

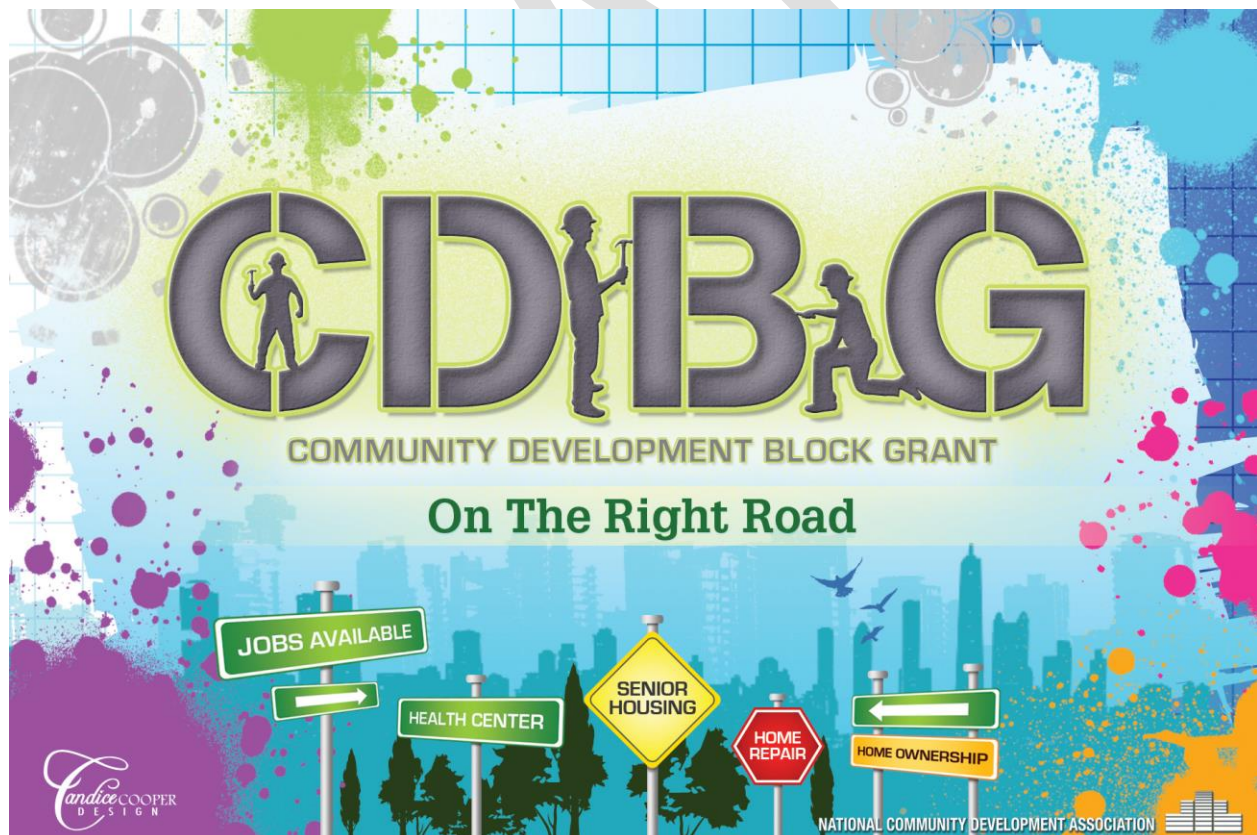


City of Glendale, AZ

(CAPER)

Consolidated Annual Performance and Evaluation Report

Fiscal Year (FY) 2019-2020



Year 5



Consolidated Annual Performance and Evaluation Report (CAPER)

Fiscal Year (FY) 2019-2020

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CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a). This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

The City of Glendale continues its role as a leader in developing new or improving existing programs that provide Glendale residents with affordable housing, viable neighborhoods and quality living environments. Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and Home Investment Partnerships (HOME) Program funds are received from the U.S. Department of Housing and Urban Development (HUD), to provide critical funding that make such programs possible. As an entitlement city, Glendale received CDBG and ESG funding directly from HUD. The CDBG entitlement for FY 2019-20 was \$2,473,509. In addition, Glendale's ESG entitlement was \$210,024.

Glendale's HOME entitlement for FY 2019-20 was \$669,968 and was distributed through the Maricopa HOME Consortium. Consortium members include Maricopa County, the Cities of Glendale, Tempe, Scottsdale, Chandler, Peoria, Avondale, Surprise, and the Town of Gilbert. Maricopa County serves as the lead agency.

Glendale is proud of the accomplishments illustrated in the sections to follow and will continue to utilize all available resources to improve the quality of life in our neighborhoods and community. A total of \$119,338.81 of CDBG program income from Single Family Rehabilitation Loan Repayments during FY 2019-20 was entered into the Integrated Disbursements and Information System (IDIS), and was drawn down against expenditures during the year. Also, see the Maricopa HOME Consortium CAPER for reference to \$87,917.74 of HOME program income also earned during the year. There was no program income in the ESG program.

In Program Year 5, Glendale has been able to use the federal appropriation to fund more than 30 different agencies and projects that benefit the Glendale community. These agencies leveraged more than \$12,000,000 in outside funding sources, which in turn are used to provide service to thousands of Glendale residents. A few of the programs that assist low-moderate income persons would include funding local organizations such as the YWCA for congregate meals served to seniors and disabled individuals and home food delivery, Central Arizona Shelter Services, emergency shelter operations, and facility improvements. In addition to assisting various community service agencies, the Community Revitalization Division assists with the removal of slum and blight through its Volunteer Demolition Program. Through a combination of CDBG and HOME funds, the city has been able to work with non-profit developers such as Habitat for Humanity Central Arizona, to provide funding to construct new single-family housing.

The City of Glendale immediately took action and worked with our subrecipients as the COVID pandemic became increasingly worse and forced Glendale businesses and non profits to reconsider how they could work safely within the community. A number of subrecipients who, prior to COVID, would work directly with their clients had a major set back in their ability to serve when the State's mandatory shut down went into effect. With the Glendale Council's approval, the City extended the contracts for multiple subrecipients an additional 12 months.

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
Availability of Public Services- Fair Housing	Non-Housing Community Development Fair Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	270	110	40.74%	356	0	0.00%
Availability of Public Services- Homeless	Homeless	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1670	1238	74.13%	0	751	
Availability of Public Services- Homeless	Homeless	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	222				
Availability of Public Services- Homeless	Homeless	CDBG: \$	Direct Financial Assistance to Homebuyers	Households Assisted	0	222				
Availability of Public Services- Homeless	Homeless	CDBG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	0				
Availability of Public Services- Homeless	Homeless	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	162		0	162	
Availability of Public Services- Homeless	Homeless	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Availability of Public Services- Homeless	Homeless	CDBG: \$	Homelessness Prevention	Persons Assisted	0	0		589	0	0.00%
CDBG Planning and Administration	CDBG Planning and Administration	CDBG: \$	Other	Other	1	0	0.00%			
Eliminate blighting influences and properties	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1500	0	0.00%			
Eliminate blighting influences and properties	Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	0	0				
Eliminate blighting influences and properties	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	80	0	0.00%	8	0	0.00%
ESG Administration	ESG Planning and Administration	ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	552	0	0.00%			

ESG Administration	ESG Planning and Administration	ESG: \$	Homelessness Prevention	Persons Assisted	61	0	0.00%			
Homeless Prevention/Rapid Rehousing	Affordable Housing Homeless	ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	219				
Homeless Prevention/Rapid Rehousing	Affordable Housing Homeless	ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	17		55	0	0.00%
Homeless Prevention/Rapid Rehousing	Affordable Housing Homeless	ESG: \$	Homelessness Prevention	Persons Assisted	305	0	0.00%			
Homeless Services incl. Transitional Housing	Affordable Housing Homeless	ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	2760	2274	82.39%	550	0	0.00%
Improve Quality and Quantity of Public Facilities	Homeless Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	34708	49342	142.16%			
Improve Quality and Quantity of Public Facilities	Homeless Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		3	0	0.00%
Improve Quality and Quantity of Public Facilities	Homeless Non-Housing Community Development	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0				
Improve Quality and Quantity of Public Facilities	Homeless Non-Housing Community Development	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0				
Improvements to Parks and Recreational Facilities	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	53118	5140	9.68%	90000	0	0.00%
Increase Accessibility of Housing Units	Affordable Housing Public Housing	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Increase Accessibility of Housing Units	Affordable Housing Public Housing	CDBG: \$	Rental units rehabilitated	Household Housing Unit	50	0	0.00%			
Increase Accessibility of Housing Units	Affordable Housing Public Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	32				
Increase Availability of Public Service for Youth	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1860	1690	90.86%	525	0	0.00%
Increase Public Service for Seniors	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1070	3311	309.44%	480	675	140.63%

Increase Public Services to Persons wth Disability	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	965	0	0.00%	275	0	0.00%
Increase Quality and Quantity of Public Services	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	42700	8384	19.63%	26638	0	0.00%
Job Creation and Retention	Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	0	0				
Job Creation and Retention	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	12	0	0.00%			
Retain Affordable Housing - City Administered	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	170	0	0.00%	22	0	0.00%
Retain Affordable Housing - Subrecipient	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	1000	365	36.50%	150	0	0.00%

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 giving special attention to the highest priority activities identified.

The programs are reviewed each year by the Community Development Advisory Committee (CDAC), a group of volunteer citizens appointed to serve as advisors to the City Council. In order to meet the established Five-Year Plan goals, priorities are reviewed and adjustments are made to programs and projects. If adjustments need to be made due to current conditions, such as finding a way to bridge the affordability gap for new homeowners, the CDAC and staff address the priorities and goals that might need to be changed.

Fair Housing is a shared concern regionally and locally, as illustrated in Glendale's Five-Year Consolidated Plan. Glendale completed the Analysis of Impediments (AI) to Fair Housing Choice in June 2015. The analysis identifies barriers to fair housing choice, to prevent and address discriminatory housing practices based on race, color, national origin, sex, religion, disability, and familial status. In this past year, Glendale continued to implement a three-pronged strategy to eliminate fair housing barriers by providing or supporting Advocacy, Education, and Enforcement.

The steps taken by the City of Glendale to address obstacles that face the underserved in the community are increased funding to provide homeless prevention and rapid re-housing. This funding provides assistance with rent payments and utility assistance to individuals as well as focusing on providing funding to assist the homeless population in acquiring a suitable living environment.

Table 1 above documents the grant funds spent on activities to address the goal of decent housing and the objective of affordability. We continue to partner with other departments like the Community Action Program (CAP) and participate with the Maricopa County Continuum of Care (CoC) to address underserved needs

CR-10 – Racial and Ethnic composition of families assisted**Describe the families assisted (including the racial and ethnic status of families assisted). 91.520(a)**

	CDBG	ESG
White	432	3521
Black or African American	56	2392
Asian	8	44
American Indian or American Native	2	400
American Indian/Alaskan Native	1	51
Other multi-racial	1	337
Not Reported/Unavailable	0	25
Total	502	6771
Hispanic	188	5072
Not Hispanic	314	1687
Not Reported/unavailable	0	12

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

The City of Glendale continues its role as a leader in developing new or improving existing programs that provide Glendale citizens with affordable housing, viable neighborhoods and quality living environments. Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and Home Investment Partnerships (HOME) Program funds are received from the U.S. Department of Housing and Urban Development (HUD), to provide critical funding resources that make such programs possible and available to all individuals that qualify regardless of race or ethnicity.

CR-15 - Resources and Investments 91.520(a)**Identify the resources made available**

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	2,475,509	1,561,306.07
ESG	public - federal	210,024	82,908.72

Table 3 - Resources Made Available**Narrative Information**

IDIS PR 26 Financial Summary Report for the City of Glendale for FY 2019-2020 is included in attached

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation

CDBG Target Areas -85301 and 85302	19	24
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Table 4 – Identify the geographic distribution and location of investments

Narrative Information

The City of Glendale identified low-to-moderate-income target areas where more than 51% of the population are households with incomes at 80% of the Area Median Income (AMI) as defined and adjusted annually by HUD. However, the City does not, for the most part, direct its assistance based on those target areas. Zip codes 85301 and 85302 has a higher concentration of low/mod income persons as documented in the following Census Tracts: 924, 925, 926.01, 926.02, 926.05, 927.15, 927.17, 927.18, 928, 930.01, and 930.02. The CDBG, ESG, and HOME regulations allow for resources to be allocated based on the income characteristics of beneficiaries. As such, the City allocated its resources for public service activities, affordable housing, and emergency home repair citywide. CDBG and ESG funding allocations for public service were allocated on a city-wide basis.

CDBG funded public facilities and infrastructure improvement activities were located in the City's low-to-moderate-income census tracts if they met an area benefit national objective. Such activities were carried out in the target areas and the city's Downtown Redevelopment Target Area (DRTA), as adopted by the City Council. For those areas in which CDBG funding provided an area benefit, approximately 19% of the available funding for FY 2019-20 including reprogramming funds was planned to be allocated with the approximate actual allocation finally being 24%.

CDBG funded public facilities and infrastructure improvement activities were also carried out in non-designated areas. Such public facilities and improvement activities benefitted limited clientele (special needs) populations. Generally, allocation of funds are not based on geographic priorities except in the case where an area benefit national objective is used under the CDBG program.

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.

Glendale is proud of the accomplishments illustrated in the sections to follow and will continue to utilize all available resources to improve the quality of life in our neighborhoods and community. A total of \$119,338.81 of CDBG program income from Single Family Rehabilitation Loan Repayments during FY 2019-20 was entered into the Integrated Disbursements and Information System (IDIS), and was drawn down against expenditures encumbered during the year. Also, see the Maricopa HOME Consortium CAPER for reference to \$87,917.74 of HOME program income also earned and drawn down during the year. There was no program income in the ESG program.

In Program Year 5, Glendale has been able to use the federal appropriation to fund more than 30 different agencies and projects that benefit the Glendale community. These agencies leveraged over \$12,000,000 in outside funding sources, which in turn are used to provide service to thousands of Glendale residents. A few of the programs that assist low-moderate income persons would include funding local organizations such as the YWCA for congregate meals served to seniors and disabled individuals and home food delivery; Hope for Hunger emergency food box, Central Arizona Shelter Services, emergency shelter operations, and facility improvements. In addition to assisting various community service agencies, Community Revitalization Division assists with the removal of slum and blight through its Volunteer

Demolition Program. Through a combination of CDBG and HOME funds, the city has been able to work with non-profit developers such as Habitat for Humanity Central Arizona, to provide funding to construct new single-family housing. This area includes the city's Downtown Redevelopment Target Area (DRTA) as highlighted in the City Center Master Plan.

Additionally, the City and its subrecipients have provided HOME and ESG match totaling \$281,971.74 during FY2019-20.

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	--	4
Number of non-homeless households to be provided affordable housing units	35	--
Number of special-needs households to be provided affordable housing units	3	--
Total	38	

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through rental assistance	55	2
Number of households supported through the production of new units	1	2
Number of households supported through the rehab of existing units	172	367
Number of households supported through the acquisition of existing units	0	0
Total	227	371

Table 6 – Number of Households Supported

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

City of Glendale staff continue to work with other departments in addressing challenges related to properties falling under their regulatory jurisdiction, especially historical properties, in the area of historic preservation. In FY 2018-19 the City of Glendale changed the financial structure of the loans provided to accommodate the increased costs associated with Housing Rehabilitation projects.

In FY 2019-20 the housing rehabilitation programs were slowed down during the program years due to the COVID-19 pandemic. Earlier in the year, the City of Glendale had staffing changes that resulted in a reduction of staff capacity to manage rehab or replacement project at 100%. in the 1st quarter of 2019. The Bethany Crossing project, developed by UMOM was delayed due to an unknown right-of-way issue, but has since been resolved and has broken ground and on target to be completed this fiscal year.

Discuss how these outcomes will impact future annual action plans.

The City will continue to improve and preserve existing housing stock while reducing lead-based paint risk and improving accessibility for disabled residents. In addition, through the City's Voluntary Demolition Program, Glendale staff will assist in removing slum and blight for the benefit of low-to-moderate-income households. These programs are a high priority for our community and all efforts will be made to meet the goals set in the 2020- 2024 consolidated plan.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	34	1
Low-income	36	0
Moderate-income	33	0
Total	103	0

Table 7 – Number of Households Served

Narrative Information

Glendale works closely with its Public Housing Authority, developers of affordable housing in Glendale, providers of supportive services, and Maricopa County jurisdictions to ensure that funds are used efficiently and are well-targeted to poverty reduction efforts. The City of Glendale continues its commitment to provide its lowest income residents with quality housing, in addition to helping these residents move out of poverty and become self-sufficient. Glendale's numerous housing and community development programs are targeted to improving the housing and neighborhood conditions of low-income residents. In addition, Glendale funds activities directly related to reducing poverty by providing emergency assistance, self-sufficiency programs, youth programs - including those that target youth who are at risk of poverty to help them make the right choices for their futures, and supportive services. During FY 2019-20, the city provided funding to several organizations as part of its anti-poverty efforts, with two major partners listed below:

Central Arizona Shelter Services (CASS) – One of the outcomes of providing shelter services to homeless men and women is that they can receive supportive services to help them seek and obtain employment at a livable wage. This agency also has a job development service and includes skills assessment, job-readiness training, employment support groups, and access to job search tools.

A New Leaf – While providing shelter services to women who have become homeless through domestic violence, beneficiaries are granted services that assist with basic needs, child care services, skills training, regaining permanent housing through rental assistance, and other support services, increasing the likelihood that these women and children will live free from family violence by providing a safe environment where they can develop the skills and access the resources needed to become empowered, self-sufficient members of the community.

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 of Glendale continues to participate in annual surveys of homeless (unsheltered) persons within the jurisdiction and utilize those opportunities for street outreach. Glendale continues to dedicate CDBG and ESG funds to outreach and referral services geared toward eradicating homelessness.

To ensure the most appropriate housing is available to its homeless citizens, The City of Glendale utilizes its available CDBG and ESG funds to support a number of housing interventions. CDBG and ESG funds are provided to support shelter for singles and families, and those fleeing domestic violence and trafficking. The City provides funding for Rapid Re-Housing to two non-profit partners, and funds homeless prevention programs. In FY 2019-20, Glendale invested \$268,259 in housing interventions and served 759 individuals. In FY 2020-21, the City will invest \$253,280.

The Community Action Program (CAP) division has been a lead agency in developing partnerships with local social service agencies such as the Glendale Elementary School District (GESD). CAP staff work closely with the school district in coordinating CAP program outreach to families in need of social services throughout the year. To provide much-needed outreach to the homeless, Glendale is working with nonprofit partners, Community Action Program staff, local park rangers and others to reach out to homeless individuals in an effort to get them into decent, safe and sanitary housing.

Phoenix Rescue Mission and Community Bridges, Inc., are key partners in the city's homeless strategy, and have committed to providing outreach and navigation services to homeless in the downtown and surrounding areas. City Park Rangers, working with outreach partners, have engaged homeless individuals and families to receive shelter and services. Other partners, include U.S. Vets and A New Leaf.

The City provides funding for Low-Barrier shelters through ESG and its public services allocation from its Community Development Block Grant (CDBG). In FY 2019-20, 27 percent of its public services allocation and 46 percent of its ESG allocation were used to fund Low-Barrier shelters.

The City of Glendale has created an internal task force and conducted homeless coordination meetings every month with City staff who are involved with the homeless/homeless issue in the City. Representatives from departments such as police, fire, courts, code compliance, community housing, CAP, Community Revitalization, transportation, Community Engagement, libraries, City Manager's office, Mayor/Council administration, and others have attended these meetings. The City has been focusing on bringing presentations to staff from our outreach partners; MAG, HUD, Maricopa County, MMIC, Coordinated Entry, MROP, and others. These presentations have helped City staff identify resources and generate ideas on how to provide immediate services to Glendale's homeless.

Addressing the emergency shelter and transitional housing needs of homeless persons

The primary sources of funding the City of Glendale made available for programs that assist the homeless are CDBG, ESG, and Continuum of Care (CoC) grants through participation in the Maricopa CoC process. The City of Glendale allocated \$210,479 of CDBG funding and \$194,054 of ESG Funds in FY 2019-20 toward programs to assist persons who are homeless or who are at imminent risk of homelessness. Together, these funds benefited 7785 individuals. The funds were used for transitional housing support, emergency assistance, counseling, and shelter operations. The largest obstacle to providing needed services is the availability of funding.

Glendale continues to participate and financially support organizations involved in the Maricopa CoC process. The CoC has adopted a Plan to end chronic homelessness and is monitoring its progress in

achieving the goals. Glendale is an inner-ring suburb with fewer homeless services and needs than metropolitan Phoenix. The City's most effective role in ending chronic homelessness is to lend financial support to organizations in the CoC, provide ESG funding to shelters in Glendale, and working to prevent additional homelessness through homeless prevention programs and nonprofit partnerships. The city continued in FY 2019-20 to participate and financially support organizations involved in the Maricopa CoC process.

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

Glendale is addressing shortage of affordable housing for (program and non-program) families by engaging in open discussions and partnering with various organizations regarding the presumptions and misperceptions regarding Housing Choice Voucher and Community Action (CAP) Programs. In addition, the City administers a Housing Choice Voucher program, which also has a homeless admission preference.

Opportunities to participate on the City Council Appointed Community Development Advisory Committee (CDAC) are available for low to moderate income Glendale residents. This opportunity aids in ensuring first-hand representation of public housing community needs, goals, and objectives.

Glendale has a Mental Health Court for defendants diagnosed as seriously mentally ill and willing to accept services. The program is designed to reconnect defendants with services, treatment and informs them of who to contact in the case of crises. The program is intended to lessen the cost to City by reducing the number of defendants in the jail by connecting them with their caseworker and enforcing case manager's directives for the supportive services. Mental Health Court addresses the defendant's specific and individual needs which has led to reduced recidivism rate for the City of Glendale. This program has been extremely successful in addressing the number of defendants struggling with homelessness who have found their way into the justice system.

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 Glendale strives to provide the most appropriate form of housing available to its homeless citizens, by supporting various housing interventions and programs with available CDBG and ESG funds. CDBG and ESG funds are provided to support shelter for singles and families, and those fleeing domestic violence and trafficking. The City provides funding for Rapid Re-Housing to two non-profit partners, and funds homeless prevention programs. In FY 2019-20, Glendale invested \$268,259 in housing interventions and served 759 individuals. In FY 2020/21, the City will invest \$253,280.

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

Actions taken to address the needs of public housing

During FY 2018/19 The City of Glendale Community Housing Division was awarded \$40,000 in CDBG funds for health and safety improvements at two properties. Lamar, and Glendale Homes both received CDBG funding for the replacement of 17 -year old picnic tables suffering from deterioration and instability. New concrete slabs were also poured to set the new picnic tables and the project was completed in FY 2019-20. Community Housing also continues to enforce the Non-Smoking Policy per HUD guidance and regulations to establish all public housing units and grounds as non-smoking facilities. The Glendale Public Housing Authority continues to be recognized as a high performer for the sixteenth consecutive year.

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

The City of Glendale Public Housing programs encourage their Section 8 voucher holders to participate in the Family Self-Sufficiency (FSS) Program, which allows them to save a portion of their rent allocation for Down Payment cost toward homeownership. The PHA also operates a similar program for public housing occupants, known as the Resident Opportunities and Self-Sufficiency (ROSS) Program. There is also a Resident Advisory Board that participates in the development of the PHA's annual plan. The City of Glendale Public Housing programs encourage their residents to participate in the Self-Sufficiency Program which allows them to save a portion of their rent allocation for Down Payment cost toward homeownership. Glendale Housing had a total of 68 slots in the FSS Program when it began. There have been over 30 individuals that have graduated since the program's inception. The FSS Program participants agree to a five-year contract to complete their goals and graduate.

Actions taken to provide assistance to troubled PHAs

The City of Glendale is not a troubled PHA. The City of Glendale's Community Housing Program has consistently been awarded a High Performer designation for the last 16 years. Community Housing has been awarded CDBG funds to address the health and safety needs of all of the public housing properties as well.

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)

N/A

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

The City maintains ongoing efforts to focus funding on the activities of highest priority. The City is challenged to develop and implement a well-coordinated and integrated outcome-driven service delivery system that meets the City's housing and community development needs and goals.

The City addressed the Decent / Affordable Housing and Homeless objective by funding homeowner and rental housing rehabilitation activities, homeless assistance, homebuyer assistance, and homes acquired for rehabilitation and resale.

The City addressed the Suitable Living Environment objective by funding home modifications for persons

with disabilities, public facility renovations, infrastructure improvements, and public services that assist seniors, youth, homeless persons, and address fair housing issues as well.

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

The City of Glendale has allowed for a portion of the budget for the Owner Occupied Rehabilitation program to be used in the reduction of lead-based paint hazards, with priority given to those households with a child under the age of 6.

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

The City of Glendale continues to provide its lowest income residents with quality housing, in addition to helping these residents move out of poverty and become self-sufficient. Glendale's numerous housing and community development programs are targeted to improving the housing and neighborhood conditions of low-income residents. The activities funded are directly related to reducing poverty by providing emergency assistance, self-sufficiency programs, youth programs, and supportive services.

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

Glendale initiated a variety of enhancements to critical processes, such as our overall environmental review process, monitoring process, and capacity. Glendale also emphasizes a team approach to problem solving and places a high priority on developing strategic partnerships and strong communication networks. For a detailed summary of the current partnerships and networks, please refer to the Glendale FY 2020-2021 Annual Action Plan.

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

The City provides funding for several social service providers – including YWCA Congregate Meals, Back to School Clothing Drive, Community Action Program, and Homeward Bound, among others – to serve residents of Glendale with public services supporting seniors, the disabled, youth, education, homeless prevention, food banks and other social services. The City consults with its housing authority, which is a City Divisional Unit, by including staff representatives in public meetings, conducting interviews with housing authority management, and reviewing the housing authority's action plan. In addition, the City consulted with staff from related City departments, specifically the City's Community Action Program (CAP) that assists low-to-moderate income residents experiencing financial hardships or crisis.

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 City of Glendale has continued to address obstacles and eliminate barriers to fair housing through cost effective construction, inventory of surplus land, leveraging, providing incentives and creating policies to further fair housing initiatives. The City of Glendale also awarded \$15,000 of CDBG funding to Community Legal Services to provide legal assistance and education related to Fair Housing. Due to the impact of COVID-19, the City extended the CLS contract and anticipates including COVID related topics to the Fair Housing education component.

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

Procedures have been established to monitor subrecipients with formal monitoring visits each year. Technical assistance is provided to agencies throughout the fiscal year to clarify regulations, answer questions, and offer solutions should a barrier arise during program implementation. The City utilizes various methods to monitor its subrecipients. During the funding application process, projects are identified as being eligible for federal funding and a review of the organization is conducted to ensure the organizational capacity is sufficient to carry out proposed activities. The review consists of past monitoring results, audits, management letters and responses to management letters, if applicable.

During performance of the program, billings are reviewed in detail. In addition, on-site monitorings are performed. Monitoring visits are conducted in accordance with the updated monitoring and compliance guidebook published by HUD. A standardized monitoring guide, created by the Maricopa HOME Consortium, is also followed in evaluating subrecipient performance, and the results of the monitoring visits are documented in a written report addressed to the subrecipient agency. Where findings, concerns or suggestions have been identified, we worked with the agencies to eliminate issues. In addition, where applicable, a follow-up monitoring or technical session was scheduled. Monitoring visits are conducted on-site whenever feasible. Selection of the agencies to be monitored are based on a risk analysis prior to determining which agencies to monitor.

Prior to the onset of the COVID-19 pandemic, The City of Glendale's monitoring plan was prepared in anticipation of conducting onsite monitoring for agencies determined to be at the highest risk. Due to COVID we have not been able to do onsite monitoring, but are in the process of evaluating our monitoring plan and the ongoing considerations COVID bring.

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.

An integral component of the development of the Consolidated Annual Performance and Evaluation Report (CAPER) is providing citizens with an opportunity to review and comment on the CAPER. A public notice, announcing the public review and comment period for the CAPER, was published in The Glendale Star on December 10th, 2020. (See attachment.)

The public notice informed citizens of the review and comment period, which ran from December 10th, 2020 through December 25th, 2020 (minimum 15-days). The notice provided information regarding the locations where the CAPER would be available for public review, and advised citizens where comments should be directed.

Listed below are the locations where the CAPER was made available for citizen review:

- | | |
|--|-------------------------|
| - Community Revitalization Division Office | - Glendale Main Library |
| - Community Housing Administrative Office | - Foothills Library |
| - Velma Teague Library | - Heroes Library |

The DRAFT CAPER was also posted the Community Revitalization webpage:
<http://www.glendaleaz.com/communityserviceplans>

In addition to accepting comments at the Community Revitalization Division office by mail and by fax, an e-mail address was provided for public input at: **revitalization@glendaleaz.com**

Further, an e-mail list is maintained which includes all non-profit agencies that are currently providing services, or had done so previously. An announcement was sent via e-mail to make our non-profit partners aware that the CAPER was available for review, as well.

No comments were received.

CR-45 - CDBG 91.520(c)

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

The programs are reviewed each year by the Community Development Advisory Committee (CDAC), a group of volunteer citizens appointed from the Council Districts throughout Glendale. Priorities are reviewed to make adjustments in programs and projects that are necessary to meet the established Five-Year Plan. If adjustments need to be made due to current conditions, such as finding a way to bridge the affordability gap for new homeowners, the CDAC/staff addresses the priorities and goals that might need to be changed. CDBG and HOME programs are popular and effective programs that continue to be in great demand, especially with the current economic conditions. Each activity, program, and project is monitored on a continual basis following internal review procedures to ensure effectiveness. When challenges are encountered or change is needed, the cause is assessed and adjustments are made.

Project savings or other funds are reprogrammed through the public process to address funding shortfalls and distribute the funds back into the community as soon as possible. Funding is reallocated to address a variety of related demands and to get the federal funds back into the community as quickly and efficiently as possible.

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

No

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

NA

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	GLENDALE
Organizational DUNS Number	077523579
EIN/TIN Number	866000247
Identify the Field Office	SAN FRANCISCO
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	Phoenix/Mesa/Maricopa County Regional CoC

ESG Contact Name

Prefix	Mr
First Name	Matthew
Middle Name	0
Last Name	Hess
Suffix	0
Title	Community Revitalization Administrator

ESG Contact Address

Street Address 1	5850 West Glendale Avenue, Suite 107
Street Address 2	0
City	Glendale
State	AZ
ZIP Code	-
Phone Number	6239303670
Extension	0
Fax Number	0
Email Address	mhess@glendaleaz.com

ESG Secondary Contact

Prefix	Ms
First Name	Jean
Last Name	Moreno
Suffix	0
Title	Interim Community Services Director
Phone Number	6239302973
Extension	0
Email Address	jmoreno@glendaleaz.com

2. Reporting Period—All Recipients Complete

Program Year Start Date	07/01/2019
Program Year End Date	06/30/2020

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

Subrecipient or Contractor Name	
City	
State	
Zip Code	
DUNS Number	
Is subrecipient a victim services provider	
Subrecipient Organization Type	

ESG Subgrant or Contract Award Amount

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

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

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	26
Children	17
Don't Know/Refused/Other	
Missing Information	
Total	43

Table 17 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	4981
Children	1674
Don't Know/Refused/Other	
Missing Information	1
Total	6656

Table 18 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	71
Children	
Don't Know/Refused/Other	1
Missing Information	
Total	72

Table 19 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	5078
Children	1691
Don't Know/Refused/Other	2
Missing Information	0
Total	6771

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	3241
Female	1818
Transgender	17
Don't Know/Refused/Other	2
Missing Information	1693
Total	6771

Table 21 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	1691
18-24	443
25 and over	4635
Don't Know/Refused/Other	0
Missing Information	2
Total	6771

Table 22 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households

Subpopulation	Total	Total Persons Served – Street Outreach	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans	345	3	1	341
Victims of Domestic Violence	1183	13	5	1165
Elderly	478	2	4	472
HIV/AIDS	58			58
Chronically Homeless	1410	24	5	1381

Persons with Disabilities:				
Severely Mentally Ill	1576	10	7	1559

Persons with Disabilities:				
Chronic Substance Abuse	821	9	3	809
Other Disability	1545	3	16	1526
Total (unduplicated if possible)	3942	22	26	3894

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	299650
Total Number of bed - nights provided	272682
Capacity Utilization	91%

Table 24 – Shelter Capacity

11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s) CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Prevention under Emergency Shelter Grants Program			
Subtotal Homelessness Prevention	\$0	\$0	\$0

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance		\$ 42,132.64	\$12,028.11

Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Assistance under Emergency Shelter Grants Program			
Subtotal Rapid Re-Housing		\$42132.64	\$12028.11

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Essential Services			
Operations		\$712.78	\$40,882.40
Renovation			
Major Rehab			
Conversion			
Subtotal		\$712.78	\$40,882.40

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Street Outreach		\$4,968.34	\$14,292.59
HMIS			
Administration	\$8191.14	\$14,543.65	\$28,367.61

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2017	2018	2019
	\$198,677.44	\$181,697	\$178,457.72

Table 29 - Total ESG Funds Expended

11f. Match Source

	2017	2018	2019
Other Non-ESG HUD Funds			
Other Federal Funds			
State Government			
Local Government			
Private Funds	\$193,345	\$189,054	\$194,054
Other			
Fees			
Program Income			

Total Match Amount			
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Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2017	2018	2019
	\$193,372	\$189,054	\$178,457.72

Table 31 - Total Amount of Funds Expended on ESG Activities

DRAFT



**Consolidated Annual Performance and Evaluation Report
(CAPER)**

Fiscal Year (FY) 2019-2020

Community Revitalization Division
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Glendale, AZ 85301

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