

****DRAFT****

Consolidated Annual Performance Evaluation Report

**HUD FY 2019 - City FY 2020
Manchester, NH**



Prepared for the
Department of Housing and Urban Development

September 10, 2020

CR-05 - Goals and Outcomes

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

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

During the Program Year, both the City and its Subrecipient's worked hard to meet the Goal Outcomes outlined in the 2019 Annual Action Plan. To Address Homelessness Issues, the City worked with its 4 partners to provide: Tenant Based Rental Assistance and Rapid Rehousing services to 45 households; Overnight shelter to 1125 individuals and Homelessness Prevention Services to 131 individuals. In addition, HMIS data was collected on 4 Manchester organizations. The City is currently operating a Lead Hazard Control Demonstration Program and working with its partners to meet the objectives associated with Increasing the Number of Affordable Housing Units. The renovation of 495 Granite Street was underway during the reporting period. Upon completion, the NWSNH project will yield affordable rental housing for 4 low income families. Several projects were completed resulting in the elimination of lead hazards and/or housing code violations in 1 owner occupied units and 46 rental units. To Assimilate Refugees Into the Community, the City collaborated with the Holy Cross Family Learning Center and ORIS resulting in services provided to 92 individuals. To Decrease the Number of Abused/Neglected Children, the City worked with 3 agencies resulting in services provided to 169 families with children. To Increase the Manchester High School Graduation Rate services were provided to 2408 youth (5 agencies, 6 CBDO Organizations). To Increase Access/Availability to Affordable Childcare, affordable child care was provided to 69 low/moderate income families. As a result of Agreements with 2 organizations, services were provided to 546 senior citizens To Perpetuate the Independent Living of the Elderly. To Prepare Individuals for Gainful Employment, the City Collaborated with 2 non-profits (1 CBDO) to provide job training to 376 individuals. To Increase Recreation Programming for Low/Moderate Income, the City's Parks Dept. provided summer recreation programming to 199 youth. Year Round Access to Recreational Facilities will be increased as a result of the Hunt Pool Site Improvement project. To achieve the outcomes associated with Community Supportive Living Environments housing code enforcement inspections were conducted in 2408 housing units and activities conducted in the center city positively impacted 7,145 individuals. 483 individuals benefited as a result of services provided to Support Health Care Activities for Underinsured (1 Organization). To Support the City's Infrastructure System, City Planning Staff continues to work on the Targeted Neighborhood Impact project. In addition, Traffic Signalization upgrades and Municipal Infrastructure improvements were completed in 1-2 income eligible residential neighborhoods. To Improve the Condition of Buildings Accessed By Public, Entitlement funding was not committed to any projects to achieve this goal, however the City of Manchester has leveraged millions of dollars to make improvements to municipal facilities. To Create a Universally Accessible City, pedestrian ramps were constructed in identified areas of the City in order to address accessibility issues on City sidewalks and walkways. Activities conducted by the City's Planning and Community Development Office in conjunction with the Facilitate Efficient Planning Public

Management impacted Manchester’s population (112,673) as a whole.

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
Address Homelessness Issues	Homeless	HOME: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	890	241	27.08%	15	45	300.00%
Address Homelessness Issues	Homeless	HOME: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	5465	6160	112.72%	1280	1125	87.89%
Address Homelessness Issues	Homeless	HOME: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	600	800	133.33%	100	131	131.00%
Assimilate Refugees Into The Community	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	350	583	166.57%	125	92	73.60%
Decrease the number of Abused/Neglected Children	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	875	1015	116.00%	390	169	43.33%

Equal Access to Affordable Housing Opportunities	Affordable Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	500	52	10.40%	0	26	
Equal Access to Affordable Housing Opportunities	Affordable Housing	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Equal Access to Affordable Housing Opportunities	Affordable Housing	CDBG: \$	Other	Other	0	0				
Facilitate Efficient Planning/Public Management	Planning and Administration	CDBG: \$ / HOME: \$ / ESG: \$	Other	Other	551890	554185	100.42%	110378	112673	102.08%
Improve Condition of Buildings Accessed By Public	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	40883	28246	69.09%	100	0	0.00%
Increase Access/Availability to Afford. Childcare	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	500	491	98.20%	100	69	69.00%

Increase Community Supportive Living Environments	Non-Housing Community Development	CDBG: \$ / HOME: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	15025	10570	70.35%			
Increase Community Supportive Living Environments	Non-Housing Community Development	CDBG: \$ / HOME: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
Increase Community Supportive Living Environments	Non-Housing Community Development	CDBG: \$ / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	16000	104562	653.51%	3315	7145	215.54%
Increase Community Supportive Living Environments	Non-Housing Community Development	CDBG: \$ / HOME: \$	Buildings Demolished	Buildings	5	11	220.00%			
Increase Community Supportive Living Environments	Non-Housing Community Development	CDBG: \$ / HOME: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	38000	8399	22.10%	7600	2788	36.68%
Increase Manchester Employment Opportunities	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	25	0	0.00%			
Increase Manchester Highschool Graduation Rate	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	15435	12476	80.83%	1935	2408	124.44%

Increase Recreation Programming for Low/Mod youth	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1500	1143	76.20%	200	199	99.50%
Increase the Number of Affordable Housing Units	Affordable Housing	CDBG: \$ / HOME: \$	Rental units constructed	Household Housing Unit	5	10	200.00%	2	0	0.00%
Increase the Number of Affordable Housing Units	Affordable Housing	CDBG: \$ / HOME: \$	Rental units rehabilitated	Household Housing Unit	210	363	172.86%			
Increase the Number of Affordable Housing Units	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	30	25	83.33%	5	1	20.00%
Increase the Number of Affordable Housing Units	Affordable Housing	CDBG: \$ / HOME: \$	Housing for Homeless added	Household Housing Unit	0	0				
Increase the Number of Affordable Housing Units	Affordable Housing	CDBG: \$ / HOME: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				
Increase Year Round Access to Rec. Facilities	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	22710	51695	227.63%	1076	12915	1,200.28%

Perpetuate the Independent Living of the Elderly	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1750	3028	173.03%	500	546	109.20%
Prepare Individuals for Gainful Employment	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	125	1486	1,188.80%	399	376	94.24%
Prepare Individuals for Gainful Employment	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	30	11	36.67%			
Support Health Care Activities for Underinsured	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3425	5238	152.93%	670	483	72.09%
Support the City's Infrastructure System	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	69420	71273	102.67%			
To Create a Universally Accessible City	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	15715	5581	35.51%			

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.

In terms of the expenditure of CDBG funds, these funds are targeted to projects and activities that will benefit the City's poorest residents. The goals of these projects have been and continue to be consistent with the CDBG National Objectives in that the funds are used for activities that: 1) benefit low and moderate income persons.

The City has continued to emphasize the support of key public service activities. These programs have assisted low and moderate income residents improve their quality of life and facilitated their assimilation into the mainstream of the Manchester Community. Such services include the provision of Day Care, healthcare, meals-on-wheels, immigrant/refugee assimilation, after school recreational and educational programs and job training. Although, the City has struggled with the implementation of economic development initiatives that create jobs, Economic Development continues to be one of the City's priorities. Over the past Fiscal Year, the Manchester Community Resource Center participated in two public service projects (Adult Workforce Development and Summer Youth Employment Program) to prepare individuals for gainful employment. In addition, the City is working with Lamprey Healthcare to provide bilingual individuals with the training necessary to allow them to become healthcare and legal interpreters.

The City and the Manchester Continuum of Care have continued to address the issue of homelessness in the community. Four agencies utilized City funds to provide homeless prevention, rapid re-housing, shelter operations, tenant based rental assistance and daytime operations.

The revitalization of City neighborhoods is another priority that is addressed in several of the goals in the Consolidated Plan. In particular, emphasis has been on housing, infrastructure, safety, business assistance, greening, access to recreation, neighborhood identity and other major influences that affect the ability of these neighborhoods to stabilize and become more desirable places to live. The City has sought to respond to these problems through continued concentrated Police presence, neighborhood watch groups and programs of physical improvements both public and private. These efforts were demonstrated in the past year through projects involving the following: the provision of health and wellness services, community bicycle repair, tree plantings, infrastructure improvements to parks, streets and sidewalks, concentrated code enforcement, lead hazard control/housing rehabilitation, rental assistance programs and Summer Youth Employment programming. All of these activities have been requested on a consistent basis by the City residents at the annually held CIP Budget hearings, the Aldermanic Neighborhood Meetings and through individual contact with the Planning and Community Development Department.

Increasing the number of affordable housing units was another important goal that was prioritized during the reporting period. The

development of 459 Granite Street (4 rental units) has been substantially completed. Unfortunately the development of 434 Union Street (11 transitional housing units) has been delayed as a result of the Coronavirus. Underwriting is currently being completed for the development of 284 Hanover Street. This project will result in the creation 11 units of transitional housing for veterans.

CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	CDBG	HOME	ESG
White	2,093	62	1,218
Black or African American	542	7	159
Asian	86	0	3
American Indian or American Native	14	0	17
Native Hawaiian or Other Pacific Islander	23	0	12
Total	2,758	69	1,409
Hispanic	598	6	226
Not Hispanic	2,160	63	1,270

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

Narrative

According to the U.S. Census Bureau, 2014-2018 5-Years American Community Survey, the City of Manchester, NH Race Profile is comprised of approximately 87.6% White, 7.3% Black or African American, 6.1% Asian, 1.2% Some Other Race, and .5% American Indian and Alaska Native individuals. Citywide 9.8% of the population identifies as Hispanic or Latino.

Comparing to the U.S. Census racial and ethnic demographics of Manchester, the race profile from those benefiting from CDBG, HOME, and ESG has an increased prevalence among minorities. In fact, out of the total 4,236 beneficiaries, the ones identified as white represent 79.6%, whereas 16.7% identify as Black or African American and 19.6% identify as Hispanic or Latino.

Comparing the CDBG, HOME, and ESG beneficiaries based on their reported racial and ethnic background to the citywide racial breakdown, the City of Manchester is providing equal opportunity and is complying with nondiscrimination requirements.

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	3,333,738	1,890,682
HOME	public - federal	2,613,165	529,609
ESG	public - federal	176,324	148,694

Table 3 - Resources Made Available

Narrative

The totals in the table Resources Made Available were equal to the FY2019 allocations, any program income collected during FY2019, and prior year resources. This includes prior year balances that were committed to prior year projects. In the Amount Expended during Program Year column, the totals were comprised of the FY2019 allocations and program income, and any prior year Entitlement and Program Income balances, including balances committed to prior year projects.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide/CDBG-eligible CT-BG	79	50	Citywide/CDBG-eligible CT-BG
Manchester Neighborhood Revitalization Strategy Area	21	50	

Table 4 – Identify the geographic distribution and location of investments

Narrative

The geographic distribution and location of investments for the City of Manchester is divided into two categories; Citywide/CDBG-eligible Census Tracts/Block Groups and the Neighborhood Revitalization Strategy Area (NRSA). For HUD FY2019, the City planned to allocate approximately 27% of the CDBG Entitlement to projects providing services in the NRSA. The actual percentage allocated was approximately 50% of the total CDBG expenditures. The actual percentage of allocation was calculated by using the total expenditures in the NRSA (\$597,950) divided by the FY19 CDBG allocation funds expended in FY2019 (\$1,195,088.77). This calculation does not include funding that was allocated to projects from past years that had not been spent yet. The NRSA is comprised of the Census Tracts and Block Groups that have the highest combination of both population and low to moderate individuals. The Citywide activities can take place within any Census Tracts or Block Groups in the City deemed CDBG Eligible.

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.

Funding to initiate projects and programs designed to impact on the priority elements of each of the key strategies identified in the Consolidated Plan and each subsequent Annual Action Plan is provided through the City's Community Improvement Program, (CIP). The CIP has the responsibility for the administration and coordination of the expenditure of CDBG, ESG, HOME and Lead Hazard Reduction Demonstration Grant funds as well as other Federal and State resources. The Community Improvement Program allocates all of its financial resources, including the HUD entitlement funds, with the aim of providing effective services and programs in the most efficient and economical manner possible. One method of gauging its success in this regard therefore, is the amount of "other funds" leveraged beyond the entitlement funds that assist in the carrying out of the elements of the key strategies.

For some of the programs listed as receiving funds from the City, these funds may represent the sole source of support. Generally however, in the competition for limited resources, the City more favorably receives worthwhile programs that are able to demonstrate additional funding since they effectively extend the impact of the City's allocation.

Accordingly, the following projects reported on in the activity summary as receiving federal funding also leveraged other public and private funding to assist in their completion. Included in these tables are projects that received CDBG, HOME and ESG funds that are statutorily obligated to provide additional funds to satisfy match requirements. The source of their match is further elaborated upon in the corresponding CDBG, HOME and ESG sections of this report.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	38,202,848
2. Match contributed during current Federal fiscal year	239,555
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	38,442,403

Fiscal Year Summary – HOME Match	
4. Match liability for current Federal fiscal year	130,234
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	38,312,169

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
CIP #610520, IDIS #1516	06/30/2020	22,555	0	0	0	0	0	22,555
CIP #611319, IDIS #1471	06/30/2020	217,000	0	0	0	0	0	217,000

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 beginning 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 \$
98,492	111,750	81,059	68,222	110,251

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	568,514	0	0	0	0	568,514
Number	1	0	0	0	0	1
Sub-Contracts						
Number	15	0	0	0	2	13
Dollar Amount	355,141	0	0	0	56,200	298,941
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	568,514	0	568,514			
Number	1	0	1			
Sub-Contracts						
Number	15	0	15			
Dollar Amount	355,141	0	355,141			

Table 8 - Minority Business and Women Business Enterprises

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

Table 9 – Minority Owners of Rental Property

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

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	15	16
Number of Non-Homeless households to be provided affordable housing units	189	76
Number of Special-Needs households to be provided affordable housing units	0	0
Total	204	92

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	15	45
Number of households supported through The Production of New Units	2	0
Number of households supported through Rehab of Existing Units	187	47
Number of households supported through Acquisition of Existing Units	0	0
Total	204	92

Table 12 – Number of Households Supported

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

The City exceeded the one year goal Number of Household to be Supported 15 households through rental assistance. The Way Home's blending of Tenant Based Rental, and Rapid Re-housing programs resulted in the assistance of 24 families. The Housing First Program administered by New Horizons provided rental assistance to 5 chronically homeless individuals. The City has also partnered with the Manchester Housing and Redevelopment Authority to administer a Tenant Based Rental Assistance

program that pulls people from the Section 8 waiting list. The partnership benefitted 16 families during the program year.

Currently, the City has not completed the development of any new affordable housing units. In partnership with Neighborworks Southern New Hampshire, the City has substantially completed the renovation of a vacant and abandoned building. The project will result in the creation of four units of housing which will be completed and occupied during the next reporting period.

The City pairs LEAD Hazard Reduction Demonstration Grant fund with CDBG funds to provide an additional 10% match to each property for the construction costs. This leveraging has resulted in 47 units being made lead safe and compliant with the Housing Code.

Discuss how these outcomes will impact future annual action plans.

With the exception of number of households supported through rental assistance, the City did not exceed all of its goals. The number of households supported through the rehab of existing units was not achieved. This was the result of the City’s housing rehabilitation program being discontinued. As discussed in previous years, the development of affordable housing commonly occurs over multiple years. As a result, the City anticipates that the number of new units of affordable housing will exceed the goal in the next reporting period. Future action plans will discuss the City’s continued commitment and need for affordable housing, but most likely will continue this trend of falling short one year and exceeding goals the following year. Construction projects are complex and lengthy and typically projects are not completed within one year. Currently, we have proposals for HOME funds that will result in the commitment of all available funding.

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	17	41
Low-income	6	3
Moderate-income	21	1
Total	44	45

Table 13 – Number of Households Served

Narrative Information

Numbers in table above were added to reflect the accomplishments as reported in the PR23 for CDBG and HOME activities.

- HOME fund recipients are primarily extremely low-income families being benefitted through a TBRA subsidy.
- CDBG beneficiaries receiving housing assistance participated in the City's Housing Lead Hazard Control programs. The lead program improved housing conditions for 17 extremely low-income, 6 low-income and 21 moderate-income households.

In addition to Lead Hazard Control program beneficiaries, CDBG Concentrated Code Enforcement activities resulted in the inspection of 2788 rental housing units. These housing units were all located in income eligible census tracts.

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

Addressing the emergency shelter and transitional housing needs of homeless persons

Families in Transition/ New Horizons operates the largest adult shelter that is available to both men and women in the state of New Hampshire. It is also the state's only wet shelter. The shelter has 76 beds (63 for men, 13 for women) and shelters more than 76 in the winter months as authorized by the Manchester Fire Department. Families in Transition/ New Horizons operates the Family Place Resource Center and Shelter. Families who are experiencing housing instability can access a number of resources at the center in order to prevent them from entering homelessness or assist them in becoming rapidly re-housed. The Family Place also houses 11 family-centered emergency shelter units (28 beds). Families who enter the shelter are assisted by a full time case manager who works with them to find a safe and affordable permanent housing solution as quickly as possible. FIT also provides transitional housing. The Lowell Street Housing Program provides 17 units for families and individuals in need of transitional housing. FIT provides an additional 62 traditional housing units, which are utilized for a period of 18 to 24 months. Residents of this transitional housing receive supportive services.

The domestic violence shelter in Manchester, YWCA's Emily's Place, provides emergency housing for up to six families (18 residents total) at a time. This shelter is also part of a system of care where women and their children may be moved to another part of the state or out of state if they are in great danger.

Child and Family Services has access to safe house shelter beds for children under the age of 18 utilizing a strong collaboration with a professional facility, Webster House, as well as Child and Family Services licensed foster homes as host homes.

Transitional housing is available for homeless youth 18-22, veterans, families and individuals throughout the city with strong programming. For more than a decade, Liberty House has been providing a safe, supportive, substance-free housing community for American veterans transitioning out of homelessness. This transitional facility offers ten resident beds and a variety of services ranging from employment and housing assistance to case management and agency referrals.

Shelter executives plan with other MCoC agencies, the City's Mayor and City department heads from police, health, fire and public works to accommodate overflow during extreme weather conditions.

All shelters have case management and strive to connect clients to mainstream resources with end goal of (re)gaining permanent housing

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

State discharge plans specifically do not allow discharge from healthcare, mental health, foster care or corrections into homelessness. The City is in close communication with shelters and the MCoC Homeless Liaison committee to ensure this does not happen. If such discharge does occur, the City gets involved at an executive level to correct such discharges. The Healthcare for the Homeless program works very closely with City hospitals to ensure homeless individuals are released to a proper care setting. The MCoC also works to educate corrections on the importance of helping prisoners apply for entitlements for which they are eligible prior to release.

The City recognizes the importance of prevention efforts as does the MCoC. Programs divert people through other supports if possible. The MCoC's Permanent Housing and Rapid ReHousing are major assets for families. Homeless Prevention includes budgeting and credit management education, building positive landlord relationships, individualized diversion strategies, and referrals to City healthy home initiatives around lead poisoning prevention and safe pest management for bedbugs or other infestations .

City funded partner and MCoC member agency, The Way Home, is a solid resource for prevention assistance that empowers persons and families with budget and life skills training. If it is determined that a client should move to a lower priced unit to maintain housing, The Way Home does have access to a security deposit assistance program to help make this possible. The Way Home uses ESG Homeless Prevention funds as one tool to assist extremely low income households at high risk of becoming homeless. Rising rents has presented challenges to stabilizing housing for persons with limited income. Referrals to job training and job fairs are essential. Other households have to share rental units to avoid homelessness.

Southern NH Services (SNHS) provides a range of services aimed at preventing homelessness or assisting those who find themselves homeless to find shelter. Services include short term-assistance to prevent eviction for those at risk of losing their housing or to secure housing for those suddenly homeless, and information and referral services for individuals or families in need of emergency shelter. The Section 8 waiting lists in New Hampshire are approximately eight years long, so this resource is difficult to acquire for very low income households. Manchester Housing and Redevelopment Authority is a strong partner in providing low cost housing but availability continues to be low. MHRA has several targeted programs that create housing stability for formerly homeless households including a designated Homeless Program that works with referrals from designated agencies who agree to provide supportive services.

The City will continue to fund homeless prevention activities, which may include financial assistance for rent and/or security deposits. MCoC continues to incorporate prevention and diversion strategies into the coordinated entry system, and the City is assisting with this planning.

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 implementation of a coordinated entry system in the City of Manchester has provided for a more streamlined access to services. In addition to simplifying the process by which the homeless can access services, the system also prioritizes those with the greatest needs, thus ensuring that those who are most vulnerable (such as chronically homeless) are able to transition to stable housing as rapidly as possible.

Within the MCoC, all programs strive to exit 100% of people to some form of permanent housing. In addition to ensuring that people exit to stable housing destinations, all CoC- and ESG funded programs make certain that individuals and families currently in the homeless services system are connected to all appropriate resources that will help them to sustain stable housing upon exit, (mental health, substance use, employment training, etc). Currently, the CoC utilizes HMIS to monitor and measure recidivism through the use of a report that lists all clients who exit to nonpermanent housing destinations. When agencies appear to have persistent difficulties in people returning to homelessness or exiting to unstable housing destinations, they are flagged and processes are analyzed to determine how outcomes can be improved. All of this, combined with budgeting, life skills classes and landlord relationships help to increase opportunities for affordable housing.

When chronically homeless individuals no longer need the supportive services or are able to maintain the rent on their own income, they are assisted to move on to forms of permanent housing, freeing up the Permanent Supportive Housing units for the most vulnerable homeless persons.

ESG funded agencies including Child and Family Services, Families In Transition/New Horizons, The Way Home and The YWCA have all instituted programming that promotes self-sufficiency and reduces the risk of future homelessness. Case managers for all of these programs help clients connect to services to enhance capabilities to secure solid housing.

All programs serving the homeless in Manchester include connections to mainstream resources, job skill development referrals/assistance and information on educational resources within the case management spectrum. The City continues to work with and support these programs.

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

Actions taken to address the needs of public housing

MHRA provided housing and housing assistance through its 1,271 public housing units, and 152 Low-Income Housing Tax Credit units. MHRA also provided rental assistance for households with incomes below 50% of the area median income utilizing 1,861 Housing Choice Vouchers (HCV), 148 Veterans Affairs Supportive Housing Vouchers (VASH) for homeless veterans, and 100 vouchers for Non-Elderly Persons with Disabilities. MHRA also administered 52 Mainstream Vouchers for income-eligible families who are homeless, at risk of homelessness, at risk of institutionalization, or transitioning out of an institution or other segregating setting and have a disabled household member, and 23 units of assistance (at Robinson House) through the Section 8 Moderate Rehabilitation Program for Single Room Occupancy Dwellings for Homeless Individuals (Mod SRO). Finally, MHRA provides housing assistance with 5 Foster Youth Tenant Protection Vouchers under the Family Unification Program (FUP) for persons at least 18 years of age but not more than 24 years of age, who have left foster care or will leave within 90 days, who are homeless or at risk of homelessness.

MHRA gets funding from HUD under the Public Housing Capital Fund Program for two areas of activity, for (1) management improvements and (2) physical improvements. For FY 2020, management improvements included software improvements, professional training, items to improve public housing management, and funding for other improvements. Some of the planned physical improvements included elevator replacement at various properties, window replacement at Kelley Falls, scattered-site unit renovations, and boiler replacement at Tarrytown Rd Apartments.

Resident initiatives designed to enrich the lives of MHRA's residents, to enhance opportunities for employment, and to enable elderly/disabled residents or to continue to live independently will be continued. These initiatives included the following:

- Family Self-Sufficiency Program is available to those housed with a Housing Choice Voucher and residents of public housing. During FY 2020, seven participants graduated with escrow savings account from the Program by fulfilling their contract of participation. There are currently 30 participants enrolled in the Program with the hopes of adding three more participants in the next few months.
- Supportive Service Program for elderly residents and residents with disabilities residing in the Low-Income Housing Tax Credit properties.
- Employment and MHRA resident employment: MHRA hires, trains, and employs residents on government-financed projects and employs several assisted housing residents in permanent, full-time positions.

MHRA will continue to work with local non-profits and to participate in coalitions such as the Continuum of Care to increase housing opportunities for Manchester's homeless and low-income residents. MHRA will continue to coordinate with partner agencies to assist low-income residents to become

economically self-sufficient.

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

Residents are encouraged to provide input in MHRA management decisions. One public housing resident sits on MHRA's Board of Commissioners. In addition, MHRA has a Resident Advisory Board, comprised of public housing and Housing Choice Voucher Program (HCV) residents, which reviews and comments on the Annual and the Five-Year Plans.

MHRA also provides direct employment opportunities to public housing and HCV residents. Currently, MHRA employs two public housing residents. In addition, a number of MHRA's employees are former residents/participants.

MHRA's Homeownership Program allows eligible HCV residents to use their assistance toward the purchase of a home in MHRA's jurisdiction. Families who participate in this program must be first-time homebuyers and must attend and complete a homeownership and housing counseling program. Successful residents may use their voucher toward payment of the mortgage for up to 15 years, depending on the term of the original mortgage. Since the beginning of the program, 41 families have participated and there are 20 currently enrolled.

Actions taken to provide assistance to troubled PHAs

MHRA is a High Performing PHA and is not designated as troubled.

Additional Discussion

The greatest challenge for MHRA over the year, and for a number of years, has been continued drastic federal funding prorations and timing of funding received. Both issues have resulted in significant burdens to both the public housing and Housing Choice Voucher programs. Despite the ongoing funding challenges, MHRA remains in solid fiscal standing. In an effort to address the needs of Manchester's low-income renters, MHRA continues to look for traditional development and non-traditional opportunities to develop new affordable housing.

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)

The Community Improvement Program is ideally located in the Planning and Community Development Department enabling us to work together collaboratively to identify barriers and work towards solutions. The City of Manchester continues to review policies and take action steps in its effort to remove barriers to affordable housing. The new 2020 Master Plan is bringing forward several modifications to the Zoning Ordinance.

The City has also experienced two interesting changes in the past couple of years in terms of Accessory Dwelling Units (ADU) and micro-units (<450sqf). Recent changes in the State Statute required the City to make rules for ADUs much more flexible. The City of Manchester has allowed ADUs since 2001, but requirements on size, number of bedrooms, design, and tenant-owner relationships have become more flexible after a 2018 change in the State Statute. Such changes have increased the opportunities for more ADUs to be built and the overall housing stock to expand. The City expects to see an increase of applications for ADUs in the coming years.

The unprecedented development of micro-units in the inner City has also contributed to diversification and affordable housing options for Manchester residents. In the past two years, the City permitted the development of 150 of such units. Those units are mainly occupied by young adults that work in the growing technology sector the City has been attracting in the past decade.

In an effort to reduce the backlog of housing inspections, the City has increased the Concentrated Code Enforcement Division by adding a second Code Enforcement Officer. This additional Officer has enabled the inspection of more units per year and has contributed to the City maintaining the quality of housing to code standards. In addition to CDBG and HOME funded Inspectors, the City is also administering a HUD-funded Lead Hazard Reduction Demonstration Grant. The City has added to its Policies and Procedures in order to receive funding a mandatory Code inspection must be done if the Certificate of Compliance (COC) has expired. If the COC is valid an intermediate evaluation will be done. Regardless of the COC status, the property must be brought up to the City's minimum standard Housing Code by the end of the construction period.

In September 2019, the State of New Hampshire adopted the 2015 version of the International Building Code, International Residential Code, International Plumbing Code, International Mechanical Code, International Energy Conservation Code and International Existing Building Code. The State previously had adopted the 2017 National Electric Code. The adoption of the 2015 codes is a step towards reducing conflicts with the NFPA 101 Life Safety Code which is enforced by the Manchester Fire Department.

These documents are designed to ensure the safety of housing in the City, so their ability to work together towards this end is crucial in creating and maintaining safe, decent and sanitary housing. The Planning Department holds weekly meetings with the Fire Department to review Architectural Building Plans together to ensure a seamless blend of requirements and to avoid last-minute construction delays and preventing future code violations. This initiative has also allowed homeowners, builders and developers the opportunity to review pending and future projects early in the process.

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

For the most part, the City has been able to address all of Goals and Priority Needs identified in the Consolidated Plan. However, due to the continued demand for resources to support social services, affordable housing and homelessness prevention, there are needs that could be considered underserved.

Those underserved needs include: Economic Wellbeing for all Manchester Citizens; Provide Support to Manchester Businesses; ADA Access to Sidewalks, Streets, etc. and Address Deteriorating Conditions in City buildings. Although the City only committed less than 1% of its Entitlement funding to address these needs, it is important to note that the City leveraged other sources of funding to address identified Priority Needs. \$49,535,433 of State, Bond, Affordable Housing Trust, Enterprise and Other funding has been included in the Mayor's 2020 budget to address the following Priority Needs: Provide Fair Housing Counseling and Representation; Supportive Neighborhood Living Environments; Access to Health Care; and To Address Deteriorating Streets, Sidewalks, Etc. City staff will provide technical assistance to businesses and connect them with available resources in an effort to create jobs and increase Manchester's tax base.

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

The City of Manchester has been involved in preventing childhood lead poisoning since the 1970s. In 1997, Manchester was identified as a high-risk community for lead poisoning. In response, the City implemented a comprehensive program to eliminate the hazards of lead-based paint, focused in particular on achieving improved health outcomes for under-income families.

Strategies in place for the remediation and management of lead based paint and related health problems in the City include the Manchester Partnership for Safe and Healthy Homes, and the successful Lead Hazard Control Program grants the city has received and the multiple partnerships that have been created from the program.

To better coordinate its lead poisoning prevention activities, the Health Department has formed the Manchester Partnership for Safe and Healthy Homes. This group of stakeholders is comprised of pediatric providers, the public health community, tenants, property owners, other city officials and community-based organizations.

Effectiveness of the Lead Hazard Control Program (Manchester Housing Initiatives) include the following:

- Brought over \$13,194,854 in federal funds into the City;
- Have inspected 1,100 units, creating 1,061 lead-safe homes over the last decade;
- Have trained 196 lead abatement contractors and workers;
- Have reached out to over 33,375 Manchester residents through outreach events, mailers and newsletters;
- For the current grant (2018-2022), the City has been awarded \$3.6 million to abate at least 180 housing units;
- For FY 2020, 49 housing units were abated;
- In October 2020, the City set a partnership with the State Lead Paint Hazard Remediation Fund Loan to leverage property owner's match through a deferred State loan. For FY 2020, \$66,389 in State loan was used to abate 10 housing units.

The diverse group that works in the City's Lead Hazard Control Program also participated in the NH Community of Action for Lead Safety with numerous other municipalities and agencies from NH. The NH Community of Action held three in-person meetings in 2020 that represented a valuable opportunity to better coordinate joint efforts and learn from different stakeholders and resources available.

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

While no single agency or office in the City of Manchester has overall charge of an "anti-poverty strategy", many programs operate under the premise of mitigating the cause of poverty, and making significant, permanent improvements in the lives of low and very low-income residents. It is also clear that the effort to increase the supply of affordable housing, services and jobs is an important part of an anti-poverty strategy. The lack of sufficient affordable housing in any community contributes to the economic difficulties of individuals or families who can barely afford – or who cannot afford – shelter. Conversely, when low or very low-income individuals are expending no more than thirty percent of their income on housing, they presumably have the ability to pay for other essential needs, such as food, utilities and healthcare. Thus, the City's and agencies' programs and policies address the spectrum of issues often facing the poor or near poor in our society.

Other efforts to reduce poverty, administered by Manchester Community Resource Center and various local human service agencies include:

- Emergency and Crisis Oriented Services:
- Health Services
- Nutrition
- Homelessness Prevention/Rapid Rehousing Services
- Domestic Violence Prevention
- Drug and Substance Abuse Treatment

- Safe Station Respite Services
- Crime Prevention
- Immigrant & Refugee Services
- Support to Abused and Neglected Children
- Comprehensive Program Services:
 - Employment and Skills Training
 - Vocational and Remedial Education
 - Budgeting and Personal Finance
 - New Citizen Assimilation Initiatives
- Affordable Housing
- Child Development Programs/Day Care Services
- Elderly Services
- Pediatric Health Care
- Concentrated Code Enforcement
- Housing Rehabilitation Services
- Recreation Programs
- Youth Counseling, Programming & Supportive Service

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

The institutional structure for housing in Manchester, other than those of the CIP staff and both local non-profit and for profit housing providers, primarily involves Manchester Housing and Redevelopment Authority (MHRA).

MHRA was established by state statute as the local housing authority and the redevelopment agency for the City. Five commissioners who are appointed for staggered five-year terms by the Mayor govern the Authority. MHRA owns and manages 1,270 public housing units, 152 Low Income Housing Tax Credit Units, and 2,274 units of rental assistance under its Voucher programs.

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

The coordination of efforts between MHRA, which administers local housing resources, local non-profits such as Neighborworks Southern New Hampshire, The Way Home, Families In Transition/New Horizons, Helping Hands and Harbor Homes along with other service providers in the community, is emphasized. Representatives of the organizations mentioned above are also active in the Greater Manchester Association of Social Service Agencies, the Continuum of Care and other coalitions.

MHRA is active in coordinating with a number of partner agencies to provide programs to assist low-income families to become economically self-sufficient. Programs mobilize a wide array of area resources to remove barriers to economic self-sufficiency for public housing residents. In concert with

its partner agencies, MHRA promotes school to work and welfare to work training and transition.

The Manchester Continuum of Care (MCoC) exists to promote coordination between Manchester's homeless service providers and other community leaders in the ongoing development of a comprehensive system of care. MCoC helps in the coordination and use of community resources to prevent homelessness by helping families and individuals move from homelessness to successful placement in permanent housing.

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

In accordance with the requirements of Section 570.601(b) and as part of the City's Consolidated Plan, the City recently completed an analysis to identify any impediments to fair housing that may exist and in particular, within its own Housing Program. The August 2020 analysis included a review of applicable City policies, practices, and procedures resulting in the development of a plan of action to eliminate or improve identified conditions that limit fair housing choice.

The process to draft the Analysis of Impediment (AI) to Fair Housing Choice occurred nearly concurrently with other efforts of the City of Manchester including the 2020 update of the Manchester City Master Plan, the 2020 update of the 2020-2024 Consolidated Plan, and on the heels of a report issued by the Mayor's Task Force on Homelessness. As a result, the public input process was robust resulting in the development of a plan of action to eliminate or ameliorate identified conditions that limit fair housing choice.

As a part of the 2020 AI, the following impediments to fair housing choice were identified. These impediments are considered when making funding recommendations for the Program Year and most areas are address by program(s) within the Community Improvement Program for the reporting year:

1. Insufficient, Quality Affordable Housing
2. Crime and Safety
3. Housing Options for the Homeless/At-Risk of Homeless
4. Language and Cultural Barriers
5. Insufficient Fair Housing Information, Training, Education and Outreach
6. Insufficient Public Transportation and Services Outside the Center City.
7. Discrimination Practices

The City of Manchester, NH certifies that it will affirmatively further fair housing in accordance with the

Fair Housing Act (42 USC 3601-20) and as required by the Entitlement Grant Regulations for the Community Development Block Grant Program, specifically Section 570.601.

CR-40 - Monitoring 91.220 and 91.230

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

The City Planning Department Community Improvement Program Staff uses its comprehensive project monitoring system to monitor entitlement funded activities to ensure compliance by operating agencies. A Risk Assessment was performed to assess factors such as financial (size of award and efficiency in moving to completion), management (complexity, report accuracy & timeliness, staff capacity, and self-monitoring), service satisfaction (number and type of complaints and agency's responsiveness), and service levels (national objectives, URA or 104(d) relocation issues, and environmental issues) to identify the organizations and projects that presented the most risk. The organizations that ranked "high risk" (top quartile) received "on-site" monitoring. An organization with moderate risk received a "desk audit". CIP staff utilizes both "desk audits" and "on-site" monitoring to assess the quality of program performance over the duration of the agreement or contract. CIP staff uses site visits and project progress reports to ensure that each administering operating agency/city department complies with all applicable regulations and procedures. Systematic monitoring of the projects further serves to assist departments and administering agencies by identifying problems and potential delays, which could impact the expected realization of their project within the schedules established at project inception.

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.

Following the protocol identified in the City of Manchester Citizen Participation Plan, the City will announce the release of performance reports (Comprehensive Annual Performance Evaluation Report) through a notice in the Union Leader. Copies will be available at the main branch of the Library, the Manchester Community Resource Center and the Department of Planning and Community Development at City Hall. The City will provide a 15-day period for the public to submit comments on such reports prior to submitting them to the HUD.

The City will consider all comments it receives for use in preparing the performance reports. A summary of these comments and the City's response will be attached to the performance reports.

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.

During the past reporting year the activities and level of funds identified in the City's 2020 Annual Action Plan submission were with minor exceptions, the exact activities and funds expended. A few new projects were added due to the allocation of CDBG & HOME program income and unprogrammed CDBG & HOME funds. The deviations from the submissions in the Plan involved increases as well as some decreases in the budgets of identified projects.

CDBG project changes included:

- 610419 Concentrated Code Enforcement 1 - \$2,731.48 of Unprogrammed CDBG funding awarded to the Planning Department to accommodate salary and fringe benefit adjustments.
- 610519 Concentrated Code Enforcement 2 - \$4,033.94 of Unprogrammed CDBG funding awarded to the Planning Department to accommodate salary and fringe benefit adjustments.

HOME project changes included:

- 611217 Families in Transition 267 Wilson Street Recovery Housing Project - decreased budget by \$197,147.70 and designated as unprogrammed funds.
- 611719 Families In Transition 434 Union Street Renovation Project - \$225,000 of Unprogrammed HOME funding awarded to Families In Transition. This project will result in the renovation of 14 Single Room Occupancy units. Funding transferred from HOME Housing Initiatives.
- 610520 The Way Home TBRA - \$20,000 of Unprogrammed HOME funding was added to the project.
- 610920 Veterans Northeast - 284 Hanover St Renovation Project - \$207,141 from Affordable Housing Initiatives and \$542,859 from unprogrammed HOME funds was awarded to Veterans Northeast for the renovation of 284 Hanover St.

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

No

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

CR-50 - HOME 91.520(d)

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

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

Per HOME regulations, projects require onsite inspections within 12 months after project completion and at least once every three years. In accordance with the HOME requirements, 79 HOME assisted units were inspected for sub-standard conditions. Inspections were completed on 8 properties during the program year. The properties included: Old Wellington Rd. Apts., Stella Arms Apts., Mary Gale Home, NGM 6 Dubuque Street, 136 Lowell St., 85-87 Laurel St., 232 Conant St., and 393-395 Spruce St.

These inspections were performed by the City's Code Enforcement Officer and are based on the City's Housing Code. Some Examples of violations that may be noted include the following; leak drain pipes, open electrical connections, deteriorated porches, holes in the wall, missing smoke detector, broken door hinges, pest infestation, water damaged ceiling and inoperable windows. This past reporting period did not yield any issues and all buildings inspected earned their Certificate of Compliance.

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

The City includes section 92.351 Affirmative Marketing in all of its Developer's Agreements to ensure understanding of procedures that must be in place to carry out affirmatively marketing units (if applicable) to eligible persons without regard to race, color, national origin, sex, religion, familial status or disability. Upon project completion, the subrecipient is provided with HUD form 935-2a (Affirmative Fair Housing Marketing Plan) worksheet to assist with the development/evaluation of the marketing efforts. On an annual basis, the City conducts an audit requiring the subrecipient to submit an updated affirmative marketing plan, audited financials and project compliance report checklist. CIP Staff will review the submission and ensure outreach efforts are consistent with HUD regulations and the City's policies.

Of the City's HOME funded development projects still in their affordability period, 20 properties comprising 186 units are bound to the affirmative marketing requirements. These development projects are monitored annually and provided with HUD form 935-2a which they are required to return to the City. If not returned, a follow-up letter will be sent to obtain the information required for annual compliance as explained above. To date, the City has not had any issue obtaining and evaluating the marketing plans.

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

In accordance with HUD rules, program income is applied to eligible HOME projects and spent first before requesting a drawdown from US Treasury. During the reporting period, program income was utilized to fund several HOME activities. Those activities included the following: Manchester Housing and Redevelopment Authority (MHRA) Tenant Based Rental Assistance (TBRA), Families In Transition/New Horizon – Housing First, The Way Home TBRA and Neighborworks Southern New Hampshire – 459 Granite Street Renovation Project. Each program was funded with a varying amount of program income since payments are received throughout the year and are applied to the drawdown immediately following their receipt.

Program Income on hand at the beginning of the reporting period totaled \$98,492.40, with \$111,749.59 of additional program income received during the year. Program Income was drawn for expenditures associated with the Individual projects previously discussed at the following levels: MHRA TBRA (\$42,173.50), Families In Transition/New Horizons – Housing First (\$21,078.50), The Way Home - TBRA (\$4,970.09), and Neighborworks Southern New Hampshire – 459 Granite Street Renovation Project (\$12,836.71). Due to the change in the HOME rule accounting, excess Program Income was committed to a variety of HOME projects.

The activities funded with HOME program income provided rental assistance to 34 families in the City. Of the 34, 30 families were identified as Very Low Income (less than 30% AMI) and 3 families were Low Income (31%-50%) and 1 family was Moderate Income (51%-80%). The racial characteristics of the assisted families were: 27 White, 7 Black/African American, and 6 Hispanic/Latino.

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

The City's efforts in this regard are evident through its continued financial support to the various housing related initiatives provided directly by the City, and by local housing advocacy organizations. As noted in the activity summary, the City allocates HOME, ESG, CDBG and Affordable Housing Trust funds to carry out its affordable housing program. The range of activities includes homeless prevention counseling, rapid re-housing activities, foreclosure counseling, home ownership development and rental housing development. Since 2003, Manchester has received several million dollars of HUD Lead Hazard Reduction Demonstration grant funds to supplement its ongoing housing initiatives and has committed CDBG funds as construction cost match to the grant during the final year of the grant. The CDBG funds have resulted in several hundreds of units being made lead safe. A new Lead Hazard Reduction Demonstration grant was recently awarded to Manchester with \$3.6 million dollars in available funds until 2022.

The City has benefited from its affordable housing development portfolio that contains repayments

based on net cash flow. This past program year, thirteen projects saw positive cash flow and returned over \$131,790.31 back to the HOME program to be reinvested in future projects. Additionally, six other loans are scheduled to start repayment this incoming fiscal year.

Included in the City’s loan portfolio are projects funded through the Affordable Housing Trust Fund. This funding source is not as prevalent as HOME or CDBG, but it yielded a return of \$52,844.94 in the past program year.

Manchester continues to collaborate with The Way Home, Manchester Housing Redevelopment Authority, and Families In Transition/New Horizons to provide assistance to low-income renters in the form of rental subsidies. \$97,393 of HOME funds was distributed for this programming The City also distributed about \$59,413 of ESG funding for Homeless Prevention Rapid Re-Housing Programs administered by The Way Home for subsidies to prevent individuals from becoming homeless.

In an effort to perpetuate the availability of decent, safe, sanitary, affordable housing units by ensuring property owners compliance with minimum housing standards and City codes, CDBG funds paid two Concentrated Code Enforcement Officers totaling about \$206,274 in the previous program year. The result of this investment was realized in the number of housing units inspected (2788), and code violations noted and corrected (1822). Code Enforcement targets housing units located within CDBG eligible census tracts to ensure the availability of safe and sanitary affordable housing.

The City is currently working with Families In Transition/New Horizon’s to renovate 439 Union Street and Neighborworks Southern New Hampshire that is renovating 459 Granite Street. These two projects will result in the creation of 18 units of affordable housing for low-income households.

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	MANCHESTER
Organizational DUNS Number	045009073
EIN/TIN Number	026000517
Identify the Field Office	BOSTON

CAPER

35

Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance Manchester CoC

ESG Contact Name

Prefix Mr
First Name Todd
Middle Name 0
Last Name Fleming
Suffix 0
Title CIP Coordinator

ESG Contact Address

Street Address 1 One City Hall Plaza
Street Address 2 0
City Manchester
State NH
ZIP Code 03101-
Phone Number 6036246450
Extension 0
Fax Number 0
Email Address tfleming@manchesternh.gov

ESG Secondary Contact

Prefix Ms
First Name Sarah
Last Name MacAulay
Suffix 0
Title CIP Planner
Phone Number 6036246450
Extension 0
Email Address smacaulay@manchesternh.gov

2. Reporting Period—All Recipients Complete

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

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

Subrecipient or Contractor Name: YWCA OF MANCHESTER, NH

City: MANCHESTER

State: NH

Zip Code: ,

DUNS Number:

Is subrecipient a victim services provider: Y

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 15580

Subrecipient or Contractor Name: FAMILIES IN TRANSITION

City: Manchester

State: NH

Zip Code: 03101, 1952

DUNS Number: 852360399

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 62750

Subrecipient or Contractor Name: THE WAY HOME

City: Manchester

State: NH

Zip Code: 03103, 4813

DUNS Number: 146234211

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 50564

Subrecipient or Contractor Name: Waypoint

City: Manchester

State: NH

Zip Code: 03101, 1804

DUNS Number:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 15000

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	5
Children	9
Don't Know/Refused/Other	0
Missing Information	0
Total	14

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	6
Children	5
Don't Know/Refused/Other	0
Missing Information	0
Total	11

Table 17 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	1,010
Children	158
Don't Know/Refused/Other	0
Missing Information	0
Total	1,168

Table 18 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	316
Children	19
Don't Know/Refused/Other	5
Missing Information	0
Total	340

Table 19 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	1,341
Children	192
Don't Know/Refused/Other	6
Missing Information	6
Total	1,545

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	800
Female	540
Transgender	5
Don't Know/Refused/Other	0
Missing Information	0
Total	1,345

Table 21 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	192
18-24	390
25 and over	951
Don't Know/Refused/Other	7
Missing Information	5
Total	1,545

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	52	0	0	52
Victims of Domestic Violence	131	0	1	130
Elderly	61	0	1	60
HIV/AIDS	9	0	0	9
Chronically Homeless	228	0	0	228
Persons with Disabilities:				
Severely Mentally Ill	388	2	1	385
Chronic Substance Abuse	256	0	0	256
Other Disability	559	1	1	557
Total (Unduplicated if possible)	1,684	3	4	1,677

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	57,008
Total Number of bed-nights provided	53,032
Capacity Utilization	93.03%

Table 24 – Shelter Capacity

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

In FY 2020, ESG funds were utilized in a targeted manner to help achieve the overall Manchester Continuum of Care (MCoC) goals and performance measures, which are in alignment with HUD's National Objectives for Continuum of Care (CoCs). Manchester ESG Written Standards for the Provision of ESG Assistance were developed to also be in alignment to help achieve the goals and objectives of the City of Manchester as well as being consistent with the MCoC objectives.

ESG projects and activities will meet HEARTH Act performance measures as follows:

- No one is homeless longer than 30 days
- Reduce average length of time homeless
- Reduce returns to homelessness
- Improve program coverage
- Reduce the number of homeless
- Improve employment rate and income amount
- Reduce first time homelessness
- Prevent homelessness and achieve independent living in permanent housing for homeless individuals/families/youth

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance	0	6,450	15,005
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	1,795	9,990
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	0	8,245	24,995

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance	0	4,055	4,500
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	12,495	5,123
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	0	16,550	9,623

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Essential Services	0	0	0
Operations	0	6,837	71,252
Renovation	0	0	0

Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	0	6,837	71,252

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Street Outreach	0	3,525	15,000
HMIS	0	0	0
Administration	0	0	7,667

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2017	2018	2019
	0	35,157	128,537

Table 29 - Total ESG Funds Expended

11f. Match Source

	2017	2018	2019
Other Non-ESG HUD Funds	0	0	444
Other Federal Funds	0	0	0
State Government	0	0	0
Local Government	0	6,100	62,750
Private Funds	0	29,057	58,121

Other	0	0	7,222
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	0	35,157	128,537

Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2017	2018	2019
	0	70,314	257,074

Table 31 - Total Amount of Funds Expended on ESG Activities