

## **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.

During the 2017-18 program year, the city of Phoenix provided programming to 1,110,509 low- and moderate-income families, seniors and youth through public service programs; 183 residential households received housing rehabilitation services to help residents remain safe in their homes; and completed public facility improvement projects that benefited 106,694 persons. Housing needs for low- and moderate-income individuals and families were addressed. The City of Phoenix prevented homelessness by providing vouchers and intensive street outreach and engagement services to those in need and provided supportive permanent transitional housing to individuals experiencing domestic violence and human trafficking. The City of Phoenix assisted 1332 persons with HIV/AIDS with supportive services and/or housing. The City of Phoenix developed 266 new affordable housing units.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Economic Development Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Jobs created/retained	Jobs	75	0	0.00%	5	1	20.00%
Economic Development Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Businesses assisted	Businesses Assisted	75	0	0.00%	5	4	80.00%
Foster Homeownership Opportunities.	Affordable Housing	CDBG: \$965000 / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	6		0	6	
Foster Homeownership Opportunities.	Affordable Housing	CDBG: \$965000 / HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	100	0	0.00%			
Foster Homeownership Opportunities.	Affordable Housing	CDBG: \$965000 / HOME: \$	Homeowner Housing Added	Household Housing Unit	0	0		30	61	203.33%
Foster Homeownership Opportunities.	Affordable Housing	CDBG: \$965000 / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	195	61	31.28%			
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	CDBG: \$546000 / HOPWA: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	1		0	1	

Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	CDBG: \$546000 / HOPWA: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	176		200	0	0.00%
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	CDBG: \$546000 / HOPWA: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	275000	2560	0.93%	0	0	
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	CDBG: \$546000 / HOPWA: \$ / ESG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Homeless & Special Needs Shelter/Oper. Support.	Homeless Non-Homeless Special Needs	CDBG: \$546000 / HOPWA: \$ / ESG: \$	HIV/AIDS Housing Operations	Household Housing Unit	375	166	44.27%			
Homewoner Housing Rehabilitation Support.	Affordable Housing	CDBG: \$ / HOME: \$ / Utility Repair Replacement Deposit Program: \$	Homeowner Housing Rehabilitated	Household Housing Unit	1125	6	0.53%	160	6	3.75%

Homewoner Housing Rehabilitation Support.	Affordable Housing	CDBG: \$ / HOME: \$ / Utility Repair Replacement Deposit Program: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	75	0	0.00%			
Infrastructure Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		10000	0	0.00%
Infrastructure Support.	Non-Housing Community Development	CDBG: \$ / Previous Year CDBG Allocation: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	1250	0	0.00%			
Neighborhood Organization Support.	Non-Housing Community Development	CDBG: \$ / City of Phoenix General Purpose Funds: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	20000	0	0.00%	3000	0	0.00%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		5000	0	0.00%
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	0	0		0	0	

Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	100000	0	0.00%	0	0	
Neighborhood Revitalization.	Non-Housing Community Development	CDBG: \$	Other	Other	1	0	0.00%			
Public Facilities Support.	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2000	2938	146.90%	2000	2938	146.90%
Public Services Support.	Affordable Housing Public Housing Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	674	13.48%	10000	674	6.74%

Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Rental units constructed	Household Housing Unit	300	205	68.33%	160	155	96.88%
Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Rental units rehabilitated	Household Housing Unit	125	58	46.40%	0	58	

Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	11		0	11	
Rental Housing Production and/or Rehabilitation.	Affordable Housing Non-Homeless Special Needs	CDBG: \$ / HOME: \$ / LIHTC: \$ / General Funds: \$ / State of Arizona Housing Trust Fund: \$ / Utility Repair Replacement Deposit Program: \$	Housing for Homeless added	Household Housing Unit	600	110	18.33%			

Rental Subsidy Support.	Affordable Housing Public Housing Homeless Non-Homeless Special Needs	HOPWA: \$ / HOME: \$ / Public Housing Capital Fund: \$ / Section 8: \$ / Public Housing Operating: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	9000	9108	101.20%	30	261	870.00%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	2750	692	25.16%			
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	176		175	176	100.57%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	0	110		45	110	244.44%



Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	0	166		40	166	415.00%
Services For Persons With HIV/AIDS.	Affordable Housing Homeless Non-Homeless Special Needs	HOPWA: \$	Other	Other	0	0		75	692	922.67%

**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 of Phoenix continues to utilize CDBG funding to address the needs of low- and moderate-income individuals and families in the City of Phoenix, especially focused 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. The City of Phoenix identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. During the program year the City provided supportive permanent transitional housing to those individuals. CDBG funding provided services including shelter, case management, job training, and educational guidance. The City of Phoenix is always working to provide programming opportunities that support and enhance the lives of the most vulnerable residents.

## **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)**

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

### **Narrative**

The families assisted during the 2017-18 FY are reflective of the need population of the City of Phoenix. The 2014 U.S. Census Bureau reports the population of the City of Phoenix to be 1,626,078 which is a 12.4% increase in population over the 2010 population of 1,446,909. Phoenix is ranked nationally as the 6th largest City in the US.

CDBG information above is taken directly from the PR03- Original BOSMAC (2017). Additional race/ethnicities not listed here account for the discrepancy.

## 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	CDBG	23,479,632	11,636,525
HOME	HOME	5,016,193	4,905,883
HOPWA	HOPWA	2,099,910	2,315,989
ESG	ESG	2,145,132	2,634,888
LIHTC	LIHTC	26,808,300	46,167,170
Other	Other	21,491,564	25,353,975

**Table 3 - Resources Made Available**

### Narrative

First Mortgage from Private Lenders/Banks: \$3,078,112; Public Housing Operating: \$15,568,226; Proceeds from Sale of Scattered Site Public Housing Properties: \$1,989,157; Public Housing Rental Income: \$5,592,675; Affordable Housing Rental Income: \$2,203,917; CDBG Program Income: \$1,558,370; and HOME Program Income: \$1,535,945.74. The other funding consists of Public Services match: \$18,138,928 and Public Facilities match: \$502,194.

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Issac Neighborhood Revitalization Strategy Area	3		
PHOENIX ENTERPRISE COMMUNITY	30		
Phoenix Promise Zone			

**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-income areas. The City of Phoenix recognizes the need to focus its resources to comprehensively revitalize its distressed neighborhoods. Contributing factors include the City's population increase, household income, and lower-income rental housing units. CDBG funds were utilized to provide services in census tracts that are predominately (57 percent or more) minority and predominately low- and moderate-income.

## Leveraging

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

Federal funds were leveraged and match provided for graffiti buster program, public facilities and improvements and public services activities. Additional federal funding through the Department of Energy's Weatherization program, LIHTC, Lead Remediation Program were leveraged during the program year. Private Resources include Arizona Public Service, Southwest Gas, Salt River Project and General Public Donation were included in the housing programs to expand the services to low- and moderate-income families.

<b>Fiscal Year Summary – HOME Match</b>	
1. Excess match from prior Federal fiscal year	172,309,292
2. Match contributed during current Federal fiscal year	70,463
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	172,379,755
4. Match liability for current Federal fiscal year	1,226,471
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	171,153,284

**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
2017-18 Match	06/30/2017	70,463	0	0	0	0	0	70,463

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 \$
738,018	1,181,498	85,944	0	1,833,572

Table 7 – Program Income

<b>Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period</b>						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
<b>Contracts</b>						
Dollar Amount	0	0	0	0	0	0
Number	0	0	0	0	0	0
<b>Sub-Contracts</b>						
Number	176	0	0	0	10	166
Dollar Amount	29,017,455	0	0	0	6,656,637	22,360,818
	Total	Women Business Enterprises	Male			
<b>Contracts</b>						
Dollar Amount	0	0	0			
Number	0	0	0			
<b>Sub-Contracts</b>						
Number	176	4	172			
Dollar Amount	29,017,455	167,769	28,849,686			

**Table 8 - Minority Business and Women Business Enterprises**

<b>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</b>						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	4	1	0	0	0	3
Dollar Amount	723,970	125,971	0	0	0	597,999

**Table 9 – Minority Owners of Rental Property**

<b>Relocation and Real Property Acquisition</b> – 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	79	79
Number of Non-Homeless households to be provided affordable housing units	193	192
Number of Special-Needs households to be provided affordable housing units	361	411
<b>Total</b>	<b>633</b>	<b>682</b>

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	205	437
Number of households supported through The Production of New Units	250	266
Number of households supported through Rehab of Existing Units	63	69
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>518</b>	<b>772</b>

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 2017-18 Annual Action Plan were to assist 205 households with rental assistance, create 250 new affordable housing units, and rehabilitate 63 existing affordable housing units; with 79 units serving non-homeless households and 361 units serving special needs populations. See the associated charts.

The city of Phoenix has been diligent in meeting its objectives to provide affordable housing to the extremely-low-income, low-income and moderate-income renters and homeowners of Phoenix. The



city, utilizing HOME, CDBG, CFP, HOPWA, VASH Vouchers and local resources, assisted 1085 households or persons with affordable housing. All of the households assisted met the Section 215 definition of affordable housing for rent and homeownership. Since 1993 the City of Phoenix Housing Department has created 10,399 affordable housing units.

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

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

**Rental Assistance:**

The city of Phoenix Housing Department has three Tenant Based Rental Assistance (TBRA) programs administered by One-N-Ten, Pinal County and the Housing Department. These three programs target homeless youth, victims of human trafficking and persons with HIV/AIDS. A total of 437 households were served this year through TBRA, and VASH Vouchers.

**Production of New Units:**

The city of Phoenix Housing Department created 266 new affordable housing units; 21 units were created by providing downpayment and closing cost assistance to first-time homebuyers, 40 units were sold to low-income first time homebuyers with a 20% price reduction, and 205 units were created through the development of new multifamily housing communities.

**Rehabilitation of Existing Units:**

The city of Phoenix Housing Department rehabilitated 69 affordable housing units; 47 affordable units were rehabilitated through the Housing Department's Modernization program, 11 units of existing affordable multifamily rental housing and 11 owner occupied rehabilitation completed by the Neighborhood Services Department.

**Discuss how these outcomes will impact future annual action plans.**

The City of Phoenix will continue to meet the goals set forth in the 2015-2020 Consolidated Plan. Future action plans will reflect those activities and projects.

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

<b>Number of Households Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	0	0
Low-income	0	0
Moderate-income	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**Table 13 – Number of Households Served**

## Narrative Information

## **CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)**

**Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:**

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

The City established contracts in July 2013 to reach out to unsheltered homeless individuals through community outreach teams and link them with permanent housing through a partnership between the Human Services and Housing Departments. The collaboration provides funding and direct services for outreach and engagement activities to serve persons living unsheltered in Phoenix and respond to related constituent concerns. Population specific services are provided to unaccompanied youth, LGBTQ populations, Veterans and persons with mental illness and addiction disorders through contracts with community based providers. During FY 2017-18, 254 youth and 1,617 individuals who were experiencing homelessness were engaged through outreach services. In addition, 152 Veterans experiencing homelessness were provided navigation services.

**Heat Relief Program:** From May to September 2017, the Human Services Department conducted a Heat Relief Program to provide water to homeless and vulnerable individuals. The City collaborated with several organizations to collect monetary and water bottle donations to assist with this effort. The Public Information Office assisted with several media events for the collection effort. Approximately, 500,000 bottles of water were collected and distributed to homeless and vulnerable individuals.

### **Phoenix CARES (Community, Action, Response, Engagement, Services):**

In response to increased requests to address blight associated with unsheltered homelessness, which often takes the form of an encampment, heavily impacted departments including Human Services, Police, Neighborhood Services, Public Works, Parks, Streets, and the Prosecutor's Office collaborated to create a program called PHX CARES. The goal of the program is to connect individuals experiencing homelessness with appropriate services and reduce the impact of unsheltered homelessness in Phoenix neighborhoods. Since March 2017, city departments have been working together to develop a coordinated service model and seamless customer interface. As the name of the program suggests, the PHX CARES model is consumer centric in that it "leads with services." Persons experiencing homelessness have complete needs best addressed by certified outreach professionals with access to transportation, medical, behavioral health and recovery services. To meet this need, the Human Services Department facilitated a competitive procurement process resulting in a contract with Community Bridges, Inc. The contract provides professional outreach and engagement services, seven days per week.

### **Addressing the emergency shelter and transitional housing needs of homeless persons**

United Methodist Outreach Ministries operates the Halle Women's Center located at 3424 E. Van Buren, which provides emergency shelter for up to 130 single women and 17 families with children experiencing homelessness in the Maricopa region to end their homelessness through emergency shelter and stabilization services that support a pathway to permanent housing. Services include emergency shelter operations and support services, meals and snacks, clean linens and clothing, toiletries and shower facilities, secure storage for personal belongings, and client-centered case management including the development of a permanent housing plan.

UMOM offers a safe environment, meet basic needs, and provide housing-focused case management to 130 women each night at the Halle Women's Center. The Center was intentionally designed to meet the needs of homeless women in our community in a closed, secure campus with 48 units, each with two to three beds and a semi-private bathroom. Three nutritious meals each day will be prepared in the commercial kitchen and served in the communal dining room by staff as well as 120 faith and community-based organizations. UMOM provides comprehensive housing focused case management services and will leverage many of the existing UMOM programs and resources at the UMOM New Day Centers campus including workforce development, wellness clinic, life skills classes and other resources and victim services available.

- 146,523 bed nights of emergency shelter provided to singles and families
- 2,464 unduplicated persons served
- 821 single women provided shelter
- 403 families with 808 children were provided shelter

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

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

- 8,589 families received emergency assistance and case management services, with over \$6 million spend on such vital needs as food, rent, mortgages, emergency shelter and utility payments.
- 436 families received long-term case management services
- 2,464 homeless people were served at UMOM, including 403 families with 808 children
- Over \$5 million was spent to help 7,788 families make utility payments or deposits
- Over \$1 million was spent to help 801 families avoid eviction or foreclosure

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

The city of Phoenix Housing and Human Services departments partnered on contracts for Outreach and Re-Housing 'wrap-around' services in collaboration with Housing Choice Vouchers and Tenant-Based Rental Assistance. This partnership focused on serving chronically homeless individuals and families as well as homeless youth utilizing the Housing First model. Additionally, ESG funds were utilized by Homeless Programs staff in the support special projects. During FY 17-18, Homeless Programs staff assisted 124 VASH clients with security/rent deposits utilizing over \$103,000 in ESG funds. In addition, 339 youth and individuals were provided wrap-around support services to achieve and maintain housing stability, and 9 chronically homeless individuals received rental/utility deposits to move into housing.

The city of Phoenix is committed to ending Veteran and chronic homelessness by ensuring episodes of homelessness are rare, brief and non-recurring. In December 2016, the Maricopa Regional Built for Zero collaborative achieved Federal benchmarks for establishing a quality bi-name list of individuals experiencing homelessness. In addition, the VHSD partnered with the city of Mesa to support Veteran specific navigation services. In FY 2017-18, 1,375 veterans received permanent housing through this partnership.

In 2015, the Human Services Department partnered with the City of Phoenix Housing Department, Mercy Maricopa Integrated Care, and the Valley of the Sun United Way, to develop a permanent supportive housing program for individuals experiencing chronic homelessness. By combining a housing subsidy, physical and behavioral health services, and ongoing stabilization and support services, 275 individuals who were previously homeless are permanently housed at any given time. In FY 2017-18, 247 individuals/families received a rental subsidy and wrap around case management services through the Section 8 Housing Choice Voucher program.

In addition, the city of Phoenix is an active participant in the Maricopa Association of Governments (MAG) Continuum of Care Regional Committee on Homelessness (CoC) which provides the focal point for homeless program planning and policy development for the Maricopa region. Currently, the Continuum is facilitated by the Maricopa Association of Governments (MAG) and includes almost 300 organizations and stakeholders committed to ending homelessness in Maricopa County. Attached are excerpts from the Regional Plan to End Homelessness that include goals and milestones.

## Milestones

### One Year:

- Leverage CoC resources by seeking new partnerships with funders, affordable housing developers, landlords, faith community, healthcare providers, and other partners.
- Continue to build a fully functional coordinated entry system.
- Partner with the funding community to ensure common outcomes and consistent program delivery.
- Conduct a systems analysis to identify strengths and areas of improvements and make recommendations for right-sizing interventions.

### Longer Term:

- Develop and implement a strategy for right-sizing interventions.
- Integrate other systems of care into the coordinated entry system.
- Create additional permanent housing in the region.
- Identify prevention funds.

## System Performance Measures

System Performance Measures	FY 2016	FY 2017	Change from 2016 to 2017
Length of Time Homeless	101 days	97 days	-4.0% (change in days)
Returns to Homelessness (Percentage in 2 years)	24% (1,258 persons)	25% (1,420 persons)	+1.0% (change in percent), +12.9% (change in persons)
Number of Homeless Persons (in HMIS)	15,271 persons	14,101 persons	-7.7% (change in persons)
Employment and Income Growth (Percentage of Adult System Stayers Increasing Total Income)	22% (531 persons)	36% (778 persons)	+14.0% (change in percent), +46.5% (change in persons)
Number of Persons who Become Homeless for the First Time	9,056 persons	8,384 persons	-7.4% (change in persons)
Successful Placement from SO (Percentage Successful Exits/Retention)	25% (373 persons)	36% (495 persons)	+11.0% (change in percent), +32.7% (change in persons)

## Milestones

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

### **Actions taken to address the needs of public housing**

The City of Phoenix Housing Department utilizes the federal Capital Fund Program (CFP) funds as a resource for its capital improvement activities in public housing programs. The City received \$2,563,519 for the 2017-18 annual funding grant. The city has 2,355 public housing units in its portfolio. During fiscal year 2017-18 the Housing Department Development Section focused capital improvement funding for the renovation of Pine Towers Apartments. It expended \$3,075,445 in CFP funding for renovation of the site. The Housing Department met all HUD requirements for the obligation and expenditure of all formula Capital Fund Program (CFP) funds and scored the maximum amount of points during the Real Estate Assessment Center (REAC) scoring evaluation for CFP funds. The Housing Department's Development Section completed the following activities utilizing CFP funding:

- AMP 7: Pine Towers: Studio Rehabilitation- \$3,075,445

This project remodeled 47 small studio apartments, eight large studio apartments (with 37 units left to complete), replaced the exterior balcony railing for the entire property and started the remodeling of the Community Center. The apartment remodel included a new apartment footprint design, new kitchen layout, new framing and drywall, new cabinetry, countertops, sink and disposal, all new appliances, complete plumbing replacement including supply, waste, venting and valves, new bathroom fixtures and tub relining, creating a walk-in closet, new vinyl and carpet tile flooring, complete painting, installing new Low-E glass sliding glass doors and windows with blinds and creating balcony storage with the small studio units. The entire building exterior railing was replaced in order to meet current code. The Community Center is undergoing a complete renovation that will include the addition of a large laundry room. The newly remodeled small and large studios now give the property a competitive edge to the local rental market.

### **Choice Neighborhoods**

During this reporting period, City of Phoenix Housing (HOU) Department completed the development of the Choice Neighborhoods (CN) Transformation Plan for the Edison-Eastlake Community (EEC) through a HUD CN Planning and Action Grant. The plan is now named the Edison-Eastlake One Vision Plan. HOU staff have worked extensively with public housing and community residents, local business owners, and local employees to develop community solutions to the various identified needs, visions, and strategies. Over 340 public housing residents were surveyed to identify community needs and priorities. The CN community planning process was led by a Steering Committee comprised of key stakeholders. They were charged with reviewing information, making decisions, and providing direction to the overall planning effort. Action Teams focusing on neighborhood, housing, and people components, were formed to develop specific strategies and identify implementation partners for addressing community needs and priorities. Resident Leadership Academies (RLA) helped residents build their capacity to achieve meaningful participation in the planning process. Four RLA sessions were held

with 34 graduates. RLA graduates were then recruited to form the 13-member Resident Leadership Council (RLC) and served a dual role as an advisory group to the planning effort and as an action-oriented group to pursue resident-driven initiatives. Divided into four phases – Assessment, Visioning, Strategies and Implementation – the planning process was iterative in nature, where during every stage, the work of the Action Teams was vetted by the Steering Committee and RLC, followed by an interactive public meeting to collect feedback, and then refined by Action Teams based on the input. Beyond the formalized groups established to guide the planning effort, Housing coordinated initiatives to ensure that all residents and community stakeholders could engage and inform the creation of the One Vision Plan. Through seven large interactive community/public meetings that included groupworks, design charrettes and open houses, the community planning efforts ensured regular input and feedback from residents and community members. These meetings included hundreds of public housing and neighborhood residents; numerous community stakeholders including businesses, churches, schools and service agencies; and all facets of city government. Residents and stakeholders were given the opportunity to dialogue one-on-one with the planning team and share their ideas, areas of concern, and preferences for the vision. Housing staff organized eighteen Resident Conversations with public housing residents, providing a more intimate setting in which residents could discuss in-depth topics such as safety, property maintenance, community organizing and existing and needed services for youth and adults. During the reporting period, staff secured additional grant funding and resources for the CN target area through a National Endowment of the Arts Our Town grant in the amount of \$100,000 to create an arts master plan and vision for the community. The Housing Department was also successful in its application for a \$30 million CN Implementation Grant, with grant activities beginning in Fiscal Year 2018-19.

### **Rental Assistance Demonstration (RAD)**

The Rental Assistance Demonstration (RAD) is a program of the U.S. Department of Housing and Urban Development (HUD) that seeks to preserve affordable housing. RAD provides PHAs a way to stabilize, rehabilitate, or redevelop properties by converting to long-term Section 8 contracts. City of Phoenix Housing Department has six public housing properties approved for a Commitment to enter into a Housing Assistance Payment (CHAP). A CHAP is a document HUD issues as an initial approval to enter into a RAD conversion. The approved properties are Frank Luke Homes (230 units), A.L. Krohn Homes (202 units), Sidney P. Osborn (145 units), A.L. Krohn East (38 units), Foothills Village (200 units), and Scattered Sites (319 units). During this conversion process, multiple resident meetings have been held to inform residents of the conversion and how it will affect them. During these meetings, residents ask questions, express concerns and provide comments. Future meetings will be held at all the approved properties to inform and involve residents during the conversion process. Next steps include the submitting of a financing plan for each property and then closing. At closing, the property will convert from public housing to Section 8 as well as close on any necessary financing. In June 2018, the Housing Department and its co-developer, Gorman & Company, was awarded a competitive 9% Low Income Housing Tax Credits (LIHTC) allocation for A.L. Krohn East. A non-competitive 4% LIHTC application has been submitted for Foothills Village. LIHTC provides equity to the project to help fund the remodel or redevelop the property. The Housing Department has submitted additional RAD Applications for

Washington Manor, McCarty on Monroe and Aeroterra Senior Village. The overall goal for the department is to convert the entire public housing portfolio through RAD to Section 8 rental assistance.

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

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

#### **Family Self Sufficiency Program**

The Family Self-Sufficiency Program (FSS) provides long-term case management services to help low-income individuals and families residing in subsidized housing to overcome barriers to self-sufficiency so they can become financially independent. Participants receive up to seven years of access to educational training, job training, job coaching, life skills training, and facilitated employment opportunities. They also receive assistance with budgeting, homeownership preparation, counseling, and referrals to resources available in the community.

#### **Highlights for FY 2017-18**

52 participants completed a financial literacy program  
194 households were provided with case management  
21 FSS participants attended/completed a training/educational program  
21 participants successfully completed the program  
Graduates received \$105,240 in escrow disbursements  
5 participants purchased a home

Average annual income for FSS graduates is \$38,110

#### **Service Coordination for Senior and Disabled Housing Communities**

The Senior Housing Program provides housing to over 700 elderly and non-elderly disabled residents in seven apartment communities. Each of these facilities has a Service Coordinator assigned (on site or next door) to assist residents, led by a senior caseworker to provide oversight and direction. The Service Coordinator links residents to the necessary supportive services to maximize their benefits, improve quality of life, and help residents to age in place. They also assist residents with their day to day needs, such as business or medical correspondence, finances, telephone service, emergency food boxes, counseling, transportation, and socialization.

#### **Highlights for FY 2017-18**

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

#### **Service Coordination for Family Housing Communities**

The Family Housing Program provides housing to over 2,400 residents in 11 apartment and single family communities. Three of those communities have an on-site Service Coordinator to develop educational programs and coordinate resources available for residents.

### **Public Housing I**

Highlights for FY 2017-18 7 residents attended parenting skills/educational classes 16 residents participated in Life Skills classes 23 residents participated in Health and Nutrition classes 30 youth residents attended Computer Classes 27 residents participated in Employment Counseling 32 residents received One-stop Employment services 11 residents completed Financial Management classes 28 residents participated in Tutoring Services 29 youth participated in Summer Youth Programs 40 youth attended youth leadership classes Neighborhood Networks Centers The Neighborhood Networks program offers computer and Internet access to residents of senior and family public housing in an effort to improve employment and educational goals. This is done by providing online resources, classes, and one-on-one assistance. For employment goals, the program offers job training, resume building classes, and assists with online job searching. For educational goals, the program offers tutoring, enrollment assistance, financial aid and application assistance.

Highlights for FY 2017-18 1,853 duplicated youth received homework assistance More than 7,169 duplicated residents have been served during open lab times iWORK Program The Jobs Plus program, branded iWORK (Improving Work Opportunities and Resident Knowledge), provides low-income public housing residents secure higher paying jobs for residents of the Marcos de Niza Community. iWORK assists public housing agencies in developing locally-based, job-driven approaches to increase resident earnings and advance employment outcomes through work readiness, employer connections, job placement and educational opportunities. The iWORK team helps identify underlying issues residents may have, such as childcare options and assistance, and will encourage participation in English classes for those with limited English proficiency.

Highlights for FY 2017-18 Over 100 residents participated in the grand opening event on March 22, 2017 Over 99 residents received assessments 11 participants enrolled in an Employment Readiness Program

## **Section 32**

Section 32 Public Housing Homeownership Programing 2005, the US Department of Housing and Urban Development (HUD) approved a Section 32 Plan which allowed the Housing Department to sell 50 of its single-family homes to low-income families (at or below 80 percent of Area Median Income), particularly those in the Housing Department Scattered Sites and Family Self Sufficiency programs. In 2015, HUD approved an expansion of the Program by an additional 50 homes. The Department requested an additional expansion allowing for a total of 299 homes to be sold which was approved in August 2016. The Housing Department currently owns 153 single family homes for sale throughout the city. The houses are sold at the appraised value with a 20% discount in the form of a loan which is forgivable over 10 years. Down payment and closing cost assistance of up to \$6,000 is available to current residents who purchase the home they currently reside in. Additional down payment and closing cost assistance from the Federal Home Loan Bank of San Francisco, known as WISH or IDEA, may be available in the form of a 3 to 1 match up to \$15,000 to qualified purchasers and as long as funds are available. Homeownership and Financial Fitness classes are provided and required. The Housing Department has sold 146 homes since June of 2009, with 40 having been sold in FY2017/2018. The average house payment including principal, interest, taxes and insurance is \$600.00 - \$700.00 per month.

## **Actions taken to provide assistance to troubled PHAs**

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)**

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

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

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

### **Zoning Ordinance/Development Standards**

Regulations contained in the Zoning Ordinance regulate the use of land on private property. Some of these regulations add to the cost of construction of affordable housing. This decision allows the City of Phoenix to ensure orderly and compatible community growth on all properties. The Zoning Ordinance provides density bonus incentives to encourage the development of affordable housing. In addition, reductions in the amount of required parking can encourage development of affordable housing or housing for special needs groups. In addition, the City provides assistance to non-profit organizations in the payment of rezoning application fees, building permits, and inspection fees when being used for developing affordable housing. This assistance can come through Community Development Block Grant (CDBG) or HOME Investment Partnerships (HOME) funds designated for use in the development of affordable housing.

### **Development Process**

Rezoning approvals, when needed in the development process for the City of Phoenix, can take as long as 6 to 8 months to obtain. In addition, all proposed multifamily residential development activities must obtain site plan approval and building permit approval. Site plan approval is needed before building permits can be obtained. The City also has a Minor Residential Review process that, depending on the development proposal, could make the process move faster. If the change requires only a minor review and all site issues (i.e., lot divisions, subdivision plats) have been resolved along with approved required improvement plans, then the process could take one to three weeks to complete projects.

### **Barriers**

Phoenix completed the following actions to foster the removal of barriers to affordable housing production: The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community. The City of Phoenix works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The City of Phoenix Neighborhood Preservation Ordinance and Code Enforcement Inspectors respond to complaints of blight and slum-designated properties to remedy the violations. The City commenced the process of releasing two Request For Proposals of City owned land for the development of multifamily housing, with a required minimum number of affordable housing units.

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

Phoenix completed the following actions to foster the removal of barriers to affordable housing production: The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community. The City of Phoenix works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The City of Phoenix Neighborhood Preservation Ordinance and Code Enforcement Inspectors respond to complaints of blight and slum-designated properties to remedy the violations. The City commenced the process of releasing two Request For Proposals of City owned land for the development of multifamily housing, with a required minimum number of affordable housing units.

1. Difficulty of low- and moderate-income first-time homebuyers to purchase quality housing at an affordable price:

In order to overcome barriers that lower-income homebuyers face trying to accumulate sufficient funds to purchase housing, the Housing Department utilizes federal and local funding for down payment, closing costs, soft second loans, and acquisition and rehabilitation homeownership activities. Through these funding sources the Housing Department assisted 61 low- and moderate-income homebuyers to purchase homes through homeownership programs. Such as, the Open Doors Homeownership Program and Section 32 Homeownership Program.

### **Actions Taken I**

2. Supply of affordable rental housing is well below the need expressed in the community: The City works with nonprofit and for-profit agencies to develop affordable rental housing. The Housing Department has assisted with the new construction or acquisition and rehabilitation of 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 created 266 new affordable housing units; 21 units were created by providing downpayment and closing cost assistance to first-time homebuyers, 40 units were sold to low-income first time homebuyers with a 20% price reduction, and 205 units were created through the development of new multifamily housing

communities. Rehabilitation of Existing Units: The city of Phoenix Housing Department rehabilitated 69 affordable housing units; 47 affordable units were rehabilitated through the Housing Department's Modernization program, 11 units of existing affordable multifamily rental housing and 11 owner occupied rehabilitation completed by the Neighborhood Services Department. 3. Limited accessible units to assist persons with disabilities: The City of Phoenix maintains its efforts to address accessibility needs by reserving funding specifically for special needs groups. Accessibility standards are required in each housing proposal funded. The city requires disability accommodation compliance in all housing development contracts. Another resource available is the Phoenix Mayor's Commission on Disability Issues, Architectural Accessibility Committee. During the reporting period, the Housing Department used HOPWA funding to provide operating subsidy for 76 units that housed 174 low-income and special needs persons living with HIV/AIDS. The HOPWA Program is flexible enough to allow participants to stay in place or relocate to an area that may fit their health needs.

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

The City of Phoenix Owner Occupied Housing Rehabilitation and the Rental Rehabilitation programs tests houses built prior to 1978 for lead based paint. When appropriate and necessary the lead based is mitigated by the appropriate means for the situation. The City of Phoenix addressed 134 homes built before 1978 and remediated lead from thirty homes where the activity mandated remediation. The other homes did not require remediation due to the rehabilitation activity or otherwise exempt. The City of Phoenix has also successfully managed the Lead Based Paint Hazard Control for the past twenty years.

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

#### **VITA/EITC Campaign**

In the City of Phoenix 2017-18 Earned Income Tax Credit (EITC) Campaign, staff continued efforts to promote awareness and education of the EITC Campaign, as well as the availability of free tax-filing services through promotional materials, media alerts and public forums.

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

Highlights of the campaign, based on the regular tax season and "back taxes" summer results compiled by the IRS, include services to 4221 households that received more than \$ 6.2 million in federal tax refunds. Services were provided at 17 free tax preparation sites managed by the City and community partners. A total of 272 volunteers donated 10323 hours at the 17 city of Phoenix sites.

MyFreeTaxes.com is a free, self-assisted tax preparation and e-filing website hosted by HR Block in partnership with the United Way. This service was available for taxpayers earning less than \$66,000. MyFreeTaxes was marketed at all VITA sites. This year 1258 federal tax returns were completed using the software with the average return totaling \$1,5327. The VITA program will be increasing its marketing of the MyFreeTaxes.com.

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

Multiple partnerships continued to be maintained. Phoenix College Academy, Arizona State University, South Mountain Community College, and DeVry University provided training space to teach tax law to volunteers. The site coordinator from Ability 360 partnered with Arizona Commission for Deaf and Hard of Hearing to provide sign language interpreters for tax payers who required reasonable accommodations at their site. VITA will be offering Facilitated Self Assistance (FSA) at various sites throughout the city. FSA allows taxpayers to prepare their own tax returns with while having a certified VITA Tax Preparer available to answer tax law questions.

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

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

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

The City's Housing Department conducts regular public forums to receive input from private and nonprofit housing developers. An email listserv has been established to communicate with the housing community any updates, regulatory changes, available funding for housing development and public meetings related to housing development or services. Additionally, the Housing Supportive Services (HSS) has established a Coalition of Service Providers, a group of non-profit social service providers, to help connect low-income residents to services and resources. Additional outreach was made to non-profit agencies during our Spring 2016 Call for Interest for the solicitation of CDBG and HOME funds. As a result, over 50 non-profits attended the Call for Interest pre-submittal meeting. A RFP for HOPWA Sponsors was issued in Spring 2017, with new contracts beginning in FY 2017/2018

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

Internet.

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

The Equal Opportunity Department (EOD) took the following actions to increase awareness of Fair Housing Laws within the City of Phoenix (COP):

COP partnered with the Southwest Fair Housing Council to conduct monthly fair housing workshops that are free to the public and eligible for CEU credit for Realtors. EOD participated in educational forums, health and community fairs, community presentations throughout the COP, earned media, radio and social media interviews and social media campaigns/posts to increase awareness of fair housing. EOD staff also continued their training efforts in the community by collaborating with different groups and conducting training on their facilities. Staff has trained HOA members, Realtors, Leasing agents, and property management professionals.

The City continued to focus on its fair housing education program within the area by partnering with local non-profit, property management companies, landlords and advocacy groups to develop various fair housing training curriculum and education programs designed to increase understanding of fair housing and the dynamics of the local housing market among home seekers (buyers and renters) and housing industry stakeholders. Additionally, COP EOD provided fair housing training to City staff, sub-recipients, and any other entities the City may contract with under its CDBG program

Specifically, this fiscal year, the COP EOD partnered with the Phoenix Police Department Crime-Free Multi-Housing Unit. This unit conducts one day seminars for landlords, realtors, property management employees and the general public. The seminars offer information on various subject matters including: landlord and tenant information, dealing with mentally ill tenants, crime prevention and reporting, evictions and fair housing law. EOD staff educated housing providers on general fair housing law as well as recent HUD guidance concerning criminal background policies and nuisance ordinances.

### **Impediments to Fair Housing (continued)**

The COP EOD also served on the Planning and Development committee to address the City's zoning ordinance concerning group homes in residential neighborhoods. This committee is comprised of COP staff, group home providers/professionals, legal consultant and constituents from the public. The COP also collaborated with its Housing Department to provide fair housing training to all of its employees, including managers, Section 8 eligibility representatives, property managers and building maintenance employees. The COP EOD provided fair housing training to the Landlord & Tenant and CDBG employees

in the Neighborhood Services Department. COP EOD collaborated with NSD to present fair housing rights at several of their bi-monthly landlord and tenant workshops that are held in accessible community buildings throughout the COP. The COP EOD continued to participate in the Arizona Fair Housing Partnership which is a statewide coalition of government agencies, housing industry representatives, and non-profits dedicated to furthering fair housing. EOD worked with other members to hold monthly public meetings, fair housing presentations, and collaborate in the Annual Fair Housing Symposium held during fair housing month. EOD advertised fair housing month events on the city website, city calendars, social media, and the COP water bill. EOD staff attended trainings offered through the National Fair Housing Training Academy, as well as local housing seminars, workshops and online webinars. EOD is currently working with the Housing Department and various other City departments to schedule additional fair housing training during the fiscal year.

## **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**

### **ESG Monitoring Procedures**

The city of Phoenix Human Services Department (HSD) works closely with organizations that receive federal, state and local funds to ensure that funds are used appropriately and in the most effective manner possible. Prior to the beginning of the contract period HSD provides a comprehensive contract orientation to assist subrecipient organizations in understanding their contract, administering it effectively and meeting performance goals. Federal and local regulations, reimbursement procedures, reporting requirements and monitoring procedures are reviewed and discussed and subrecipient organizations have the opportunity to meet with HSD staff and have questions answered. During the contract period, HSD staff provides on-going technical assistance to address any issues to ensure that subrecipients are able to achieve the goals and objectives of their projects. Subrecipients are required to submit monthly contract payment requests, HMIS program reports, and outcome status reports to ensure that funds are drawn down appropriately and services are provided to their target population. A financial report is prepared by HSD fiscal staff on a monthly basis to ensure issues are resolved in a timely manner. HSD performs financial and programmatic monitoring of all contracts annually in accordance with the HSD monitoring process. Financial monitoring is conducted either in the form of a site visit or desk review. The objectives of the financial monitoring are to verify that the Scope of Work for each contract is carried out in accordance with funding regulations and provisions of the contract, and to verify that the funds are used by the subrecipients properly. The fiscal monitoring includes a review of subrecipient's single audit report and evidence supporting charges claimed in financial reports. Programmatic monitoring visits are conducted on site and include interviews with appropriate agency staff, a review of open and closed case files, and inspection of relevant agency documentation to include documentation of homelessness, case notes and rent calculation worksheets. Enforcement of client rights and responsibilities, appropriate termination of services, and handling of grievances are also reviewed. In addition, the following items are verified: copy of policy manual on site, employee training logs, HMIS Data Sharing Agreement, ADA reasonable accommodations, and compliance with state/local health and safety regulations.

### **CDBG Monitoring Procedures**

All CDBG projects were actively monitored for compliance with all regulations and timely implementation either through a cost reimbursement system, monthly reports, site visits, or yearly audits. Nine site visits were completed. The fiscal monitoring included a review of subrecipients single audit report or other audits and evidence to support charges claimed in financial reports. Regular

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

### **HOME Monitoring Procedures**

HOME During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 27 agencies under contract providing affordable rental units under the HOME Program. Housing Department staff inspected 378 HOME-assisted units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards. The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing related services are being delivered in accordance with HOME Program requirements including Davis Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the city of Phoenix, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested. The Housing Department has updated its Monitoring Policies and Procedures Manual for recipients of HOME Program funds. The manual is designed to



provide guidance to HOME Program participants to assist them in maintaining (1) program and project records; (2) records pertaining to rents, tenant income and affirmative fair housing guidelines throughout the affordability period; and (3) compliance with minimum housing quality standards for safe, decent, and sanitary housing. HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations. When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Staff schedules an initial monitoring visit of multi-family projects within the first year of project completion to review tenant files; property management and financing viability; marketing procedures; tenant selection criteria; rent and occupancy records, and project financial reports. After the initial visit, staff schedules the first monitoring review.

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

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

The Neighborhood Services Department takes the lead on organizing public meetings and to advertise for comment on the performance reports for the Annual Action plan, Consolidated plan and any subsequent amendments to the respective plans. Advertisements are placed in the local newspaper, Arizona Republic under the City Page, posted on our City website and on social media (Facebook, Twitter) and city staff sends out notices to the general public through a list serve that contains email addresses of interested parties (neighborhood groups, non-profit organizations, housing developers, faith based organizations). The public was noticed on September 5, 2018 that a copy of the performance report would be available until September 26, 2018. Following September 28, 2018, the performance report will be posted on the City of Phoenix website for public comment.

**CR-45 - CDBG 91.520(c)**

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

Changes to the CDBG program would occur as a result of changing community needs identified by requests and comments made through the public process, as a result of program evaluation, or a combination of both. The City of Phoenix has identified the need for affordable housing as a high priority and continue to add affordable rental units and strengthen neighborhoods through homeownership and down payment assistance while supporting programs that assist Phoenix’s most vulnerable population. The City of Phoenix will continue to work with developers, non-profit organizations and housing counseling agencies to provide affordable in-fill projects for low- and moderate-income families.

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

No

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

## **CR-50 - HOME 91.520(d)**

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

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

During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 27 agencies under contract providing affordable rental units under the HOME Program. Housing Department Staff inspected 378 HOME-assisted units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards. The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing-related services are being delivered in accordance with HOME Program requirements including Davis-Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the city of Phoenix, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested.

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

When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Staff schedules an initial monitoring visit of multi-family projects within the first year of project completion to review tenant files; property management and financing viability; marketing procedures; tenant selection criteria; rent and occupancy records, and project financial reports. After the initial visit, staff schedules the first monitoring review.

### **List of Properties Inspected**

Projects Inspected1. Vineyard Estates 2. CHP Affordable 3. Garfield Apartment 4.

Fillmore Place 5. PSA Affordable 6. Sahara Luna 7. Thunderbird Village8.  
Roosevelt Commons 9. Casa De Paz 10. Horace Steel Commons 11. Tanner Manor 12.  
Grandfamilies 13. CHP Afford Perm 14. Sunrise Vista 15. Toby House 16.  
Whispering Willows 17. Bella Vista 18. Victory Place I19. Victory Place II20. Victory  
Place III21. Legacy Bungalows 22. Virginia on 3rd 23. Charter Palms 24. Amber Pointe  
25. Fillmore Place 26. Rehoboth Place27. City Place

## **Inspection Results**

Inspection ResultsDuring the 2016 schedule The City of Phoenix Housing Department had minor HQS problems with a number of properties but all issues where repaired of within the allotted time. During the file audits no major findings were issued. Some of the concerns issued were; some properties needed to update their Crime free certification which was out of date (per the City of Phoenix requirement); some properties were using the Arizona Department of Housing Rent maximums and not the City of Phoenix Rent Rate Sheet (which at the time were lower than the HUD Maximum Rent Limits and therefore the properties were not exceeding the HUD Maximum Rent Limits). The properties were notified of the above concerns and were required to comply as soon as possible.

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

Most organizations utilized more than one method of advertising to meet the affirmative marketing requirements. Some agencies distributed flyers to the businesses, schools, and churches in the surrounding neighborhoods, as well as advertising in various newspapers. The majority of multifamily apartment complexes, particularly the ones run by a professional management company, advertised in a monthly publication called For Rent. The city of Phoenix continues to advertise its home ownership programs in the weekly City Connection newsletters, in water bill inserts, at homeownership events, and on the internet.

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

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

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

HOME Program income is generated from installment payments and payoffs on loans for both single family homeownership and multi-family rental projects. This FY we receipted \$1,535,945.74 in program income and drew \$728, 447, for a balance of \$807,498.74.

The following projects were partially funded using Program Income:

Victory Place IV: New construction of an affordable rental development serving homeless veterans. Construction is complete and the project will include 66 affordable housing units and 30 HOME units.

Rosewood Court I: New construction of an affordable rental development serving low-income residents and very-low income veterans. Construction is underway and will be completed in Fall of 2017. Once complete the project will add 50 affordable housing units and 11 HOME units.

Homeless Youth TBRA: provides tenant based rental assistance for homeless youth. This year 13 homeless youth were assisted through this program.

CPLC Open Doors: provides downpayment assistance for eligible first time homebuyers. Program income was used to fund one homebuyers downpayment assistance.

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

During the reporting period, the Housing Department funded 66 completed affordable housing units and has 170 units underway, with HOME expenditures of \$5,632,606 (including HOME Administration). The City has leveraged these HOME Program commitments of federal funds with low-income tax credits, State of Arizona funds, Federal Home Loan Bank Affordable Housing Program funds, and private lender financing. The 66 units completed and 170 units underway were assisted by the Multi-Family Rental Housing Program, Tenant Based Rental Assistance, Open Doors Homeownership Program, and the Owner Occupied Rehabilitation/ Reconstruction Program. Below is a list of the accomplishments under each program:

Multi-Family Rental Housing Program:

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

29 Palms project, a rehabilitation of a 21-unit multi-family affordable housing complex, with 3 units set aside for disabled adult populations. \$74,569 in HOME funds were expended during FY 2016-17.

Northern Gardens project is underway and includes the construction of a 66-unit multi-family affordable housing complex, with 15-units set aside for persons with disabilities.

Rosewood Court I project is underway and includes the construction of a 50-unit multi-family affordable housing complex, with 11-units set aside for veterans. \$1,305,000 in HOME funds were expended during FY 2016-17.

Rosewood Court II project is underway and includes the construction of a 35-unit multi-family affordable housing complex, with 5- units set aside for persons with disabilities. \$66,000 in HOME funds were expended during FY 2016-17.

Camelback Pointe project is underway and includes the construction of a 54-unit multi-family affordable housing complex, with 8-units set aside for chronically homeless individuals. \$1,133,756 in HOME funds were expended during FY 2016-17.

**Open Doors Homeownership Program:**

The City awarded Down Payment Assistance contracts to two area nonprofit agencies through the Open Doors Program for the administration of housing counseling and down payment assistance. The City expended \$510,001 in the third year of the program, leveraging \$3,381,891 in private lender financing to assist 28 homebuyers.

**Tenant Based Rental Assistance:**

The City provides HOME funding for Tenant Based Rental Assistance (TBRA) to homeless youth through non-profit agencies One N Ten (7 vouchers) and Tumbleweed Center for Youth Development (6 vouchers). The City expended \$121,417 on TBRA.

**Owner Occupied Rehabilitation/ Reconstruction Program:**

During this reporting period, the city of Phoenix expended \$1,494,563 in HOME funds for the rehabilitation of 17 existing owner occupied household. The funds were utilized to provide a combination of grants, and zero interest deferred loans to lower-income households for the purpose of rehabilitating of their homes.

**CR-55 - HOPWA 91.520(e)**

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

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

<b>Number of Households Served Through:</b>	<b>One-year Goal</b>	<b>Actual</b>
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	45	110
Tenant-based rental assistance	175	176
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	75	78
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	40	126

**Table 14 – HOPWA Number of Households Served**

**Narrative**

During the reporting period, the City of Phoenix Housing Department used Housing Opportunities for Persons with AIDS (HOPWA) Program funding to provide operating subsidy for 61 units that housed 166 low-income and special needs persons living with HIV/AIDS in addition to the 176 people that were housed through the TBRA program.

The HOPWA goals identified in the Consolidated Plan have been developed through many public meetings, HIV/AIDS conferences, and supported by the local HIV/AIDS housing providers. The City has created HOPWA programs to address the housing needs expressed by the HIV/AIDS community. Specific activities during FY2017-18 by program area are as follows:

§ Short-Term Rent, Mortgage, and Utility (STRMU) Assistance Program

This program provides emergency rent, mortgage and utility payments. This program helps persons living with HIV/AIDS to remain at their current residence in order to prevent homelessness. There is a significant relationship between homelessness or unstable housing with being unable to access health care. In June 1995, the City of Phoenix contracted with Southwest Behavioral & Health Services (SBH) to administer the STRMU program. The program has been operating continuously since.

### ¶ Tenant-Based Rental Assistance (TBRA) Program

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

The City of Phoenix Housing Department Section 8 Division, administers the TBRA program for Maricopa County. The City of Phoenix conducted a competitive process to award a contract to administer TBRA in Pinal County. Pinal County Housing Department was the successful bidder. This 4-year contract ended in April 2018. Due to the contract ending, the City of Phoenix is now serving both Maricopa and Pinal counties.

### ¶ Housing Information Services

These funds are used to employ an HIV/AIDS Housing Information Coordinator. The Housing Coordinator assists people living with HIV/AIDS to match their housing needs with appropriate housing providers in Maricopa and Pinal counties. The City of Phoenix has contracted with Area Agency on Aging since October 1997 to provide these services.

## **HOPWA I**

**Housing Advocacy** This Housing Advocacy program was formerly named "Housing Ombudsman." The City of Phoenix contracted with Area Agency on Aging to provide advocacy services to persons living with HIV/AIDS and supportive services to HOPWA TBRA residents. The Housing Advocate acts as a liaison for HOPWA clients who may be struggling with landlord issues. The Housing Advocate also identifies improvements for the various housing models and conducts housing assessments and case plans.

¶ **Permanent Housing Placement** This program provides assistance to persons living with HIV/AIDS who have located permanent housing but require assistance with security and/or utility deposits or first month's rent payment. Persons living with HIV/AIDS, who have stable housing living situations, tend to maintain supportive services and health care services. The City of Phoenix initially contracted with SBH in July 2012 to administer the permanent housing placement program.

¶ **Transitional and Permanent Housing Facilities** This program assists nonprofit organizations in providing housing for homeless and low-income persons living with HIV/AIDS. The funds are used to create and/or operate permanent supportive, permanent independent and transitional housing. Funds have assisted throughout the years with acquisition, rehabilitation, leasing and/or operating assistance of housing units dedicated to serving persons living with HIV/AIDS. Two permanent supportive homes were rehabilitated with Community Block Grant (CDBG) Funds during this past FY. Homeless persons living with HIV/AIDS are more likely to enter into costly medical care facilities than those who receive



housing assistance, along with case management. Homeless persons living with HIV/AIDS who receive housing assistance, i.e. transitional, are more likely to enter into a continuing care program leading to permanent housing. Specifics related to housing services being provided are as follows: Phoenix Shanti Group, Inc. (PSG): (1) Two sites (10 apartments/20 bedrooms) of transitional housing for homeless persons living with HIV/AIDS. This supportive housing program offers housing and services to persons with substance abuse issues. Southwest Behavioral Health Services (SBH): (1) 12 scattered sites permanent independent housing units. (2) 35 master-leased transitional housing units. (3) SBH is also the owner and operator of four group homes serving persons living with HIV/AIDS. The group homes have a total of 18 bedrooms that provide permanent supportive group housing. For several months, this housing capacity was restricted due to renovations that occurred.

§ Employment Services The City recognized a need for additional employment services and released a request for proposals for an employment services program. The City awarded funding to SBH for this program that began in FY 2015-16. SBH facilitates a Job Resource Center that is available to serve all HIV positive residents in Maricopa and Pinal counties. The program provides workforce development services to help participants obtain permanent employment. Services include assistance with resume writing, completing applications, job searching techniques, preparation for an interview and basic computer skills. Referrals are also provided to workshops or training facilities to learn additional job readiness skills.

## HOPWA II

§ HOPWA Program Management and Coordination Funds are allocated for Program Management and Coordination for activities to support HOPWA programs including legal fees, program planning, grant monitoring, and HOPWA program management. It also includes activities placed under grant administration according to HUD regulations.

The goal of the City of Phoenix Housing Department is to maintain HOPWA housing activities that are known to be successful in housing HOPWA eligible populations while increasing capacity of HOPWA service agencies to serve this population. As of June 30, 2018, the HOPWA Program supported nine different housing activities through three different project sponsors. Over the course of the reporting year a total of 1332 unduplicated households living with HIV/AIDS were assisted. The following includes the breakdown per the specific HOPWA Programs:

§ 176 households received TBRA Housing Vouchers § 162 households received STRMU assistance and/or permanent housing placement assistance. § 126 persons benefited from leasing and operating assistance through two transitional housing programs § 40 persons benefited from leasing and/or operating assistance for permanent housing facilities (supportive and independent) § 614 persons were assisted through the Housing Information Services program § 61 households were assisted by the Housing Advocacy program § 153 individuals were served by the Employment Services Coordinator and Job Readiness program

Program Improvements The Housing Department interacts with service providers via email, phone calls, and meetings. Efforts are made towards implementing agency suggestions into administrative plans, while addressing trends and barriers. HOPWA funding that was un-spent from previous years was used to sustain funding for Tenant Based Rental Assistance (TBRA) vouchers.

Coordination and Planning Efforts The City of Phoenix Housing Department maintains communications with service providers and advocates 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. In 2017, Maricopa Integrated Health System (MIHS) originally submitted an application for a Project Housing, HIV Health Outcomes, and Employment (HHHOME) grant to provide coordinated services to people that are HIV positive, residing in Maricopa County and are temporarily or unstably housed. This grant submittal was not selected which led to a contingency plan of utilizing unspent Arizona Department of Health Services (ADHS) pharmaceutical rebate funds, related to Ryan White Part B funding. The goal of this project is to utilize current community partners in a collaborative effort to assist those with HIV in attaining stable housing, gaining permanent employment, and achieving better health outcomes. The housing component of this program has evolved into the City of Phoenix Housing Department entering into an Intergovernmental Agreement (IGA) with Maricopa County with funding of 2.5 million dollars to expand transitional housing services to those living with HIV/AIDS. This IGA begins on October 1, 2018 and ends on March 31, 2020. The City of Phoenix is subcontracting the facilitation of the housing services to the already established HOPWA Project Sponsor, Southwest Behavioral and Health Services. The planning of this program has involved multiple community stakeholder and subcommittee meetings, the creation of new systems, procedures, forms and partnerships.

### **HOPWA III**

Barriers EncounteredThe Gap: Shortage of Affordable Homes 2018 report states there is a need for housing options for low-income households in the Phoenix metropolitan area. This report shows an affordability gap of 123,834 households at 50 percent of the Area Median Income (AMI). Barriers identified by HOPWA providers included such issues as a lack of affordable housing, substance abuse issues, poor credit, criminal history, transportation challenges and limited employment opportunities. Specifics provided by sponsors are as follows: Transitional Housing Transitional Housing continued to experience substance abuse trends due to the methamphetamine addictions facing HOPWA residents, which has resulted in termination of housing placement for some tenants. Access to affordable housing remains a consistent barrier in Maricopa County. Other barriers include rental, credit and criminal history. TBRA programs allow participants to locate units in the private market. However, the property owners are responsible for conducting their own credit, criminal, and rental background screenings. The criteria for leasing to a tenant is based on the owner's discretion. Participants who lack credit history or have subpar credit history may find it difficult to locate a landlord who will rent to them. This also applies to participants who have a record of criminal history. Pinal County is a rural area making transportation a barrier for participants who do not have access to their own means of transportation for shopping needs, doctor visits, etc. In addition, Pinal County has a low housing stock of one bedroom units. Pinal County is no longer providing TBRA services so this program, for both Maricopa and Pinal counties, has been absorbed by the City of Phoenix Section 8 Office. Permanent Supportive Housing Permanent Supportive Housing sites, continue to experience substance abuse trends due to the methamphetamine addictions facing HOPWA members.

### **HOPWA IV**

Permanent Independent Housing Permanent Independent Housing tenants continue to be impacted by substance abuse issues. However, overall these tenants have become more stable by maintaining compliance with regulations and programs rules and increasing their income.

**Employment Services** A new staff member was hired which consumed time of the current staff member to train and assist in building new community partnerships. The Job Resource Center was unavailable for part of the year due to renovations occurring so the program was facilitated from a different site. Current barriers to employment for HOPWA clients includes not having the financial means to own a telephone, making it challenging for follow up services to occur or having full mailboxes not allowing JRC staff or potential employers to leave messages. This also impacts the ability to gain employment. Additionally, many clients do not have reliable transportation which limits options to employment being near bus routes. Numerous doctor appointments interfere with being available for employment. Some clients receiving Social Security disability benefits are misinformed of their right to secure employment. As a result, clients are hesitant to secure employment for fear of losing their benefits. Limited work experience, mental health and substance abuse issues are also impacting the ability to secure gainful employment.

**Housing Information Services** The Housing Information Services program has identified a recurrent issue with housing providers not renting to clients with a criminal background. There have been situations where clients return to homelessness, after completing a successful stay in transitional housing, due to having no other option.

**Housing Advocacy** The Housing Advocacy program has experienced challenges with turnover in staff, leaving this position vacant for several months. Additionally, new staff needed proper training before providing services resulting in less clients being served this FY.

## **HOPWA V**

**Selection of Project Sponsors** During FY 2010-11, the Housing Department contracted with a consultant to update the HOPWA housing plan. Since 1996, when the first housing plan was created, significant progress in the treatment of the disease has occurred allowing for a better quality of life. Project Sponsors submitted proposals for a new Request For Proposals (RFP) in March 2017. Project sponsors were selected through this RFP process in which experience, capacity and support services were among criteria considered during the evaluation process. New housing and service contracts began July 1, 2017. Prior to the issuance of the most recent RFP, community outreach occurred to all agencies providing HIV/AIDS services to ensure all were aware of the upcoming RFP. This included minority owned businesses.

**HOPWA Program Monitoring** The project sponsors receiving HOPWA funding are required to submit monthly reports on persons they serve. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery. A financial report is generated monthly by the City of Phoenix for the HOPWA funds detailing funds committed and expended. This helps staff reconcile IDIS entries with the City of Phoenix's financial system. Several recommendations were made to agencies regarding billing procedures for reimbursement of direct and indirect costs. 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 existing monitoring processes and create new

monitoring initiatives as applicable to ensure the proper use of funds and compliance with all applicable federal, state, and local laws and regulations. Displacement There were no HOPWA participants displaced during FY 2017-18. Slow Moving Projects The FY 2017-18 HOPWA Program does not have any slow moving projects.

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

### ESG Supplement to the CAPER in *e-snaps*

#### For Paperwork Reduction Act

#### 1. Recipient Information—All Recipients Complete

##### Basic Grant Information

Recipient Name	PHOENIX
Organizational DUNS Number	137688193
EIN/TIN Number	866000256
Identify the Field Office	SAN FRANCISCO
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	

##### ESG Contact Name

Prefix	Ms
First Name	Marchelle
Middle Name	0
Last Name	Franklin
Suffix	0
Title	Interim Human Services Director

##### ESG Contact Address

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

##### ESG Secondary Contact

**Prefix** Ms  
**First Name** Tamyra  
**Last Name** Spendley  
**Suffix** 0  
**Title** Deputy Human Services Director  
**Phone Number** 6025340576  
**Extension** 0  
**Email Address** tamyra.spendley@phoenix.gov

## 2. Reporting Period—All Recipients Complete

**Program Year Start Date** 07/01/2017  
**Program Year End Date** 06/30/2018

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

**Subrecipient or Contractor Name:** PHOENIX  
**City:** Phoenix  
**State:** AZ  
**Zip Code:** 85034, 2218  
**DUNS Number:** 137688193  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Unit of Government  
**ESG Subgrant or Contract Award Amount:** 302703

**Subrecipient or Contractor Name:** Southwest Behavioral Health Services, Inc.  
**City:** Phoenix  
**State:** AZ  
**Zip Code:** 85012, 2331  
**DUNS Number:** 072443062  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 177286

**Subrecipient or Contractor Name:** UMOM NEW DAY CENTERS, INC.

**City:** Phoenix

**State:** AZ

**Zip Code:** 85008, 6812

**DUNS Number:** 833209158

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 610810

**Subrecipient or Contractor Name:** TUMBLEWEED CENTER FOR YOUTH DEVELOPMENT

**City:** Phoenix

**State:** AZ

**Zip Code:** 85004, 1699

**DUNS Number:** 115535510

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 128267

**Subrecipient or Contractor Name:** one n ten

**City:** Phoenix

**State:** AZ

**Zip Code:** 85004, 4602

**DUNS Number:** 826668472

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 64000

**Subrecipient or Contractor Name:** The Salvation Army

**City:** Tucson

**State:** AZ

**Zip Code:** 85716, 4323

**DUNS Number:** 101720758

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 23250

## CR-65 - Persons Assisted

### 4. Persons Served

#### 4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	1,459
Children	0
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>1,459</b>

Table 16 – Household Information for Homeless Prevention Activities

#### 4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	63
Children	6
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>69</b>

Table 17 – Household Information for Rapid Re-Housing Activities

#### 4c. Complete for Shelter

Number of Persons in Households	Total
Adults	2,454
Children	106
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>2,560</b>

Table 18 – Shelter Information





#### 4d. Street Outreach

Number of Persons in Households	Total
Adults	61
Children	2
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>63</b>

Table 19 – Household Information for Street Outreach

#### 4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	2,563
Children	108
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>2,671</b>

Table 20 – Household Information for Persons Served with ESG

#### 5. Gender—Complete for All Activities

	Total
Male	822
Female	1,830
Transgender	19
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>2,671</b>

Table 21 – Gender Information

## 6. Age—Complete for All Activities

	<b>Total</b>
Under 18	1,097
18-24	1,369
25 and over	205
Don't Know/Refused/Other	0
Missing Information	0
<b>Total</b>	<b>2,671</b>

Table 22 – Age Information

## 7. Special Populations Served—Complete for All Activities

### Number of Persons in Households

<b>Subpopulation</b>	<b>Total</b>	<b>Total Persons Served – Prevention</b>	<b>Total Persons Served – RRH</b>	<b>Total Persons Served in Emergency Shelters</b>
Veterans	44	2	3	40
Victims of Domestic Violence	605	59	60	590
Elderly	92	10	7	78
HIV/AIDS	11	0	2	9
Chronically Homeless	1,575	0	19	1,557
<b>Persons with Disabilities:</b>				
Severely Mentally Ill	486	6	12	469
Chronic Substance Abuse	133	1	3	129
Other Disability	436	0	13	392
Total (Unduplicated if possible)	2,671	61	63	2,560

Table 23 – Special Population Served

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

### 10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	173,111
Total Number of bed-nights provided	173,111
Capacity Utilization	100.00%

Table 24 – Shelter Capacity

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

The City of Phoenix is actively engaged in a regional effort to align contract requirements for Emergency Shelter. Performance standards are focused on alignment with the Maricopa County Continuum of Care Community Best Practices and HEARTH goals. Additionally, contract service indicators and measurements are being aligned. The ESG Collaborative along with HMIS agreed upon reports for subrecipients which will provide a clear picture of shelter/program outcomes in the community. Subrecipients submitted the following reports for FY 17-18.

- \* HMIS Demographic Report
- \* HMIS Exit Destination Outcomes Report
- \* HMIS Program Daily Census Report
- \* HMIS ESG Quarterly Report

## CR-75 – Expenditures

### 11. Expenditures

#### 11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2015	2016	2017
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
<b>Subtotal Homelessness Prevention</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 25 – ESG Expenditures for Homelessness Prevention

#### 11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2015	2016	2017
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	445,797	513,989	536,846
<b>Subtotal Rapid Re-Housing</b>	<b>445,797</b>	<b>513,989</b>	<b>536,846</b>

Table 26 – ESG Expenditures for Rapid Re-Housing

#### 11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2015	2016	2017
Essential Services	706,509	623,327	623,327
Operations	0	0	0
Renovation	0	0	0

Major Rehab	0	0	0
Conversion	0	0	0
<b>Subtotal</b>	<b>706,509</b>	<b>623,327</b>	<b>623,327</b>

**Table 27 – ESG Expenditures for Emergency Shelter**

**11d. Other Grant Expenditures**

	<b>Dollar Amount of Expenditures in Program Year</b>		
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Street Outreach	74,179	90,000	70,000
HMIS	3,900	4,000	1,800
Administration	75,000	75,000	75,000

**Table 28 - Other Grant Expenditures**

**11e. Total ESG Grant Funds**

<b>Total ESG Funds Expended</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
	1,305,385	1,306,316	1,306,973

**Table 29 - Total ESG Funds Expended**

**11f. Match Source**

	<b>2015</b>	<b>2016</b>	<b>2017</b>
Other Non-ESG HUD Funds	0	0	0
Other Federal Funds	0	0	0
State Government	0	0	0
Local Government	1,588,807	1,305,280	1,301,051

Private Funds	1,548	5,068	26,864
Other	0	0	0
Fees	0	0	0
Program Income	0	0	0
<b>Total Match Amount</b>	<b>1,590,355</b>	<b>1,310,348</b>	<b>1,327,915</b>

**Table 30 - Other Funds Expended on Eligible ESG Activities**

**11g. Total**

<b>Total Amount of Funds Expended on ESG Activities</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
	2,895,740	2,616,664	2,634,888

**Table 31 - Total Amount of Funds Expended on ESG Activities**