonprofit and for-profit agencies to develop affordable rental housing. The Housing Department has assisted with the new construction or acquisition and rehabilitation of affordable rental housing during the reporting period. The Housing Department has continued focus on new construction or acquisition and rehabilitation of multi-family housing and the redevelopment of public housing, using a variety of funding sources. Production of New Units: The city of Phoenix Housing Department sold 8 units to low-income first-time homebuyers with a 20% price reduction, and 352 units were created through the development of new multifamily housing communities. In June 2022, Phoenix City Council approved an allocation of American Rescue Plan Act funds to aid in the creation or preservation of affordable units. The RFP for the program was issued and four (4) affordable housing developers were recently awarded a portion of the available \$6 million in June 2023.

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

Through a grant from the US Department of Housing and Urban Development (HUD) and the Office of Lead Hazard Control and Healthy Homes, the City of Phoenix operates the Lead Safe Phoenix program. Lead Safe Phoenix is a no cost program that aims to reduce childhood lead poisoning by creating lead-safe housing. Eligible homes are assessed for lead-based paint hazards, and if hazards are found they are addressed to promote the family's health and safety.

This program is available to Phoenix families who meet the following criteria:

- The family lives in a single-family home or a small apartment building that was built before 1978.
- There is a child under six years old or a pregnant woman living in the home, or there is a child under six years old who visits the home frequently.
- The household income meets the Federal guidelines as provided by HUD.

During FY 2023-2024, 12 homes were found eligible for the Lead Safe Phoenix program with two of those homes receiving lead-based paint remediation and two homes awaiting remediation services. In addition to addressing lead-based paint hazards the program also addresses minor health and safety concerns. The Lead Safe Phoenix home rehabilitation procedures begin with assigning Environmental Protection Agency (EPA) certified lead-based paint risk assessors to perform lead inspections and lead hazard risk assessments on eligible properties. Homes with identified lead-based paint hazards are also tested for radon gas by certified radon measurement professionals. EPA certified housing rehabilitation specialists prepare scopes of work and monitor all work performed, and EPA certified lead abatement contractors remediate lead-based hazards found at the properties. If necessary, residents are temporarily relocated until lead hazards have been successfully remediated from the home. The City of Phoenix has administered the Lead Safe Phoenix program for more than 20 years and looks forward to creating additional safe and healthy homes.

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

The City of Phoenix Volunteer Income Tax Assistance (VITA) Program continues to educate the general public regarding changes in Federal tax law. In 2023-2024, VITA staff continued efforts promoting awareness and education of the Earned Income Tax Credit Campaign and the availability of free tax-filing services through promotional materials, media alerts, and public forums. Staff distributed a broad range of informational materials, in both English and Spanish, through community groups that interact daily with low to moderate-income residents. Major utility companies and local corporations also helped distribute information to Phoenix area residents. In addition to routine outreach efforts to the general population, the campaign included six target groups: monolingual Spanish-speaking residents, persons with disabilities, people experiencing homelessness, military veterans, refugees, and Native American residents.

Based on regular tax season results compiled by the IRS, campaign highlights include services to 3,981 households who received more than \$4.5 million in federal tax refunds. Services were provided at 14 free tax preparation sites managed by the City of Phoenix and associated community partners. Two hundred and forty-nine volunteers donated 9,506 hours. The City's VITA Program also offers free back-year tax preparation services from May through October at three geographically dispersed sites. The VITA Program continues to offer Facilitated Self-Assistance (FSA) services, allowing taxpayers to prepare their tax returns while having a certified VITA Tax Preparer available to answer tax law questions. 348 FSA returns were completed this past tax season, resulting in \$594,819 in refunds.

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

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

In 2020, the City of Phoenix adopted the Strategies to Address Homelessness Plan, resulting in the creation of a Task Force to prioritize and provide ongoing feedback on the City's efforts to deploy the Plan. The 18-member Task Force, comprised of neighborhood leaders, service providers and homeless advocates, made recommendations to the City Manager in the categories of Outreach and Resources, Shelter, Affordable Housing, Permanent Supportive Housing, Eviction Prevention, Neighborhoods, and Encampments. The City has since made significant strides in its efforts to address homelessness and find innovative solutions and has continuously worked to achieve goals established for each strategy. By Program Year 23-24, the City has nearly achieved all goals set in the plan.

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

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

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

The Equal Opportunity Department (EOD) took the following actions to increase awareness of Fair Housing Laws within the City. The City partnered with the Southwest Fair Housing Council (SWFHC) to conduct monthly fair housing workshops that are free and eligible for CEU credit for REALTORS. The training was geared toward the general public, HOA members, REALTORS, leasing agents, and property management professionals. SWFHC also refers potential complainants to EOD to ensure that their concerns are triaged and investigated, as needed. EOD also participated in community presentations, radio and television interviews, and social media posts to increase awareness of fair housing. Additionally, EOD provided fair housing training to City staff, sub-recipients, and any other entities the

City may contract with under its CDBG program. The City also amended Chapter 18 of the City Code to add “Source of Income” as a protected basis in March 2023. This expands EOD’s authority to investigate discrimination due to an applicant’s source of income; including child support, spousal support, foster care subsidies, rental assistance, security deposit or down payment assistance, income derived from social security or disability insurance, veterans' benefits, housing choice vouchers (section 8), and other forms of governmental assistance. EOD is receiving more and more complaints alleging source of income discrimination, and those property owners are coming into compliance with the City Code. EOD continued to partner with the Phoenix Police Department Crime-Free Multi-Housing Unit. This unit conducts two half day seminars for landlords, REALTORS, property management employees and the general public each quarter. In the seminars, EOD offers Fair Housing training to cover topics such as sexual harassment, criminal background policies, source of income discrimination, and various topics concerning disability discrimination. The seminars include other City partners who provide information on various subject matters including landlord and tenant law, interacting with persons experiencing mental health crises, crime prevention and reporting, and evictions. The EOD also serves on the Planning and Development Department committee to address the City's zoning ordinance concerning group homes in residential neighborhoods. This committee is comprised of City department directors, group home providers/professionals, legal consultant, and City of Phoenix residents. EOD advertised fair housing month events on the city website, city calendars, and social media. This year EOD had the opportunity to provide fair housing information for Spanish speakers during a regional Telemundo Phone Bank. EOD staff attended housing trainings offered through the HUD-sponsored National Fair Housing Training Academy, as well as other national training and conferences, regional housing seminars, and online webinars.

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

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The Neighborhood Services Department takes the lead on organizing public meetings and advertising for public comment on the performance reports for the Annual Action Plan, Consolidated Plan and any subsequent amendments to the respective plans. The City's fiscal year 2023-2024 CAPER report was available to the public on Monday, August 26, 2024, through Monday, September 9, 2024. Advertisements were placed in local newspapers such as the Arizona Republic, Arizona Business Gazette, Arizona Informant, and La Voz. The public was notified on August 8 – August 14, 2024, that a copy of the performance report would be available until September 9, 2024. Additionally, City staff sent out a notice to the general public through listservs that contain email addresses of interested parties (neighborhood groups, non-profit organizations, housing developers, faith-based organizations, and community stakeholders) and the draft report was posted on a designated City website. Physical copies of the draft were made available at the city of Phoenix's Burton Barr Library, which is centrally located, and accessible via the light rail and bus. No public comments were received.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

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

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

CR-50 - HOME 24 CFR 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 24 CFR §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 76 projects under contract providing affordable rental units under the HOME Program. These properties represent 1,365 affordable units, 333 of which are reserved as HOME 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, 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.

Monitoring

Monitoring 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. The following 76 projects were inspected during this FY :

- 19 West (formally known as 19 North)
- 29 Palms
- 4706/4708 N. 9th Street
- 934/40 E. Mitchell
- Acacia Heights
- Amber Pointe Apartments
- Avalon Villas
- Camelback Pointe
- Carefree on North Central
- Casa de Paz Apts. Sahuaro (Crest-originally I)
- Casa Mia Apartments
- Casa Pedro F. Ruiz Apts. (formerly Fillmore Haciendas)
- Catherine Arms (assignment)
- Cedar Crossing FKA Virginia at 3rd
- Center Court/Saguaro Ki
- Cheryl Manor
- CHP Afford. Permanent
- City Place

- Coffelt
- Copper Stone on 32nd (Handcock Pl/Red Mtn.)
- Coral Canyon Apartments
- Corazon
- Crystal Pointe Apts. (formerly Greenway Cove Apts.)
- De Colores
- Desert Leaf
- Devine Legacy on Central
- Encanto Pointe
- Encore on Northern
- Escala Central City Apartments
- Fillmore Commons fka Sojourner Ctr. Transi. Ph. I
- Fillmore Commons Sojourner Ctr. Transi. Ph. II
- Fillmore Place
- Garfield Sacred Heart Commons
- Grandfamilies Place of Phoenix
- Hacienda
- Indigo Pointe
- ReNue Downtown
- Madison Pointe Apartments
- Matthew Henson III
- Matthew Henson IV
- Memorial Towers
- MJ Properties AKA Madison Jefferson

- Morton (LCSA 8-plex)
- Newsom Village
- Nicholas Center
- Northern Gardens I
- Oasis On Grand
- Paradise Palms I
- Paradise Palms II
- Park Lee Apartments
- Park Lee Apartments
- NSP
- Peoria Place
- PSA Afford. (Vista Villas)
- PSA Vista Villa
- Rehoboth Place
- Rosewood Court I
- Rosewood Court II
- Sahara Luna
- Saquaro Ki
- Stepping Stone III
- Sullivan Garden 1 (LCSA)
- Sullivan Garden 2 (LCSA)
- Sunrise Circle
- Tanner Manor
- The Revello

- Toby House VIII (SMI perm. hsg.)
- Topaz Pointe Apartments (aka Coral Pointe)
- UMOM New Day Shelter
- Urban League Manor
- Urban Living Fillmore
- Verde Villas on Thomas
- Villa Davis
- Village Square Apartments
- Vineyard Estates
- Water Song fka Doves (Senior D/V Transi.)
- Westward Ho Apartments

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 24 CFR 91.520(e) and 24 CFR 92.351(a)

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

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

The City has encouraged small facilities to put a vacancy/no vacancy sign with the name of the facility, a phone number, and an equal housing opportunity logo where it is visible to the general public. The outreach for minority and women-owned business is not only utilized during the development or rehabilitation of the units but continues to be utilized for the maintenance of the properties.

Organizations are required by contract to contact a minimum of three companies and are requested to include at least one minority/women-owned business.

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

HOME Program income is generated from installment payments and payoffs on loans for both single family homeownership and multi-family rental projects. This fiscal year HOME Program Income Expended: \$2,422,392.05 from 2018-2023 Program Income, Recapture and Program Administration. Mustang Villas and the Harmony at the Park I projects utilized recapture funds and program income.

Describe other actions taken to foster and maintain affordable housing. 24 CFR 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 24 CFR 91.320(j)

During the reporting period the Housing Department funded 385 completed affordable housing units and with HOME expenditures of \$3,594,310 (not including program administration costs). 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. 382 units completed were assisted through the Multi-Family Rental Housing Program, while 3 was completed through down payment assistance to a low-income homebuyer.

HOME Funded Multi-Family Rental Housing Projects

25th @ Bell continued construction of a 53-unit multi-family housing project with 11 HOME units set aside for very low-income households at or below 40% AMI. In June of 2022 the property burned to the ground, it was determined to be arson. The project developers have identified alternate funding sources and expect to restart construction in a few months. No HOME funds for 25th @ Bell were expended during FY 2023-24. Project completion is yet to be determined.

Mesquite Terrace continued construction of a 297-unit multi-family housing project with 11 HOME units set aside for low-income veterans. No HOME funds expended during FY 2022-23. Expected completion is in the next few months. \$900,000 in HOME funds were expended for this project during FY 2023-24.

Verano Terrace Completed construction of an 88-unit multi-family housing project with 11 HOME units set aside for low-income veterans. \$1,000,000 in HOME funds were expended for this project during FY 2023-24.

The Commons at 9 South completed construction of a 60-unit multifamily housing project with 5 HOME units set aside for very low-income households at or below 40% MI. \$100,000 in HOME funds were expended for this project during FY 2023-24.

Mustang Villas completed construction of a 60-unit multi-family housing project with 10 HOME units set aside for very low-income households at or below 40% MI. \$550,000 in HOME funds were expended during FY 2023-24.

Reserve at Thunderbird Phase I completed construction of a 108-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2023-24.

Pueblo Apartments continued construction of a 161-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2023-24.

Osborn Pointe continued construction of a 48-unit multi-family housing project with 11 set assign units for very low-income households who are homeless. No HOME funds were expended for this project during FY 2023-24.

Reserve at Thunderbird Phase II continued construction of a 134-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2023-24.

Acacia heights II continued construction of a 66-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2023-24.

Bret Tarver Terrace began construction of a 60-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2023-24.

Garfield II began construction of a 60-unit multi-family housing project with 11 set assign units for very low-income households with disabilities. No HOME funds were expended for this project during FY 2023-24.

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	100	72
Tenant-based rental assistance	150	180
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	50	36
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	150	133

Table 14 – HOPWA Number of Households Served

Narrative

The goal of the City of Phoenix Housing Department is to maintain Housing Opportunities for Persons With AIDS (HOPWA) housing activities that are known to be successful in housing HOPWA eligible clients while increasing capacity of HOPWA service agencies to serve this population. During last fiscal year, the HOPWA Program supported nine different housing and supportive services activities through two nonprofit Project Sponsors, the City of Phoenix Human Services Department and one City of Phoenix subcontractor. During the FY, a total of 1336 unduplicated households living with HIV/AIDS were assisted. The following includes the number of services provided by each HOPWA program activity (includes duplicated households):

- 180 households benefited from Tenant-Based Rental Assistance (TBRA)
- 153 households benefited from Tenant-Based Rental Assistance (TBRA) Supportive Services
- 72 households received Short-Term Rent, Mortgage and Utility (STRMU) Assistance
- 36 households received Permanent Housing Placement (PHP) assistance
- 133 households benefited from Transitional Housing leasing and operating assistance
- 133 households benefited from Transitional Housing Supportive Services assistance
- 542 households were assisted by the Housing Information Services program
- 54 households were assisted by the Housing Advocacy program
- 196 households were served by the Employment Services program

Program Improvements

The Housing Department interacts with service providers via email, phone calls, meetings and trainings. Ongoing technical assistance is provided to streamline and improve protocols and frequent meetings occur with Project Sponsors to enhance communication.

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

A new waitlist priority was implemented for the TBRA program as of July 1, 2023. This allows program compliant clients, housed in the HOPWA Transitional Housing program for one year, to be placed at the top of the TBRA waitlist. Eligible clients complete the TBRA eligibility and housing searching process during their second year in this housing program. This waitlist priority has provided incentive for clients to remain compliant with the Transitional Housing program, becoming more stabilized, and have viable permanent affordable housing options when they reach the end of their 2-year stay.

As of July 1, 2023 the Short-Term, Rent, Mortgage and Utility (STRMU) Assistance and Permanent Housing Placement (PHP) programs transitioned to the City of Phoenix Human Services Department (HSD). The benefit of this transition is that HSD has staff capacity to provide long-term intensive case management services to all clients, the worksites have multiple resources available to clients and HSD leveraged staff time to allow more funding to serve clients' financial needs.

In 2023, HUD approved the Housing Department's request for a waiver allowing TBRA to increase its payment standard to 120% of the Fair Market Rents (FMR). This has allowed a significant higher number of TBRA clients with searching papers the ability to secure permanent housing. Additionally, a new 2023 City of Phoenix amendment to an established ordinance passed that has assisted with increased lease ups as well. This amendment made it illegal for landlords to discriminate against clients based on source of income and/or housing subsidies i.e. HOPWA TBRA; Housing Choice Vouchers.

Coordination and Planning Efforts

The Housing Department maintains communications with service providers and advocates on their behalf throughout the year. Additionally, the Housing Department has been in collaboration with the 90-90-90 Fast Track Cities Initiative and attends the Ad Hoc Committee meetings. Some of the HOPWA funded Project Sponsors are committee members as well. The City of Phoenix Housing Department is a partner of the HIV Housing Community of Practice coalition that meets monthly. Attendees include providers serving the HIV/AIDS community statewide. Each month, a new topic is presented by subject

matter experts. Staff also present current HOPWA Program information during the Ryan White Priority Setting and Resource Allocation (PSRA) annual meetings.

Barriers Encountered

The National Low Income Housing Coalition reports in *The Gap 2024: A Shortage of Affordable Homes* that there is a need for housing options for low-income households in the Phoenix metropolitan area. This report shows an affordability gap of 183,072 households at or below 50 percent of the Area Median Income (AMI). Barriers identified by HOPWA providers include the following:

- lack of affordable housing
- lack of centralized resource database with current housing resources
- long waitlists for transitional and permanent affordable housing
- lack of affordable or free legal services to assist with landlord/tenant matters
- interpersonal conflicts between roommates
- carbon monoxide detectors required for STRMU and PHP programs prior to financial assistance being provided
- Fair Market Rent limitations
- substance abuse issues- mental health issues
- poor credit and rental history
- criminal history
- lack of reliable phone services
- lack of reliable transportation
- clients do not always follow through on completing documentation requirements and attending scheduled appointments
- clients do not always follow through on employment opportunities

Selection of Project Sponsors

Project Sponsors submitted proposals for a new Request for Proposals (RFP) in March 2023. Project

Sponsors were selected through this RFP process in which experience, methodology and capacity were among criteria considered during the evaluation process. New housing and supportive service contracts began on July 1, 2023. Prior to the issuance of the most recent RFP, community outreach occurred to all agencies providing HIV/AIDS services to inform of the upcoming RFP. This included minority owned businesses.

HOPWA Program Monitoring

The Project Sponsors receiving HOPWA funding are required to submit monthly reports on persons served. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery.

The Housing Department generates a monthly HOPWA financial report detailing funds committed and expended. This assists staff with reconciling IDIS entries with the City of Phoenix's financial system. The Housing Department uses a series of forms, analysis, desk and site visit audits to assist its monitoring functions, provide relevant technical assistance and to ensure that funds are being spent to meet both City and national HOPWA Program objectives. The Housing Department will continue utilizing existing monitoring processes and create new monitoring initiatives as applicable to ensure state laws are upheld, federal program compliance occurs and funds are utilized in accordance with regulations.

Displacement

There were no HOPWA participants displaced during FY 2023-24.

Slow Moving Projects

The FY 2023-24 HOPWA Program does not have any slow-moving projects.

CR-58 – Section 3

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

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	8	2	0	0	0
Total Labor Hours	26,718	99,550			
Total Section 3 Worker Hours	2,161	5,401			
Total Targeted Section 3 Worker Hours	0	2,012			

Table 15 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers	1	2			
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.	1	2			
Direct, on-the job training (including apprenticeships).					
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.	1				
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).					
Outreach efforts to identify and secure bids from Section 3 business concerns.					
Technical assistance to help Section 3 business concerns understand and bid on contracts.					
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.					
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.	1	2			
Held one or more job fairs.	1	2			
Provided or connected residents with supportive services that can provide direct services or referrals.	1	2			
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.					
Assisted residents with finding child care.					
Assisted residents to apply for, or attend community college or a four year educational institution.	1				
Assisted residents to apply for, or attend vocational/technical training.	1				
Assisted residents to obtain financial literacy training and/or coaching.	1				
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.	1				

Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.	1				
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.	1				
Other.	1				

Table 16 – Qualitative Efforts - Number of Activities by Program

Narrative

During this time Housing staff from the Supportive Services Section of the Housing Department held in person hiring events where Section 3 information was provided.