



2022 – 2023 Consolidated Annual Performance Evaluation Report

Phoenix, AZ

Executive Summary

The city of Phoenix would like to present this summary of accomplishments for program year 2022-23. This Consolidated Annual Performance and Evaluation Report (CAPER) covers the period from July 1, 2022 to June 30, 2023. The Consolidated Plan and Annual Action Plans represent the city of Phoenix's vision for addressing affordable housing, community development, infrastructure improvements, and homeless needs throughout the city. The general housing priorities include: providing home ownership to first-time buyers; providing quality, affordable rental housing opportunities to low- and moderate-income households; providing assisted rental housing subsidies to low-income elderly, families, homeless persons and other persons with special needs; promoting supportive services and facilities for elderly, disabled persons, low-income families, homeless persons and other persons with special needs; promoting and participating in a regional continuum of care system that transitions persons who are homeless to appropriate permanent housing options, and providing housing rehabilitation assistance benefiting low- and moderate-income persons, whether owners or renters, and focusing on selected neighborhoods undergoing revitalization. This report reflects the accomplishments made in meeting the strategic goals and objectives as outlined in the Consolidated Plan and summarizes progress made towards the goals identified in the 2022 Consolidated Plan Annual Action Plan.

Background

The city of Phoenix ("City") has an estimated population of about 1,644,409 people (July 1, 2022, U.S. Census Bureau Data), making it the fifth largest city in the United States with an approximate area of 519 square miles. Since April 2020, the City has experienced a 2.3% growth in population, and since 2010, the City has experienced a 13.8% growth in population. The City assists low-income communities through the distribution of the Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), and Emergency Solutions Grants (ESG) programs. The CDBG Entitlement Program provides annual grants on a formula basis to entitled cities and counties to develop viable urban communities by providing decent affordable housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. The HOME program funds support Section 8 and public housing programs and provides affordable housing and rental assistance in an effort to address public housing needs.

CR-05 - Goals and Outcomes

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

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

The City of Phoenix provided a number of beneficial programs during the 2022-23 program year, including program services to 130,877 low- and moderate-income individuals, families, seniors and youth through public service, public facilities, and infrastructure and enhancement projects and programs funded with CDBG and CDBG CARES Act (CDBG-CV); 37 (37 CDBG and 0 CDBG-CV) residential households received housing rehabilitation services to help residents remain safe in their homes; 21 small businesses (CDBG PS) enrolled in the Management Technical Assistance program in FY2022-23, in which 17 of those businesses received technical assistance and will remain in the program through FY2023-24; relative to storefront revitalization improvements, there are two projects in progress for 2023-24, and there were zero projects completed with storefront revitalization improvements in FY2022-23; and completed public facility improvement and infrastructure projects that benefited 104,622 persons. The total number of persons/households for whom services/facilities were available was 724,440 (this included CDBG and CDBG-CV funding) according to the PR-51. Housing needs for low- and moderate-income individuals and families were also addressed. The City remained focused on serving vulnerable individuals and families with children experiencing homelessness through collaboration with other funders and partnerships with essential public and private systems of care including health and behavioral health care; public safety; and education and employment providers. The City continued to lead efforts in providing outreach to Veterans, seniors, youth aged 18-24, and families with children and other individuals experiencing chronic homelessness through participation in targeted initiatives and support to community-based providers. In addition, the City of Phoenix Housing Department assisted 154 persons with HIV/AIDS with supportive services and/or housing and developed 169 new affordable housing units, and rehabbed 80 affordable units. The city also sold 4 units to low-income first-time homebuyers with a 20% reduction through the Section 32 program. All program activities benefited low-and-moderate income Phoenix residents. Other assistance provided by the Housing Department this fiscal year included: 7,030 Section 8/Housing Choice Voucher (HCV), and 818 VASH recipients.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1495	469	31.37%	0	469	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		355	0	0.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units constructed	Household Housing Unit	697	169	24.25%	184	169	91.85%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units rehabilitated	Household Housing Unit	75	80	106.67%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Added	Household Housing Unit	22	4	18.18%	3	4	133.33%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	577	0	0.00%	121	0	0.00%

Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	37	4	10.81%	70	4	5.71%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	12	8449	70,408.33%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Businesses assisted	Businesses Assisted	10	0	0.00%			
Economic Development	Economic Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	10	0	0.00%	2	0	0.00%
Economic Development	Economic Development	CDBG: \$	Businesses assisted	Businesses Assisted	165	2	1.21%	107	2	1.87%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	630	25.20%	485	0	0.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	500	168	33.60%	140	0	0.00%

Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	550	123	22.36%	100	0	0.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	500	250	50.00%	110	0	0.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	37757	755.14%	2200	37757	1,716.23%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	9919	396.76%	500	9919	1,983.80%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Rental units rehabilitated	Household Housing Unit	0	260		0	80	
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	33		15	33	220.00%

Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	15	11	73.33%	4	11	275.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	975	4	0.41%	70	4	5.71%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Other	Other	160000	0	0.00%			
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	948		0	948	
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	22670	0	0.00%	4277	0	0.00%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	2550	186	7.29%	250	8449	3,379.60%

Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	16120	4609	28.59%	1692	0	0.00%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	1251	248	19.82%	200	0	0.00%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	16014	320.28%	1000	16014	1,601.40%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		0	0	

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

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

The City continues to utilize CDBG funding to address the needs of low- and moderate-income individuals and families, with a specific focus on housing. Programs include owner-occupied housing rehabilitation services, homeless intervention and prevention, and improving the quality of life for low- and moderate-income Phoenicians. Affordable housing programs including rehabilitation of owner-occupied housing, new affordable rental units, and homeless prevention programs are among the highest priority. Additionally, during the program year, the City provided supportive permanent housing. Furthermore, CDBG funding provided services including shelter, case management, job training, and

educational guidance. The City continues to strive to provide programming opportunities that support and enhance the lives of the most vulnerable residents, including elderly, disabled and other persons with special needs.

In addition, the City identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. Phoenix Starfish Place provides permanent supportive housing for fifteen households who are survivors of sex trafficking. Eligible households are referred through Arizona State University and the Phoenix Family Advocacy Center and approved for housing by the city of Phoenix Housing Department and Property Management Company. Residents receive Housing Choice Vouchers (HCV) or other federal, state or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. Case managers provide trauma informed case management and support services on-site to resident households. In 2022-2023, the program started the process to convert to a transitional program which is still in process. In 2022-2023, three residents enrolled in community college courses with one completing her associate degree; another resident completed Peer Support/Navigator Training. Ten households were connected to childcare and assistance was provided to 11 households for assistance with car repair, utilities, rent assistance, and child activities.

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

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

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

Narrative

The City of Phoenix Neighborhood Services Department (NSD) is the lead agency responsible for preparing and reporting information for the CAPER. The families assisted during FY2022-23 are reflective of the low- and moderate-income population of the city of Phoenix. As of July 1, 2022, the U.S. Census Bureau estimated the population of the city of Phoenix to be 1,644,409 which is a 2.3% increase in population from April 1, 2020. Thus, Phoenix remains ranked nationally as the 5th largest city in the US. The above table captures the race and ethnicity data for FY2022-23. Public Facility and Infrastructure and Enhancement projects qualify for CDBG and CDBG-CV funding through low- and moderate-income census data (at least 51% LMI). As reported in the PR54, total low- and moderate-income (<=80%) CDBG and CDBG-CV beneficiaries is 98.73%; non-low- and moderate-income (>80%) is 1.27% (source: PR54 Grantee CDBG Performance Profile). CDBG information in the table above is taken directly from the PR03 - Original BOSMAC (2022). Please note that additional race/ethnicities not listed above account for a discrepancy in the races and ethnicities reported. For CDBG and CDBG-CV, in addition to the categories listed above, residents who reported themselves as "Other Multi-Racial" totaled 31,416. HOME and HOPWA demographic information: In addition to the categories listed, residents also reported "Other Multi-Racial" which are not included in the chart above, 425 families reported under this category for HOME and 75 for HOPWA. For ESG, in addition to the categories listed, residents also reported "Other Multi-Racial" which are included in the totals; 289 individuals reported under this category. In addition, clients also reported "Client Doesn't Know/Client Refused" which is included in the totals; 38 individuals reported under this category. In addition to the Hispanic and Non-Hispanic categories, an additional 77 clients reported as "Client Doesn't Know/Client Refused."

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	53,995,546	18,987,433
HOME	public - federal	31,574,810	4,911,318
HOPWA	public - federal	8,045,470	4,169,423
ESG	public - federal	1,412,760	9,443,953.79
LIHTC	public - state	28,658,979	24,360,209
Other	private	16,178,575	13,137,978
Other	public - federal	16,178,575	13,137,978

Table 3 - Resources Made Available

Narrative

During FY2020-21, the City received Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funding in the total amount of \$48,545,764, which includes \$9,820,880 in a first round of Community Development Block Grant (CDBG-CV1) funds, \$14,096,369 in a second round of Community Development Block Grant (CDBG-CV3), \$440,505 in Housing Opportunity for Persons with AIDS (HOPWA-CV) funds, \$4,975,762 in a first round of Emergency Solutions Grants (ESG-CV1) funds, and \$19,212,248 in a second round of Emergency Solutions Grants (ESG-CV2). An additional \$1,000,000 in prior year CDBG funds were allocated to prevent, prepare for and respond to COVID-19. The amount expended during program year 2022-23 for CDBG (Entitlement and Program Income) was \$11,592,735.46 and CDBG CARES Act (CDBG-CV) funding was \$7,394,697.98. The amount expended during program year 2022-23 for ESG and ESG CARES Act (ESG-CV) was \$9,443,953.79.

In FY 2022-23, Public Housing's operating budget was \$9,989,404; Proceeds from the Sale of Scattered Site Public Housing Properties \$1,257,167; Affordable Housing Rental Income was \$1,639,792; Public Housing Rental Income: \$2,512,615 and HOME Program income \$ \$3,752,760.

Identify the geographic distribution and location of investments

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

Table 4 – Identify the geographic distribution and location of investments

Narrative

Funding was not targeted specifically for any geographic area; it was used throughout the city of Phoenix in low- and moderate-income areas. The city of Phoenix recognizes the need to focus its

resources to comprehensively revitalize its distressed neighborhoods. Contributing factors include the city's population increase, household income, and lower-income rental housing units. CDBG funds were utilized to provide services in census tracts that are predominately minority and predominately low- and moderate-income.

Leveraging

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

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

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	174,055,391
2. Match contributed during current Federal fiscal year	353,879
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	174,409,270
4. Match liability for current Federal fiscal year	0
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	174,409,270

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
Weatherization Assistance Program (private utility companies)	06/30/2023	0	0	0	0	0	0	353,879

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 \$
6,079,925	3,752,760	1,060,539	0	8,772,146

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Contracts						
Dollar Amount	42,270,651	0	0	0	31,811,589	10,459,062
Number	4	0	0	0	3	1
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	0	0	0			
Number	0	0	0			
Sub-Contracts						
Number	0	0	0			
Dollar Amount	0	0	0			

Table 8 - Minority Business and Women Business Enterprises

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	4	0	0	0	1	3
Dollar Amount	4,500,000	0	0	0	2,000,000	2,500,000

Table 9 – Minority Owners of Rental Property

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

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	818
Number of Non-Homeless households to be provided affordable housing units	96	254
Number of Special-Needs households to be provided affordable housing units	368	159
Total	464	1,231

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	140	818
Number of households supported through The Production of New Units	184	170
Number of households supported through Rehab of Existing Units	1	80
Number of households supported through Acquisition of Existing Units	0	0
Total	325	1,068

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 2022-2023 Annual Action Plan were to create 184 new affordable housing units and rehabilitate 121 existing affordable housing unit.

The City has been diligent in meeting its objectives to provide affordable housing to the extremely-low-income, low-income and moderate-income renters and homeowners of Phoenix. The city, utilizing HOME, HOPWA, VASH Vouchers and local resources, assisted 2,467 households or persons with affordable housing. All of the households assisted met the Section 215 definition of affordable housing

for rent and homeownership. Since 1993, the City of Phoenix Housing Department has created 11,249 affordable housing units.

Rental Assistance: The city of Phoenix Housing Department has several Tenant Based Rental Assistance (TBRA) programs administered by Housing Department. These two programs target victims of human trafficking, persons with HIV/AIDS, veterans, and others. A total of 986 households were served this year through TBRA, and VASH Vouchers.

Production of New Units: The city of Phoenix Housing Department created 170 new affordable housing unit through the development of new multi-family housing communities and down payment assistance.

Numerous multi-family projects faced significant delays with building materials and labor. Due to supply chain issues from the COVID-19 Pandemic many building materials were on back order for many months which delayed project completion. While many of these supply chains have stabilized, projects will continue to be impacted into the current fiscal year as several critical supply chains such as electrical components have not yet stabilized in the Phoenix market.

Discuss how these outcomes will impact future annual action plans.

The City will continue to meet the goals set forth in the upcoming 2023-2024 Annual Action Plan. Future action plans will reflect those activities and projects.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	0	481
Low-income	0	1,140
Moderate-income	0	374
Total	0	1,995

Table 13 – Number of Households Served

Narrative Information

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

Assisted Housing

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

Affordable Rental Program

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

Market Rental

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

First Time Homebuyer and Long-Term Homeownership

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

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

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

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

The City contracts with a community partner to engage individuals experiencing homelessness through street outreach teams and community resource connections which lead to individuals receiving services, entering shelter, and positive housing outcomes. This collaboration provides funding as well as direct services for the purpose of outreach and engagement activities in order to best serve unsheltered individuals in Phoenix. Additionally, the City provides population specific services to youth aged 18-24, Veterans, families, single women, and persons experiencing mental health and substance use disorders through contracts with community-based providers. During FY 2022-2023, 79 Veteran individuals experiencing homelessness were engaged through street outreach services; 29 Veterans received financial assistance towards permanent housing; and 248 individuals received homeless prevention services through City of Phoenix programs at Family Services Centers.

Programs

The City maintains a coordinated program called Phoenix C.A.R.E.S. (Community, Action, Response, Engagement, Services) (PHX C.A.R.E.S.) in response to increased requests to address conditions associated with persons experiencing unsheltered homelessness, often living in encampments. The program is a collaboration between heavily impacted departments including Human Services, Neighborhood Services, Public Works, Parks, Street Transportation, Police, and the Prosecutor's Office. Launched in November 2017, the goal of PHX C.A.R.E.S. is to connect individuals experiencing homelessness with appropriate services and to reduce the impact of homelessness on Phoenix neighborhoods. PHX C.A.R.E.S., which can be accessed by phone at 602-262-6251 or online at the City's PHX at Your Service (PAYS) online system, is a one-stop customer service team that offers a coordinated response for neighborhoods and individuals experiencing homelessness— offering education, resources, and encampment cleanups. The City contracts with Community Bridges, Inc. to provide street outreach and engagements services, where an outreach team is dispatched to engage and provide services to those experiencing homelessness 7 days a week from 5 a.m. to 11 p.m. Requests for services and related information are documented and shared amongst departments in a single, electronic platform. Simultaneously, the City works with the property owner in question to resolve encampment conditions. A multi-disciplinary team works together to develop the most appropriate solution for each individual case. The PHX C.A.R.E.S. program is innovative because of the high levels of collaboration it has fostered among city departments and its direct impact to the residents and neighborhoods of Phoenix. During 2022-2023, a total of 10,660 requests for services were received, 12,124 services were provided, and 6,088 were encampment cases on both public and private properties.

The Heat Relief Network program is a regional partnership between the Maricopa Association of

Governments (MAG), local municipalities, non-profit agencies, faith-based organizations, and businesses. Each year, MAG oversees the mapping of the Heat Relief Network, which is network of partners that deliver a variety of supports and services including hydration stations, refuge centers, and water donation/distribution to the Valley's most vulnerable populations in hopes of preventing and mitigating heat-related illnesses and deaths. The City of Phoenix is a proud partner of the Heat Relief Network. The Office of Homeless Solutions organizes and manages the water distribution initiative which supplies water bottles to individuals experiencing homelessness during the summer months of May-September. The Office of Homeless Solutions collaborates with over 30 local agencies who distribute, on average, over 500,000 bottles of water annually.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City contracts with United Methodist Outreach Ministries (UMOM) who operates the Halle Women's Center and the New Day Center which provides emergency shelter daily for up to 130 single women and 42 families with children who are experiencing homelessness. Services include emergency shelter operations, support services, meals and snacks, clean linens and clothing, toiletries and shower facilities, secure storage for personal belongings, and client-centered case management including the development of a permanent housing plan. UMOM offers a safe environment, meets basic needs, and provides housing-focused case management. The Halle facility was designed to meet the needs of single women experiencing homelessness in a closed, secure campus with 48 units, each with two to three beds and a semi-private bathroom. Three nutritious meals each day are prepared in the commercial kitchen and served in the communal dining room by staff and over 120 faith and community-based volunteer organizations. During FY 2022-2023, UMOM served 2,890 persons including 766 single women and 837 adults and their 1,287 children.

The City also contracts with Chicanos Por La Causa (CPLC) to provide emergency crisis shelter services for families prioritized by Phoenix Police, Fire and Human Services staff. CPLC has four apartment units available in Phoenix with 24/7 access. Within 48 hours of referral, families are assigned a case manager who provides a full intake process. Services include emergency shelter operations, support services, meals and snacks, clean linens and clothing, toiletries and shower facilities, secure storage for personal belongings, and client-centered case management including the development of a permanent housing plan. During FY 2022-2023, CPLC serviced 56 households (158 individuals).

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

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

- 6,453 families received emergency assistance and/or case management services, with \$33.2 million spent on rent, mortgage, emergency shelter, utility payments, and food.
- Over \$7.6 million was spent to help 5,249 families make utility payments or deposits.
- Over \$26.1 million was spent to help 3,749 families avoid eviction or foreclosure.
- 228 families received long-term case management services.

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

The City is committed to ending Veteran and chronic homelessness by ensuring episodes of homelessness are rare, brief, and non-recurring. The City is an active participant of Built for Zero, a rigorous national change campaign working to help a core group of committed communities end Veteran and chronic homelessness. Coordinated by Community Solutions, the national effort supports participants in developing real time data on homelessness, optimizing local housing resources, tracking progress against monthly goals, and accelerating the spread of proven strategies. City staff participate in ongoing learning sessions in an effort evaluate and improve local leadership structures and capacity necessary to end Veteran and chronic homelessness as well as continue learning quality improvement tools and methods to take action and solve problems. Furthermore, the City contracts with Community Bridges, Inc. (CBI) to support Veteran specific navigation services. In 2022-2023, ESG funds were utilized by the City to provide financial assistance in the pursuit of obtaining permanent housing. In 2022-2023, 29 VASH clients were assisted with security/rent deposits.

Contracts

The City contracts with CBI to provide support to single adults transitioning from homelessness into permanent housing. The 34-bed housing stabilization facility serves homeless single adults who have been approved for permanent housing and may be referred by any outreach or housing provider within Maricopa County. Upon entry to Bridge housing, Navigator staff conduct a full SPDAT assessment to determine other areas of service needs. Bridge housing navigators provide lease-up assistance, on-going life skills education groups, weekly case-conferencing, and progressive engagement to reduce recidivism. The Bridge housing facility is staffed with seven Navigators (certified Peer Support

Specialists) and one program manager. During 2022-2023, CBI provided services to 157 single adults experiencing homelessness in which 67% had positive exits.

Additionally, the City contracts with Native American Connections (NAC) to provide Rapid Rehousing supportive services for unaccompanied youth (ages 18-24) at HomeBase Youth Services. The youth have access to 25 emergency housing beds, case management, and housing navigation, which focuses on need-based assistance to facilitate a positive outcome and reduce risk of recidivism. In 2022-23, navigation services were provided to 101 youth with 36 youth (36%) achieving a positive housing outcome, and an additional 36% having positive exits.

Contracts Continued

The Human Services and Housing Departments also partner with Mercy Maricopa Integrated Care to provide permanent supportive housing for individuals experiencing chronic homelessness by combining a housing subsidy, physical and behavioral health services, and ongoing stabilization and support services. Thus, 275 individuals who were previously homeless are permanently housed at any given time. Phoenix is a critical partner in the Maricopa Association of Governments (MAG) Continuum of Care (CoC), in which the City holds one position on the Maricopa County Regional CoC Governing Board, as the Co-Chair. This position represents the ESG formula recipients, and actively participates in committees, workgroups, and activities of the CoC. The City is an active member of the Local Communities Workgroup. The City is a chair and active participant in the Maricopa Regional ESG Collaborative, a workgroup of the CoC formed to develop regional strategies and practices for the comprehensive implementation of ESG eligible services across Maricopa County. The Collaborative is working to train ESG providers on areas such as basic eligibility, data collection, contract monitoring and reporting during 2022-23, as well as develop coordinated scopes of work for ESG funded activities, an ESG specific HMIS report; and joint monitoring procedures to reduce the administrative burden on provider agencies and assist funders in assessing need, targeting resources, and evaluating outcomes across the region. The City also collaborated with the MAG Human Services Planner to participate in the Request for Proposal process in the selection of ESG and CDBG funded contractors.

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

Actions taken to address the needs of public housing

Choice Neighborhoods

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

Implementation progress in FY2022-2023 includes: Construction completed on Harmony at the Park (HATP) Phase One Apartments in February 2023. HATP One, Phase 2 of the CN housing redevelopment and located on a portion of the former Frank Luke Homes (FLH) site, includes 120 mixed-income units ranging from one to five-bedrooms and is fully leased. Amenities include a leasing office, multi-purpose room, fitness center, computer lab, ramadas with barbeques, two playgrounds, a swimming pool and pool house. All units have Energy Star appliance package including a garbage disposal, dishwasher, range/oven, over-range microwave, refrigerator, and a washer and dryer. HATP One is financed with LIHTC, permanent mortgage, Choice Neighborhoods, HOME Investment Partnership, and deferred developer fee. Construction on HATP Phase Two, also part of the second phase of the CN redevelopment to include 115 mixed-income units and located adjacent to Phase One, is anticipated to be complete in late October 2023. HATP Two is utilizing funding from LIHTC equity, CN Implementation Grant funds, a private mortgage, and deferred developer fees.

Choice 2

Planning and design for the 90-unit HATP Phase Three apartment community was completed. HATP Three is expected to hold its financial closing in August 2023 after receiving an allocation of 9% LIHTCs in June 2022 with construction commencing shortly afterwards. At build out, HATP will include 325 new units of mixed-income multi-family rental housing. In addition, two festival streets that can be closed off to traffic to host community fairs and events will be included at HATP. The festival streets will intersect

through the HATP multifamily community between 19th and 20th streets and will also serve as a connection to the new Linear Park that will front 19th Street from Villa to Polk streets. Design concepts have been drafted for the festival streets that will incorporate historical and cultural elements designed by Mr. Jacob Butler, a local, deeply established Onk Akimel artist, to pay homage to the rich history of the native ancestors who once occupied the existing land in prehistoric times. The former FLH site will also include the development of a 44-unit mixed-income townhome ownership community named Trellis at the Park. Trellis, a non-profit organization that provides homeownership counseling, financial access and neighborhood development, will be developing 44 vacant lots that were originally part of the FLH public housing site to include 29 affordable for-sale townhomes with the remaining 15 to be sold at market rate. Construction is anticipated to begin in late 2023. Construction documents for the new Linear Park are at 100%. Amenities will include shaded walking paths, tot lots, a fruit orchard and a meditation/healing garden also being designed in consultation with Onk Akimel artist, Jacob Butler. Construction of the new linear park is anticipated to commence in December 2023. Planning for the programming of five historic structures as part of the former A.L. Krohn Homes site that will bring a Head Start and gym to the EEC continues. Demolition of the remaining structures commenced in March 2023 in preparation for the development of Horizon on Villa, a 109-unit mixed-income rental community that will include open public space to serve as a connector between the expanded Edison and new Linear parks. The artist contract to design a signature monument piece, bike rack and ancillary seating as part of the redevelopment of the site is being amended to include a budget and schedule for fabrication and installation of the works. Construction of Horizon on Villa including the rehabilitation of the historic buildings is estimated to commence in summer 2024. In April, the Housing Department received notice that the Maricopa County Human Services Department recommended awarding the Housing Department \$5 million in American Rescue Plan Act funds to assist with construction costs associated with the redevelopment of Horizon on Villa. In April, the Housing Department was awarded a \$10 million CN Supplemental Grant; funds will be used for the redevelopment of the former A.L. Krohn Homes and Sidney P. Osborn (SPO) public housing sites. In June, the Housing Department was awarded a 9% LIHTC allocation for SPO Phase One that will include 115 units. Design commenced for SPO Phase One (115 units) and Two (249 units). All SPO households were relocated; the site is vacant with demolition planned for late summer 2023. Construction is estimated to commence in spring 2024.

Choice 3

The Edison Impact Hub (EIH) will be an adaptive reuse of the former Crippled Children's Hospital located at Garfield and 18th streets into a neighborhood community services hub in the heart of the EEC. To help offset rehabilitation costs of this historically significant building, contracts were executed with the Arizona State Parks and Trails office for the \$300,000 FY2022 Historic Preservation Heritage Fund grant award, and with HUD as part of the \$1 million Community Project Funding grant through the office of U.S. Congressman Ruben Gallego. The EIH will be within easy walking distance for most residents and will include classroom space, a medical and behavioral health clinic, a small business center and a commercial community kitchen. Demolition of an unsalvageable portion of the building is anticipated to commence in late summer 2023. Construction/rehabilitation of the site is estimated to commence in mid 2024. A contract amendment was executed to expand the public art as part of the EIH. The Soluna

Art Murals project will that incorporated two large murals in the Soluna II housing development representing the community's past and present based on EEC resident input was completed. The east wall of Soluna Phase Two, representing the future, was completed in June 2022 while the second mural (west wall) representing the past was completed in October and culminated in a community paint day with the muralist. Norris Design, the planning and landscape architecture firm designing the existing Edison Park expansion and new Linear Park project have completed design with construction documents at 100%. Construction is anticipated to commence in December 2023. In partnership with Arizona State University (ASU) and the Phoenix Police Department, the Housing Department was awarded a \$1 million Byrne Criminal Justice Innovation Program Grant from the U.S. Department of Justice to bring community-driven, innovative, and evidence-based strategies to address crime and the drivers of crime in the EEC. The grant is aimed to help reduce violent crime, build police-community relationships, implement youth engagement strategies, provide drug and sex crime education, and domestic violence prevention within the EEC. The Housing Department facilitated multiple community meetings with EEC residents, businesses, and other stakeholders to engage them in this important endeavor and convened a new EEC-wide Public Safety Community Engagement Team that meets quarterly. The Barbara Bush Foundation for Family Literacy selected the Phoenix Housing Department to pilot a Digital Health Literacy Curriculum. The pilot will assess the curriculum's engagement, use, and effectiveness through assessments, user surveys, outcome evaluations, and focus groups to collect metrics.

Cares Act

In 2020, CARES Act funding enabled the Housing Department to purchase LG G-Pad tablets with two years of pre-paid internet service to families with school-aged children and for senior residents within the Department's portfolio. Housing staff partnered with a full-service organizational development consulting firm to develop a digital literacy training curriculum and implementation schedule. The four-week course covers basic tablet functions, including email, internet safety, Zoom, social media, navigating the internet and downloading apps. From July 1, 2021, through June 30, 2022, the Housing Department's Digital Literacy Training Program facilitated 80 classes with a participation total of 577 senior residents across eight senior sites. Housing Department staff presented at the 2021 HUD Connect Home USA webinar where they highlighted information about the PHX Housing Connect Program and shared Choice Neighborhoods Edison-Eastlake Community resident success stories. To ensure the sustainability of this program, the Housing Department secured Community Development Block Grant-CV funds to extend the internet service and mobile device management licenses for the program for two more years in an effort to bridge the digital divide for Public Housing residents in response to the COVID-19 pandemic.

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

Family Self Sufficiency Program

The Family Self-Sufficiency Program (FSS) provides long-term case management services to help low-income individuals and families residing in subsidized housing to overcome barriers to self-sufficiency so they can become financially independent. Participants receive educational training, job training, job coaching, life skills training, and facilitated employment opportunities. They receive assistance with budgeting, homeownership preparation, credit counseling, and referrals to resources available in the community. In November 2022, HUD implement new rules for this program. The COP FSS Action Plan had been submitted and approved by HUD in October 2022. Highlights for FY 2022-23, 48 new FSS participants were enrolled; 278 households were provided with case management; 57 participants completed a financial literacy program; 45 FSS participants attended/completed training/ educational program; 22 participants successfully completed the program and received \$131,661.06 in escrow disbursements; 3 participants purchased a home. The increase in earned income for FSS graduates combined increased from \$356,585.00 to \$814,104.00.

Service Coordination for Senior and Disabled Housing Communities.

The Senior Housing Program provides housing to over 800 elderly and non-elderly disabled residents in seven apartment communities. Each of these facilities has a Service Coordinator assigned (on site or next door) to assist residents, led by a senior caseworker to provide oversight and direction. The Service Coordinator links residents to the necessary supportive services to maximize their benefits, improve quality of life, and help residents to age in place. They assist residents with their day-to-day needs, such as business or medical correspondence, finances, telephone service, emergency food boxes, counseling, transportation, and socialization. Highlights for FY 2022-23, 3,256 Isolation interventions were provided; 2,054 Food boxes/ food box referrals provided (includes cares boxes) = \$98,592.00 in assistance. 608 referrals for healthcare services; 4,300 outreach activities were completed, and 230 Standards for Success Assessments were completed.

Choice Neighborhoods

The Choice Neighborhoods People Strategy provides a continuum of high-quality comprehensive services to residents from cradle to grave to improve their overall health, economic and education outcomes. Grounded in the case management model, public housing residents will be connected to an extensive network of services and programs based on their individual needs to achieve their personal goals and enhance their quality of life. The People strategy for the EEC is designed to provide high quality comprehensive services to address and improve the overall economic, education and health outcomes of residents living in public housing. Highlights for FY 2022-2023, 255 assessments completed, 304 Heads of Household completed a Choice Neighborhoods Survey, 116 residents are employed full or part time at the end of fiscal year 2023, 53 residents obtained new jobs, 161 duplicate youth attended afterschool activities, and 60 duplicate youth attended summer programs.

Service Coordination for Family Housing Communities

The Family Housing Program provides housing to over 2,400 residents in 10 apartment and single-family communities. Highlights for FY 2022-23 include 614 health and nutrition services provided; 33 residents participated in Employment Counseling and Employment Related Services; 167 tutoring services were provided to youth; 51 duplicated youth participated in Summer Youth Programs and 11 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. Due to COVID and computers that need to be updated casework staff brought residents in on an as-needed basis; those number are reported in other areas.

iWork Program Sustainability

The 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. This grant was impacted due to COVID as residents found they made more money to stay at home and not work. This grant ended in August 2022. Sustainably services at this site have been continued with a Workforce Specialist; a Caseworker III; a Service Coordinator and a Receptionist, however the Workforce Specialist left for another employment opportunity, and a full-time person will not be hired until August or September 2023 due to a hiring freeze. Highlights for FY 2022-23 include at grant closeout 91 residents were working which was 58% of those residents who were enrolled in the Jobs Plus Program. While the sustainability program is rebuilding participants do come in to use the computer and look for jobs. FIBCO has handed out 108 food boxes, 285 sewing classes have been held and 150 youth attend the Arizona Facts of Life Program.

Aeroterra EnVision Center

In October of 2018, the Aeroterra Community Center was officially designated and HUD EnVison Center. The EnVision Centers demonstration is premised on the notion that financial support alone is insufficient to solve the problem of poverty. Intentional and collective efforts across a diverse set of organizations are needed to implement a holistic approach to foster long-lasting self-sufficiency. EnVision Centers provide communities with a centralized hub for support in the following four pillars: (1) Economic

Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership. The official designation ended in October 2022 however the services continue at this center and satellite sites. Highlights for FY 2022-23, 8228 individuals were served in over 20,000 visits to the center and to satellite sites; 3,152 were provided Case Management and Employment Assistance; 91 Covid and Flu Shots; 15 HIV tests administered; 162 immunizations; 563 Biometric Health Screenings; 221 Youth served in youth programs; 5,444 Mobile Pantry Food Boxes; 4,341 Kids Cafe Meals have been provided and 28 residents completed Financial Management classes.

Starfish Place

The City identified supporting individuals seeking ways to escape domestic violence and human trafficking as a community priority. Phoenix Starfish Place provides permanent supportive housing for fifteen households who are survivors of sex trafficking. Eligible households are referred through Arizona State University and the Phoenix Family Advocacy Center and approved for housing by the city of Phoenix Housing Department and Property Management Company. Residents receive Housing Choice Vouchers (HCV) or other federal, state or local assistance to subsidize the monthly rental fee, contributing no more than thirty percent of their income towards rent. Case managers provide trauma informed case management and support services on-site to resident households. In 2022-2023, the program started the process to convert to a transitional program which is still in process. In 2022-2023, three residents enrolled in community college courses with one completing her associate degree; another resident completed Peer Support/Navigator Training. Ten households were connected to childcare and assistance was provided to 11 households for assistance with car repair, utilities, rent assistance, and child activities.

Section 32

Section 32 Public Housing Homeownership Programming 2005, the US Department of Housing and Urban Development (HUD) approved a Section 32 Plan which allowed the Housing Department to sell 50 of its single-family homes to low-income families (at or below 80 percent of Area Median Income), particularly those in the Housing Department Scattered Sites and Family Self Sufficiency programs. In 2015, HUD approved expanding the Program by an additional 50 homes. The Department requested an additional expansion allowing for 299 homes to be sold, which was approved in August 2016. The Housing Department currently owns 163 Scattered Sites single-family homes. As homes become vacant and already designated for the Section 32 Program, they are sold at the appraised value with a 20% discount in the form of a loan forgivable over ten years. Down payment and closing cost assistance of up to \$6,000 is available to current residents who purchase the home they currently reside in. Additional down payment and closing cost assistance from the Federal Home Loan Bank of San Francisco, known as WISH or IDEA, may be available in the form of a 4 to 1 match up to \$29,000 to qualified purchasers and as long as funds are available. Homeownership and Financial Fitness classes are provided and required. The Housing Department has sold 215 Section 32 homes since June 2009, with four sold in FY2022/2023.

Actions taken to provide assistance to troubled PHAs

Phoenix is not a troubled PHA.

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

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

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

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

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

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

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

Zoning Ordinance/Development Standards

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

Development Process

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

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

Phoenix completed the following actions to foster the removal of barriers to affordable housing production:

- The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community.
- The City of Phoenix works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The City of Phoenix Neighborhood Preservation Ordinance and Code Enforcement Inspectors respond to complaints of blight and slum-designated properties to remedy the violations.
- As part of Initiative 3 of the Housing Phoenix Plan, the City Council approved a list of city-owned property to designate for future affordable and mixed-income housing. The City has issued and

awarded a Request for Proposal (RFP) for the co-location of senior affordable housing adjacent to an existing senior center. The City is also working on at least two (2) additional RFPs for other city-owned property on the HPP list.

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

In order to overcome barriers that lower-income homebuyers face trying to accumulate sufficient funds to purchase housing, the Housing Department utilizes federal and local funding for down payment, closing costs, soft second loans, and acquisition and rehabilitation homeownership activities. Through these funding sources the Housing Department assisted 4 low- and moderate-income homebuyers to purchase homes through homeownership programs such as, the Open Doors Homeownership Program and Section 32 Homeownership Program. In addition, the City allocated American Rescue Plan Act funds in June 2022 towards establishing a Community Land Trust (CLT) program to further assist in opportunities for purchasing quality housing at affordable prices. The RFP for the program was issued and the CLT administrator was recently awarded \$5 million in June 2023.

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

The City works with nonprofit and for-profit agencies to develop affordable rental housing. The Housing Department has assisted with the new construction or acquisition and rehabilitation of affordable rental housing during the reporting period. The Housing Department has continued focus on new construction or acquisition and rehabilitation of multi-family housing and the redevelopment of public housing, using a variety of funding sources. Production of New Units: The city of Phoenix Housing Department sold 18 units to low-income first-time homebuyers with a 20% price reduction, and 144 units were created through the development of new multifamily housing communities. Rehabilitation of Existing Units: The city of Phoenix Housing Department rehabilitated 90 affordable housing units; all of which were units of existing affordable multifamily rental housing serving the homeless. In June 2022, Phoenix City Council approved an allocation of American Rescue Plan Act funds to aid in the creation or preservation of affordable units. The RFP for the program was issued and four (4) affordable housing developers were recently awarded a portion of the available \$6 million in June 2023.

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

The City of Phoenix Lead Safe Phoenix program is available to eligible Phoenix families who live in a home constructed before 1978, with a child under six years old or a pregnant woman in the home. Eligible homes are assessed for lead-based paint hazards, and if found, the hazards are addressed to promote the family's health and safety. During FY 2022-2023, 15 homes were found eligible for the Lead Safe Phoenix program with four of those homes receiving lead-based paint remediation. In addition to addressing lead-based paint hazards in those homes, the program also addressed minor health and safety concerns. Lead Safe Phoenix' initial home rehabilitation procedures assign Environmental Protection Agency (EPA) certified Lead Based Paint risk assessors to perform lead inspections and lead hazard risk assessments tests on eligible properties. Homes with identified lead-based paint hazards are

also tested for radon gas by certified Radon Measurement professionals. EPA certified housing rehabilitation specialists prepare scopes of work and monitor all work performed, and EPA certified lead abatement contractors remediate lead-based hazards found at the properties. If necessary, residents are temporarily relocated until lead hazards have been successfully remediated from the home. Rental housing units that are identified as lead safe are added to a publicly accessible rental registry. The City of Phoenix has administered the Lead Safe Phoenix program for more than 20 years and looks forward to creating additional safe and healthy homes.

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

The City of Phoenix Volunteer Income Tax Assistance (VITA) Program continues to educate the general public regarding changes in Federal tax law. In 2022-2023, VITA staff continued efforts promoting awareness and education of the Earned Income Tax Credit Campaign and the availability of free tax-filing services through promotional materials, media alerts, and public forums. Staff distributed a broad range of informational materials, in both English and Spanish, through community groups that interact daily with low to moderate-income residents. Major utility companies and local corporations also helped distribute information to Phoenix area residents. In addition to routine outreach efforts to the general population, the campaign included six target groups: monolingual Spanish-speaking residents, persons with disabilities, people experiencing homelessness, military veterans, refugees, and Native American residents.

Based on regular tax season results compiled by the IRS, campaign highlights include services to 4,911 households who received more than \$3.4 million in federal tax refunds. Services were provided at 14 free tax preparation sites managed by the City of Phoenix and associated community partners. Two hundred and sixty volunteers donated 11,337 hours. The City's VITA Program also offers free back-year tax preparation services from May through October at three geographically dispersed sites. The VITA Program continues to offer Facilitated Self-Assistance (FSA) services, allowing taxpayers to prepare their tax returns while having a certified VITA Tax Preparer available to answer tax law questions. 345 FSA returns were completed this past tax season, resulting in \$568,173 in refunds.

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

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

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

The City's Housing Department conducts regular public forums to receive input from private and

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

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

The Equal Opportunity Department (EOD) took the following actions to increase awareness of Fair Housing Laws within the City. The City partnered with the Southwest Fair Housing Council (SWFHC) to conduct monthly fair housing workshops that are free and eligible for CEU credit for REALTORS. The training was geared toward the general public, HOA members, Realtors, leasing agents, and property management professionals. SWFHC also refers potential complainants to EOD to ensure that their concerns are triaged and investigated, as needed. EOD also participated in community presentations, radio and television interviews, and social media posts to increase awareness of fair housing. Additionally, EOD provided fair housing training to City staff, sub-recipients, and any other entities the City may contract with under its CDBG program. The City also amended Chapter 18 of the City Code to add "Source of Income" as a protected basis. This expands EOD's authority to investigate discrimination due to an applicant's source of income; including child support, spousal support, foster care subsidies, rental assistance, security deposit or down payment assistance, income derived from social security or disability insurance, veterans' benefits, housing choice vouchers (section 8), and other forms of governmental assistance. Analysis of Impediments to Fair Housing continuing this year, EOD partnered with the Phoenix Police Department Crime-Free Multi-Housing Unit. This unit conducts two half day seminars for landlords, REALTORS, property management employees and the general public. In the seminars, EOD offers Fair Housing training covers topics such as sexual harassment, criminal background policies, and various topics concerning disability discrimination. The Seminars which include other City partners also provide information on various subject matters including landlord and tenant information, interacting with persons experiencing mental health crises, crime prevention and reporting, and evictions. The EOD also serves on the Planning and Development Department committee to address the City's zoning ordinance concerning group homes in residential neighborhoods. This committee is comprised of City department directors, group home providers/professionals, legal consultant, and City of Phoenix residents. EOD advertised fair housing month events on the city website, city calendars, and social media. This year EOD had the opportunity to provide fair housing information for Spanish speakers during a regional Telemundo Phone Bank. EOD staff attended housing trainings offered through the HUD-sponsored National Fair Housing Training Academy, as well as other national training and conferences, regional housing seminars, and online webinars. EOD is currently working with SWFHC, and various other City departments to schedule additional fair housing training sessions for the

future.

CR-40 - Monitoring 91.220 and 91.230

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

CDBG Monitoring Procedures

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

ESG Monitoring Procedures

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

contract, and to verify proper use of funds. City staff conduct budgetary reviews to ensure expenditures are on track for the fiscal year, and staff review program performance reports, which are submitted with monthly invoices, and discuss barriers to service provision if necessary. Staff assist with budget modifications and/or contract amendments at the request of the contractor to ensure budget expenditures remain valid and on target.

ESG Monitoring Procedures Continued

Technical assistance is provided on an as-needed basis and allows the contractor to receive additional one on one support with addressing their target populations. Annually, City staff conduct a risk analysis to determine the Contractors that are selected for monitoring. Annually, City staff conduct a thorough audit of programmatic fidelity by which ESG performance metrics and standards are utilized. Concurrently, a contracted provider conducts a third-party financial review of billing invoices, expenditures, and staff files. After a monitoring review is closed by OHS and HSD, Contractors are provided a written summary of the findings or concerns and any corrective actions that must be taken and provided applicable technical assistance when necessary.

HOPWA Monitoring Procedures

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

HOME Monitoring Procedures

The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing related services are being delivered in accordance with HOME Program requirements including Davis Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the City, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested. The Housing Department has a Monitoring Policies and Procedures Manual for recipients of HOME Program funds. The manual is designed to provide guidance to HOME Program participants to assist them in maintaining: 1. program and project records; 2. records

pertaining to rents, tenant income and affirmative fair housing guidelines throughout the affordability period; and 3. compliance with minimum housing quality standards for safe, decent, and sanitary housing. HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations. When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, affirmative marketing, review of expenditures and outcomes, and compliance with city of Phoenix minimum property standards.

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

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

The Neighborhood Services Department takes the lead on organizing public meetings and advertising for public comment on the performance reports for the Annual Action Plan, Consolidated Plan and any subsequent amendments to the respective plans. The City's fiscal year 2022-2023 CAPER report was available to the public on Monday, August 28, 2023, through Monday, September 11, 2023. Advertisements were placed in local newspapers such as the Arizona Republic, Arizona Business Gazette, Arizona Informant, and La Voz. The public was notified on August 11 – August 16, 2023, that a copy of the performance report would be available until September 11, 2023. Additionally, City staff sent out a notice to the general public through listservs that contain email addresses of interested parties (neighborhood groups, non-profit organizations, housing developers, faith-based organizations, and community stakeholders) and the draft report was posted on the City website. No public comments were received.

CR-45 - CDBG 91.520(c)

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

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

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

No

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

CR-50 - HOME 24 CFR 91.520(d)

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

Please list those projects that should have been inspected on-site this program year based upon the schedule in 24 CFR §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

Please list those projects that should have been inspected on-site this program year based upon the schedule in 24 CFR §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 29 projects from 20 agencies representing under contract providing affordable rental units under the HOME Program. These properties represent 1,908 affordable units, 657 of which are reserved as HOME units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards.

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

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

recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations.

Monitoring

When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Staff schedules an initial monitoring visit of multi-family projects within the first year of project completion to review tenant files; property management and financing viability; marketing procedures; tenant selection criteria; rent and occupancy records, and project financial reports. After the initial visit, staff schedules the first monitoring review. COVID-19 health restrictions eliminated the Department's ability to conduct onsite monitoring and inspections during this reporting period. Projects Inspected 1. Casa de Paz III – Fillmore 2. MJ Properties AKA Madison Jefferson 3. Crystal Pointe Apts. (formerly Greenway Cove Apts.) 4. Oasis On Grand 5. Santa Fe Springs 6. Bella Vista (Ca. Sunrise Villas) 7. 1160 E. Dunlap Avenue Dunlap Duplex 8. Victory Place IV 9. The Bridge Family Campus aka Starfish 10. Victory Place I 11. Madison Gardens Apartments 12. Urban Living Fillmore 13. Urban Living on 2nd Avenue (UL2) 14. Paseo Abeytia Apts. (formerly Roeser Haciendas) 15. Valleylife - 4 group homes 16. El Caro Senior 17. Valleylife - 40th Avenue home 18. Valleylife - Larkspur home 19. Valleylife - Marconi home 20. Valleylife - 16th Avenue home 21. Valleylife - 6th Place home 22. Valleylife - Lane home 23. Story Apartments, #2 24. Park Glen (aka Pine Crest and Hunters Glen) 25. Story Apartments 26. The Lofts at McKinley 27. Legacy Crossing Apartments 28. Legacy Crossing Apartments - Ph. II 29. Roosevelt Commons Apts.

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

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

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

The City has encouraged small facilities to put a vacancy/no vacancy sign with the name of the facility, a phone number, and an equal housing opportunity logo where it is visible to the general public. The

outreach for minority and women-owned business is not only utilized during the development or rehabilitation of the units but continues to be utilized for the maintenance of the properties. Organizations are required by contract to contact a minimum of three companies and are requested to include at least one minority/women-owned business.

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

HOME Program income is generated from installment payments and payoffs on loans for both single family homeownership and multi-family rental projects. This fiscal year HOME Program Income Expended: \$1,060,538 from 2017-2022 Program Income, Recapture and Program Administration. Red Mountain, Trellis at Mission, and Soluna II utilized recapture funds and program income.

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

During the reporting period the Housing Department funded 170 completed affordable housing units and with HOME expenditures of \$3,976,670 (not including program administration costs). The City has leveraged these HOME Program commitments of federal funds with low-income tax credits, State of Arizona funds, Federal Home Loan Bank Affordable Housing Program funds, and private lender financing. The 169 units completed were assisted through the Multi-Family Rental Housing Program, while 1 was completed through down payment assistance to a low-income homebuyer. Attached is a list of the accomplishments.

HOME Funded Multi-Family Rental Housing Projects

Avalon Villas completed construction of a 94-unit multi-family housing project with 6 HOME units set aside for very low-income households at or below 40% AMI with \$1,000,000 HOME funds expended during FY 2022-23. Soluna II completed construction of a 66-unit affordable multi-family housing project with 3 HOME units set aside for very low-income households at or below 40% AMI with \$50,000 in HOME Funds expended during FY 2022-23. Newsom Village completed construction of a 60-unit multi-family housing project with 10 HOME units set aside for either low-income victims of domestic violence, or very low-income households at or below 40% AMI. \$100,000 in HOME funds were expended during FY 2022-23. Trellis @ Mission completed construction of a 60-unit multi-family housing project with 10 HOME units set aside for very low-income households at or below 40% AMI and \$400,000 in HOME funds expended during FY 2022-23. 25th @ Bell began construction of a 53-unit multi-family housing project with 11 HOME units set aside for very low-income households at or below 40% AMI. In June of last year the property burned to the ground, it was determined to be arson. The project developers have identified alternate funding sources and expect to restart construction in early FY2023-24. No HOME funds for 25th @ Bell were expended during FY 2022-23. Project completion is yet to be determined. Mesquite Terrace continued construction of a 297-unit multi-family housing project with 11 HOME units

set aside for low-income veterans. No HOME funds expended during FY 2022-23. Expected completion is in FY 2023-24. Verano Terrace continued construction of an 88-unit multi-family housing project with 11 HOME units set aside for low-income veterans. No HOME funds expended during FY 2022-23. Expected completion is early FY2023-24. The Commons at 9 South continued construction of a 60-unit multifamily housing project with 5 HOME units set aside for very low-income households at or below 40% MI. \$900,000 in HOME funds were expended for this project during FY 2022-23. Mustang Villas continued construction of a 60-unit multi-family housing project with 10 HOME units set aside for very low-income households at or below 40% MI. \$450,000 in HOME funds were expended during FY 2022-23 Reserve at Thunderbird Phase I continued construction of a 108-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2022-23. Pueblo Apartments began construction of a 161-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2022-23. Osborn Pointe began construction of a 48-unit multi-family housing project with 11 set assign units for very low-income households who are homeless. No HOME funds were expended for this project during FY 2022-23. Reserve at Thunderbird Phase II began construction of a 134-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2022-23. Acacia heights II began construction of a 66-unit multi-family housing project with 11 set assign units for very low-income households at or below 40% MI. No HOME funds were expended for this project during FY 2022-23.

CR-55 - HOPWA 91.520(e)

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

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

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	70	69
Tenant-based rental assistance	140	168
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	30	54
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	110	154

Table 14 – HOPWA Number of Households Served

Narrative

The goal of the City of Phoenix Housing Department is to maintain Housing Opportunities for Persons With AIDS (HOPWA) housing activities that are known to be successful in housing HOPWA eligible clients while increasing capacity of HOPWA service agencies to serve this population. During last fiscal year, the HOPWA Program supported seven different housing and supportive services activities through two nonprofit Project Sponsors and one City of Phoenix subcontractor. During the FY, a total of 1,344 unduplicated households living with HIV/AIDS were assisted. The following includes the number of services provided by each HOPWA program activity (includes duplicated households):

- 168 households received Tenant-Based Rental Assistance (TBRA)
- 69 households received Short-Term Rent, Mortgage and Utility (STRMU) Assistance
- 54 households received Permanent Housing Placement (PHP) assistance
- 154 households benefited from Transitional Housing leasing, operating and supportive services assistance
- 630 households were assisted by the Housing Information Services program
- 250 households were assisted by the Housing Advocacy program
- 100 households were served by the Employment Services program

Program Improvements

The Housing Department interacts with service providers via email, phone calls, and meetings. Ongoing technical assistance is provided to streamline and improve protocols and frequent meetings occur with Project Sponsors to enhance communication. A strong focus has been placed on the needs of the HIV/AIDS community due to the City of Phoenix Fast Track Cities Initiative. This initiative has Phoenix City Council support and addresses issues of stigma, testing, viral suppression, education and community outreach. Committee and subcommittee meetings occur on a regular basis to address the needs of the HIV/AIDS community with goals of there being zero stigma and discrimination; 90% of people living with HIV (PLHIV) knowing their status; 90% of PLHIV who know their HIV-positive status being on antiretroviral therapy (ART) and 90% of PLHIV on ART achieving viral suppression. A new waitlist priority was implemented for the TBRA program as of July 1, 2023. This allows program compliant clients, housed in the HOPWA Transitional Housing program for one year, to be placed at the top of the TBRA waitlist. Eligible clients complete the TBRA eligibility and housing searching process during their second year in this housing program. This waitlist priority has provided incentive for clients to remain compliant with the Transitional Housing program, becoming more stabilized, and having viable permanent affordable housing options when they reach the end of their 2-year stay. As of July 1, 2023 the Short-Term, Rent, Mortgage and Utility (STRMU) Assistance and Permanent Housing Placement (PHP) programs transitioned to the City of Phoenix Human Services Department (HSD). The benefit of this transition is that HSD has staff capacity to provide long-term intensive case management services to all clients, the worksites have multiple resources available to clients and HSD is leveraging staff time to allow more funding to service clients's financial needs. The Housing Department requested and was approved a HUD waiver allowing TBRA to increase its payment standard to 120% of the Fair Market Rents (FMR). This has allowed a significant higher number of TBRA clients with searching papers the ability to secure permanent housing. Additionally, a new City of Phoenix amendment to an established ordinance passed that has assisted with increased lease ups as well. This amendment made it illegal for landlords to discriminate against clients based on source of income and/or housing subsidies i.e. HOPWA TBRA; Housing Choice Vouchers.

Coordination and Planning Efforts

The Housing Department maintains communications with service providers and advocates on their behalf throughout the year. Additionally, the Housing Department has been in collaboration with the 90-90-90 Fast Track Cities Initiative and attends the Ad Hoc Committee meetings. Some of the HOPWA funded Project Sponsors are committee members as well. The City of Phoenix Housing Department is a partner of the HIV Housing Community of Practice coalition that meets monthly. Attendees include providers serving the HIV/AIDS community statewide. Each month, a new topic is presenting by subject matter experts. Staff also present current HOPWA Program information during the Ryan White Priority Setting and Resource Allocation (PSRA) annual meetings.

Barriers Encountered

The National Low Income Housing Coalition reports in *The Gap 2023: A Shortage of Affordable Homes* that there is a need for housing options for low-income households in the Phoenix metropolitan area. This report shows an affordability gap of 188,943 households at 50 percent of the Area Median Income (AMI). Barriers identified by HOPWA providers include the following: a lack of affordable housing, long waitlists for transitional and permanent affordable housing, interpersonal conflicts between roommates, Carbon monoxide detector requirements for STRMU and PHP, Fair Market Rent limitations, substance abuse issues, mental health issues, poor credit and rental history, criminal history, lack of reliable phone services, lack of reliable transportation, clients not attending scheduled appointments, clients not following through on completing job applications, clients not following through on employment opportunities, and clients not following through on submitting required paperwork for the STRMU and PHP programs.

Selection of Project Sponsors

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

HOPWA Program Monitoring

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

Displacement

There were no HOPWA participants displaced during FY 2022-23.

Slow Moving Projects

The FY 2022-23 HOPWA Program does not have any slow-moving projects.

CR-58 – Section 3

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

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	4	0	0	0	0
Total Labor Hours	586				
Total Section 3 Worker Hours	0				
Total Targeted Section 3 Worker Hours	0				

Table 15 – Total Labor Hours

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

Assisted residents to obtain financial literacy training and/or coaching.					
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.					
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.					
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.					
Other.	1				

Table 16 – Qualitative Efforts - Number of Activities by Program

Narrative

For 2022-23, the city of Phoenix Housing Department (HD) completed four HOME projects, Soluna II, Newsom Village, Trellis @ Mission, and Vista Village. Vista Village and Soluna II were contracted prior to the new Section 3 rule taking effect on 11/30/2020. The Trellis @ Mission and Newsom Village projects were subject to the new rule. During this time Housing staff from the Supportive Services Section held seven in person hiring events where Section 3 information was provided.

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

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

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

ESG Contact Name

Prefix Ms
First Name Marchelle

Middle Name
Last Name Franklin
Suffix
Title Human Services Director

ESG Contact Address

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

ESG Secondary Contact

Prefix Ms
First Name Rachel
Last Name Milne
Suffix
Title Deputy Human Services Director
Phone Number 6025340576
Extension
Email Address rachel.milne@phoenix.gov

2. Reporting Period—All Recipients Complete

Program Year Start Date 07/01/2022
Program Year End Date 06/30/2023

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

Subrecipient or Contractor Name: CHICANOS POR LA CAUSA, INC
City: Phoenix
State: AZ
Zip Code: 85034, 4043
DUNS Number:
UEI:
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 166818

Subrecipient or Contractor Name: NATIVE AMERICAN CONNECTIONS, INC.

City: Phoenix

State: AZ

Zip Code: 85003, 1519

DUNS Number:

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 97650

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

City: Phoenix

State: AZ

Zip Code: 85008, 6812

DUNS Number: 833209158

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 679082.73

Subrecipient or Contractor Name: COMMUNITY BRIDGES, INC.

City: Mesa

State: AZ

Zip Code: 85202, 9098

DUNS Number: 143328099

UEI:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 336482

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

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

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

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

Table 17 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

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

Table 18 – Shelter Information

4d. Street Outreach

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

Table 19 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

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

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

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

Table 21 – Gender Information

6. Age—Complete for All Activities

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

Table 22 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households

Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans	0	0	0	0
Victims of Domestic Violence	0	0	0	0
Elderly	0	0	0	0
HIV/AIDS	0	0	0	0
Chronically Homeless	0	0	0	0
Persons with Disabilities:				
Severely Mentally Ill	0	0	0	0
Chronic Substance Abuse	0	0	0	0
Other Disability	0	0	0	0
Total (Unduplicated if possible)	0	0	0	0

Table 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	225,518
Total Number of bed-nights provided	214,892
Capacity Utilization	95.29%

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		
	2020	2021	2022
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Prevention under Emergency Shelter Grants Program			
Subtotal Homelessness Prevention			

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2020	2021	2022
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Assistance under Emergency Shelter Grants Program			
Subtotal Rapid Re-Housing			

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2020	2021	2022
Essential Services			
Operations			
Renovation			
Major Rehab			
Conversion			
Subtotal			

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2020	2021	2022
Street Outreach			
HMIS			
Administration			

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2020	2021	2022

Table 29 - Total ESG Funds Expended

11f. Match Source

	2020	2021	2022
Other Non-ESG HUD Funds			
Other Federal Funds			
State Government			
Local Government			
Private Funds			
Other			
Fees			
Program Income			
Total Match Amount			

Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2020	2021	2022

Table 31 - Total Amount of Funds Expended on ESG Activities