

2015-2019  
Consolidated Plan  
2015 Annual Action Plan

For the Department of Housing and Urban Development

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CITY OF MANCHESTER PLANNING AND COMMUNITY DEVELOPMENT  
DEPARTMENT



CITY OF MANCHESTER  
PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT

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# Executive Summary

## ES-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

### 1. Introduction

The Consolidated Plan is the result of a collaborative process designed to establish a unified vision for the City of Manchester's community development actions for the next five years. The plan presents an opportunity to shape the City's various housing and community development programs into effective, coordinated neighborhood and community development strategies. It also provides an opportunity for strategic planning and citizen participation to take place in a comprehensive context designed to reduce duplication of efforts.

The plan includes a needs assessment, a series of goals and needs and a one-year action plan to identify where and how various HUD funds will be used to address the needs of low and moderate income individuals and families in the city. The plan also provides evidence of the needs that exist for the all the programs offered to the City's low-income population and demonstrates how a comprehensive, well-thought out plan offers the City and its citizens' direction on how to use its entitlement funds in the most cost-effective manner.

Finally, the plan is a means to meet the submission requirements for the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), and Emergency Solutions Grant (ESG) formula programs.

The City of Manchester Planning and Community Development Department undertook the process of developing its Consolidated Plan in accordance with the applicable requirements as set forth by HUD. The process involved the continuation of existing partnerships, direct consultation with area public and non-profit agencies in accordance with the City's Citizen Participation Plan. Since the development of the City's first Consolidated Plan, the elements, goals and strategies of the plan have generally been consistent. However, over the past several years since the last Consolidated Plan was prepared in 2005, the City has undergone steady and significant changes which impact current and future needs and priorities.

A review of HUD's 2014 Low and Moderate Summary Income Data indicates that 44.9% of Manchester's households have incomes that are less than 80% of the median income compared to 52.2% in 2010, 47% in 2005 and 43% in 1990. American Community Survey 2009-2013 data shows that 14.2% of Manchester's population is below poverty level and 23.9% of all families in the city with children under 5 years old are below poverty. As the percentage of low and moderate income households has exceeded

43% since 1990, the City's demographic makeup has changed becoming more diverse and assimilating many new immigrants from all over the world into the community. These latest citizens bring with them new, differing and not insignificant demands upon the local support infrastructure. Coupled with the needs of a growing low income population, the City has been challenged to appropriately and effectively provide the varied services necessary for these community members.

The goals and Needs in the Consolidated Plan were created by addressing the needs of both of these populations, however the ability of the City to carry out its goals and strategies has been made more difficult as a result of decreasing resources. Since FY 2005, the City of Manchester has sustained CDBG reductions in excess of 19% which effectively has reduced the public service cap making public services assistance to the increasing low income households and minority populations of Manchester even more difficult. The City's ability to address increasing demands and changing priorities while complying with the applicable CDBG regulations has been greatly facilitated by having a section of the City designated as a Neighborhood Revitalization Strategy Area (NRSA) which is served by the Manchester Community Resource Center (MCRC), the City's designated Community Based Development Organization (CBDO).

## **2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview**

The statutes for HUD's formula grant programs set forth three basic goals against which the Consolidate Plan and the City of Manchester's performance under this plan will be reviewed by HUD. The Consolidated Plan as a result must state how it will pursue these goals for all community development programs, as well as all housing programs. The three objectives are: (1) Decent, Affordable Housing; (2) Suitable Living Environment; and (3) Economic Opportunities. The three outcomes are: (1) Availability/Accessibility, (2) Affordability, and (3) Sustainability.

In compliance with the above directives, this Consolidated Plan sets for the following priority needs and goals.

### **Priority Needs**

1. Affordable Housing
2. Provide Fair Housing Counseling and Representation
3. To Provide Emergency Shelter
4. To Provide Outreach to Individuals Living in Streets
5. To Provide Tenant Based Rental Assistance
6. To Provide Transitional Housing
7. To Provide Rapid Re-Housing Opportunities
8. For all applicable Agencies to Use HMIS System
9. To Provide Homeless Prevention Activities
10. Provide Home Ownership Down Payment Assistance
11. Safe and Sanitary Housing

12. Supportive Neighborhood Living Environments
13. To Prevent Youth from Engaging in Crime
14. Youth Counseling, Programming and Supportive Service
15. Provide Elderly Independent Living Support Service
16. Provide Childcare Options for Working Parents
17. Access to Health Care
18. Access to Supportive Services that Target Refugees
19. Provide Support to Abused/Neglected Children
20. Economic Wellbeing for all Manchester Citizens
21. Provide Support to Manchester Businesses
22. Provide Youth and Summer Recreation Programming
23. Safe and Affordable Places for Physical Activity
24. ADA Access to Sidewalks, Streets, etc.
25. To Address Deteriorating Streets, Sidewalks, Etc.
26. Address Deteriorating Conditions in City Buildings
27. Effective Administration of State/Federal Programs
28. To Implement Various Planning Studies
29. To Teach Job Skills Through Classroom & Training

## Goals

1. Increase the Number of Affordable Housing Units
2. Equal Access to Affordable Housing Opportunities
3. Address Homelessness Issues
4. Increase Community Supportive Living Environments
5. Increase Manchester High School Graduation Rate
6. Perpetuate the Independent Living of the Elderly
7. Increase Access/Availability to Affordable Childcare
8. Support Health Care Activities for Underinsured
9. Assimilate Refugees Into The Community
10. Decrease the Number of Abused/Neglected Children
11. Increase Manchester Employment Opportunities
12. Increase Recreation Programming for Low/Mod Youth
13. Increase Year Round Access to Recreation Facilities
14. To Create a Universally Accessible City
15. Support the City's Infrastructure System
16. Improve Condition of Buildings Accessed by Public
17. Facilities Efficient Planning/Public Management
18. Prepare Individuals for Gainful Employment

## 3. Evaluation of past performance

During the past two to three program years, the City continued to experience a significant increase in both the number of requests for assistance and the amount of funds requested by non-City organizations; primarily for operational support. The significant number and types of projects contained within our 2016 CIP (19 agencies funded) reflects the City's response to their requests. The 2016 CIP also continued the trend of supporting non-capital City Public Service initiatives that were carried out with Entitlement Funds as well, with four City Departments administering Programs funded with CDBG funds.

Planning Staff is happy to report that goals and needs that have been under represented in previous years have been funded in the 2016 CIP. Projects include but are not limited to: Dupont Pool Splash Pad; ADA Access Improvement, Sidewalk Reconstruction and a Small Business Assistance Program. This has resulted in a small decrease in the funding that has been appropriated to the City's CBDO. Given the demand for operational support by the nonprofits, and requests for Public Service initiatives by City Departments still exists, the City will continue to rely upon its CBDO to meet the needs of the community. As proposed, the City will subgrant approximately \$428,000 to MCRC to support activities that are consistent with the CBDO's mission. As a result, a number of sub-grantee agencies will receive funding to operate programs without impacting the City's 15% Public Service cap. The City continues to view the CBDO / NRSA designation as critical in order to be able to respond to the needs of the Community. However, it is important to note that Planning Staff is mindful that Entitlement funding should be distributed in a manner that best achieves all of the goals and needs that have been identified in the Consolidated Plan.

The City is confident that the HUD 2015 CAPER will demonstrate that all of the needs and goals identified in the 2015-2019 Consolidated Plan will be addressed. This will be achieved as a result of the development of new needs and goals based upon the self-evaluation of past programs and the citizen participation process.

#### **4. Summary of citizen participation process and consultation process**

Five public hearings for the City's 2015-2019 Consolidated Plan and 2016 (HUD FY 2015) Annual Action Plan were held by City Community Improvement Program (CIP) Staff at Manchester Community Resource Center, 434 Lake Ave. (NRSA neighborhood) on Thursday, January 29, 2015 at 6:30 p.m., on Wednesday, February 4 at 6:30 p.m. at the Cashin Senior Center on the west side, on Thursday, February 19 at 6:30 p.m. at the Southern NH Planning Commission on the west side, on Wednesday, March 4 at 6:30 p.m. at Bakersville Elementary School on the south side, and on Wednesday, May 6 at 4:30 p.m. in the Aldermanic Chambers at Manchester City Hall in the city center. A Legal Notice for all public hearings was published in the Union Leader on January 22, February 3, February 25 and April 10, 2015 (please see Legal Notices in AD-25 Attachments Citizen Participation Comments). The Legal Notice published on April 10, 2015 also confirmed the 30-day public comment period which took place April 13, 2015 through May 13, 2015.

As a recipient of HUD funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular, public housing residents and

residents living in areas of the City eligible for CDBG monies, public and private agencies, businesses and other interested parties were invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community.

These hearings were also held in order to provide City residents an opportunity to comment on the expenditure of the FFY 2015 HUD monies to be received by the City for expenditure beginning July 1, 2015. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant Program (ESG), and may also include HUD Section 108 monies.

The public hearings also included discussions and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services. The overall discussion topics included housing and homelessness, public infrastructure, environment, neighborhood investment and revitalization, education, public safety, recreation, economic development and social services.

In an effort to broaden public participation in the development of the Consolidated Plan the City CIP Staff sent out emails to all of the agencies on the Community Improvement Program email list encouraging their attendance and their clients' attendance at the public hearings and participation in the online survey. The City also sent out flyers to these agencies to post at their locations and neighborhoods. Encouraged by City Staff, these agencies shared the survey with their program participants many of whom were low-moderate income persons, minority and non-English speaking persons, elderly persons, and/or disabled persons. For citizens who needed assistance completing the survey, the Staff at the Manchester Community Resource Center at 434 Lake Ave. volunteered to assist individuals with the survey and provided computers with internet access (Please see attached flyers and survey results in AD-25 Attachments Citizen Participation Comments). A total of 45 participants completed the survey.

CIP Staff closed each public hearing by describing the general timeline for the budget process. In the spring 2015, the Mayor will draft a budget with potential funding amounts and the Board of Mayor and Aldermen will have an opportunity to recommend revisions to any funding amounts they believe should be different and vote on a final City budget. In accordance with the City's budget process, the public and all Consolidated Plan and Annual Action Plan public hearing participants were encouraged to submit written and oral comments to CIP Staff and Aldermen should they desire to.

## **5. Summary of public comments**

Public comments are attached in section AD-25

## **6. Summary of comments or views not accepted and the reasons for not accepting them**

All comments and views have been accepted.

## 7. Summary

No further discussion warranted.

## The Process

### PR-05 Lead & Responsible Agencies 24 CFR 91.200(b)

**1. Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source**

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	MANCHESTER	Planning and Community Development
HOME Administrator	MANCHESTER	Planning and Community Development
ESG Administrator	MANCHESTER	Planning and Community Development

Table 1 – Responsible Agencies

### Narrative

The Manchester Planning and Community Development Department serves as the lead agency responsible for coordinating the development of the Consolidated Plan. This Department also developed the City's previous three Consolidated Plans and has a demonstrated ability to bring together local and state agencies for the purpose of identifying resources and bridging gaps in local service programs.

The Planning and Community Development Department monitors the progress of City agencies receiving funding from the Community Development Block Grant, HOME, ESG as well as various other HUD funded programs including but not limited to; Neighbor Stabilization: Homeless Prevention Rapid Re-Housing Housing: American Recovery Act and Lead Hazard Control Grant Programs. The Planning and Community Development Department's staff provides technical assistance to social service agencies and the City's housing providers.

In addition to activities associated with social service activities, Department Staff supports and provides assistance to local organizations seeking to obtain federal, state and local funding for housing opportunities that will enhance the permanent affordable housing inventory in Manchester. It also monitors federal funds distributed to emergency and transitional housing providers and other supportive housing agencies to assure that the allocated funds continue to support the needs of Manchester's homeless population. The Planning and Community Development Department seeks to assist in the identification of solutions to the problems of Manchester's increasingly diverse population

by working in direct partnership with community organizations servicing and advocating for that population.

In 1975 the City of Manchester created the Community Improvement Program (CIP) as a formal mechanism to manage the receipt of various types of federal and state grants and programs.

The CIP budget integrates the planning and policy considerations of a capital improvement budget with other community needs. Since its inception, the City, through CIP, has applied for and received several major grants both on an entitlement basis and through various competitive processes.

### **Consolidated Plan Public Contact Information**

The Legal Notice for the Consolidated Plan for HUD 2015-2019 included the following information:

Copies of the draft 2015 Consolidated Plan will be available for public inspection beginning on April 13, 2015 at the following locations during regular business hours: Planning & Community Development Dept., One City Hall Plaza, Manchester, NH; Manchester City Library, 405 Pine Street, Manchester, NH; Southern NH Planning Commission, 438 Dubuque Street, Manchester, NH

Available digitally at:

<http://www.manchesternh.gov/website/Departments/PlanningandCommDev/CommunityImprovementProgram/tabid/1404/Default.aspx> .

Questions regarding the 2015 Consolidated Plan may be addressed to CIP Coordinator, Todd Fleming in the Planning and Community Development Department at 624-6450.

The public is encouraged to submit comments on the proposed Action Plan and AI until May 13, 2015. Please submit written comments to the City of Manchester Department of Planning and Community Development, One City Hall Plaza, Manchester, NH 03101.

## PR-10 Consultation - 91.100, 91.200(b), 91.215(I)

### 1. Introduction

The Department of Planning and Community Development maintains a citizen participation mailing list containing community service, housing and economic development agencies, community leaders, and persons who expressed interest in the City's community development programs or the Consolidated Planning process. There were approximately 86 agencies and/or persons including representatives from health, mental health, social service and workforce development agencies on the list at the time this Consolidated Plan was written. Citizens who contribute comments at public hearings or submit written testimony may be added to the citizen participation mailing list, as will any other persons who express interest in participation. Recently, the City contracted with the regional planning commission to assist with the completion of the Consolidated Plan. Another City partner is the Manchester Housing and Redevelopment Authority (MHRA). MHRA provides valuable input for the City's Consolidated Plan, Action Plan, and CAPER as well as other updates throughout the year. They also develop affordable housing units with City HOME funds that address the needs of the population.

As a part of the Consolidated Planning process, the City held five focus groups to solicit input from community stakeholders. The topics discussed at the focus group meetings included: Public Facilities/Infrastructure; Housing; Economic Development; Issues Regarding the Homeless and Health and Human Services. Input was solicited from 21 stakeholders that participated in the forums. In addition to the Focus Groups, Planning Staff consulted with the Manchester Health Department to discuss the 2014 Manchester Neighborhood Health Improvement Strategy.

As previously mentioned in this Action Plan, the City works closely with the CBDO--Manchester Community Resource Center--during the preparation of the Consolidated Plan/Annual Action Plan and throughout the program year to assess and evaluate social service needs in the City.

**Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I)).**

The Department of Planning and Community Development maintains a citizen participation mailing list containing community service, housing and economic development agencies, community leaders, and persons who expressed interest in the City's community development programs or the consolidated planning process. There were approximately 86 agencies and/or persons including representatives from health, mental health, social service and workforce development agencies on the list at the time this Consolidated Plan was written. Citizens who contribute comments at public hearings or submit written testimony may be added to the citizen participation mailing list, as will any other persons who express interest in participation. The Planning and Community Development Community Improvement Program Staff collaborate with the Manchester Health Department on identifying and addressing health needs of Manchester residents which includes reviewing the 2014 Manchester Neighborhood Health

Improvement Strategy to ensure that the Consolidated Plan goals support the overall NHIS. The City also collaborates with the Southern NH Planning Commission on various planning and zoning studies such as the regional analysis of Impediments to Fair Housing. Currently, the City is working with the Southern NH Planning Commission on updating the City of Manchester's 2015-2019 Consolidated Plan. Another City partner is the Manchester Housing and Redevelopment Authority (MHRA). MHRA provides valuable input for the City's Consolidated Plan, Action Plan, and CAPER as well as other updates throughout the year. They also develop affordable housing units with City HOME funds that address the needs of the population.

The City strongly encourages partnerships among Social Service agencies to create synergies where appropriate and reducing costs. Specifically, the City will ask individual agencies about their partnerships with similar organizations and take that into account when evaluating projects. As previously mentioned in this Consolidated Plan, the City works closely with the CBDO--Manchester Community Resource Center--during the preparation of the Consolidated Plan, Action Plan and throughout the program year to assess and evaluate social service needs in the City.

**Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

The City coordinates closely with the Manchester Continuum of Care (MCoC) to address the needs of various homeless populations in the jurisdiction. Prevention/diversion activities are utilized at all MCoC agencies during business hours in alignment with Manchester's coordinated entry work.

**Chronically homeless individuals and families.** Manchester has increased its permanent supportive housing beds dedicated for chronically homeless (CH) from 20 in 2009, to 55 in 2012 and to 71 in 2015. The MCoC intends to dedicate an additional 20 beds by the end of 2015 for a total of 91 dedicated CH beds. The City acknowledges that the 2015 Housing Inventory Count (HIC) shows a decrease of 20 beds dedicated to chronically homeless (CH) veterans. It was determined in early 2015 that a new permanent supportive housing project located at Hanover and Hall administered through The Way Home may not fully realize those additional CH beds because 20 project-based VASH vouchers were changed over to tenant-based vouchers, and veteran tenants have been more frequently choosing to locate in other housing. Two additional CH dedicated beds have been added in 2015 through a Housing First model administered by New Horizons. All MCoC organizations funded through HUD's Continuum of Care Notice of Funding Availability ("NOFA") have agreed to prioritize 90% of turnover beds for chronically homeless.

**Households with dependent children.** The MCoC counted one unsheltered families in the 2015 Point in Time count, which is up from 0 unsheltered families in the 2014 count. The MCoC's permanent housing & rapid rehousing are major assets for families. Homeless prevention includes education, positive landlord relationships, City initiatives around lead poisoning, bedbugs or other infestations, and

individualized diversion strategies. Outreach is ongoing with the Manchester School District, Child & Family Services and Office of Youth Services. Families in Transition is moving the Manchester Emergency Family Shelter to a new facility that will host a Head Start daycare, health clinic, a food pantry with commercial kitchen, and an intake center. This facility will assist homeless families in a targeted manner by assisting them in (re)gaining stable housing. 2-1-1 NH continues to divert or coordinate services for homeless families.

**Veterans.** Manchester's homeless veterans count has decreased to 34 in 2015, down from 54 in the 2014 Point in Time Count. Within the last two years, new Permanent Supportive Housing includes Harbor Homes Somerville Street, 6 units (3 of those are chronically homeless dedicated), veteran single men and women. New Transitional Housing for veterans within the last two years includes Harbor Homes Somerville Street with 20 units veterans of all types (single men/women, men/women with children, intact families, etc.).

**Unaccompanied Youth.** The City's Homeless Steering Committee Youth Subcommittee has resulted in a more collaborative approach to serving this population. Discharge planning has been greatly enhanced from the juvenile justice system and key collaborations have been built, resulting in more effective services for the City's homeless youth. Child and Family Services provides runaway, homeless and street youth with a number of youth-specific services including a street outreach program, a transitional housing program, a drop-in center, individual counseling, substance abuse assistance, and additional services as needed. The MCoC works with the City to monitor the success of these services and to identify other services that will work toward ending youth homelessness.

### **Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**

The Manchester Continuum of Care (MCoC) utilizes monthly general meetings, public comment periods and staff meetings to collaborate with the City and the City's ESG Subrecipients for effective use and evaluation of ESG funding. The MCoC assists ESG Subrecipients with monitoring and performance outcomes of programs funded by ESG within the MCoC's geographic service area. The MCoC's consultation activities include, but are not limited to, the provision of HMIS and other programmatic technical assistance to ESG Subrecipients, the provision of comments regarding the City's ESG projects and activity grant subawards, and the encouragement of a collaborative partnership between the MCoC, the City and ESG Subrecipients.

The MCoC Leadership Committee includes a representative from the City Planning and Community Development Department's Community Improvement Program, which oversees ESG activities, funding, monitoring and reporting. Additionally, the City has established workgroups with MCoC member organizations to develop written standards, performance measurements, and policies and procedures for ESG Subrecipients.

The MCoC Data Collection Committee works closely with all reporting agencies and the City to ensure quality HMIS data quality, usage and following of all HMIS policies and procedures. As part of on-going technical assistance and monitoring, the City monitors ESG Annual Performance Reviews monthly and shares results with MCoC Data Collection Committee or the General Assembly as needed.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**

Table 2 – Agencies, groups, organizations who participated

1	<b>Agency/Group/Organization</b>	MANCHESTER COMMUNITY RESOURCE CENTER
	<b>Agency/Group/Organization Type</b>	Services-Employment Community Based Development Organization (CBDO)
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs Public services needed in the NRSA
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended a Consolidated Plan Public Hearing and the Economic Development Focus Group meeting. Consultation with the Community Based Development Organization (CBDO) will identify the needs and gaps in social services in the City, and will guide workforce development activities funded with entitlement and other leveraged resources.
2	<b>Agency/Group/Organization</b>	MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY
	<b>Agency/Group/Organization Type</b>	PHA
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency submitted comments for the Consolidated Plan Public Hearings and participated in the Affordable Housing Focus Group meeting. Consultation with the Manchester Housing and Redevelopment Authority will assist the City in determining the public housing needs and challenges, such as long waits (up to 8 years) for Section 8 Housing.
3	<b>Agency/Group/Organization</b>	Granite United Way
	<b>Agency/Group/Organization Type</b>	Regional organization Foundation
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended a Consolidated Plan Public Hearing and the Issues Regarding the Homeless Focus Group. Consultation with Granite United Way Homeless Services Coordinator and other Staff will guide the Homelessness Needs Strategy and the implementation of activities to support the City 10 Year Plan to End Homelessness. The Coordinator was consulted in the writing of various homeless needs sections of this action plan, as well as collaboration with the MCoC.
4	<b>Agency/Group/Organization</b>	EASTER SEALS SOCIETY OF NEW HAMPSHIRE
	<b>Agency/Group/Organization Type</b>	Services-Children
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended a Consolidated Plan Public Hearing and Health and Human Services Focus Group, and consultation with Easter Seals will guide the non-homeless special needs assessment, particularly social/public service needs for child care in the NRSA, which will allow parents to work and maintain employment.
5	<b>Agency/Group/Organization</b>	FAMILIES IN TRANSITION
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Homeless Needs - Families with children
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended a Consolidated Plan Public Hearing and participated in Issues Regarding the Homeless Focus Group. Consultation with Families in Transition will guide the homelessness needs strategy and ensure that support for family emergency shelters and essential services is provided in the City. Additionally consultation with Families in Transition will assist the CIP Staff in determining the affordable housing and tenant based rental assistance activities under the affordable housing strategy.

6	<b>Agency/Group/Organization</b>	CHILD AND FAMILY SERVICES
	<b>Agency/Group/Organization Type</b>	Services-Elderly Persons Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency participated in the Issues Regarding the Homeless Focus Group. Consultation with Child and Family Services will guide the non-homeless special needs assessment, particularly social/public service needs for the elderly living in the NRSA; and the homeless youth outreach needs and gaps in service.
7	<b>Agency/Group/Organization</b>	THE WAY HOME
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended the Consolidated Plan Public Hearings and participated in the Issues Regarding the Homeless Focus Group. Consultation with The Way Home will guide the Homelessness Needs Strategy and the implementation of rapid rehousing and homeless prevention. Additionally, consultation with the agency to determine affordable housing and tenant based rental assistance activities under the Affordable Housing Strategy.
8	<b>Agency/Group/Organization</b>	Southern NH Planning Commission
	<b>Agency/Group/Organization Type</b>	Service-Fair Housing Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Public Housing Needs

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The City contracted and partnered with SNHPC to facilitate the City's Consolidated Planning Process. Consultation with this organization to review and assess the City's needs and appropriate fair housing activities.
9	<b>Agency/Group/Organization</b>	Neighborworks Southern NH
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Regional organization
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Agency attended the Consolidated Plan Public Hearings and participated in the Affordable Housing Focus Group for the Consolidated Plan. Consultation with the NeighborWorks Southern NH will assist the City in determining the public housing needs and challenges, such as first time home buyers and affordable housing.
10	<b>Agency/Group/Organization</b>	Health Department
	<b>Agency/Group/Organization Type</b>	Services-homeless Services-Health Services-Education Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Lead-based Paint Strategy Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Health Department Staff participated in the Health and Human Services Focus Group. The Health Department will assist the City in determining the health needs and challenges of Manchester citizens including the Lead-based Paint Strategy.
11	<b>Agency/Group/Organization</b>	DPW-Environmental Protection Division
	<b>Agency/Group/Organization Type</b>	Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Infrastructure

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Department of Public Works-Environmental Protection Division (EPD) participated in the Public Facilities/Infrastructure Focus Group. The EPD Staff will assist the CIP Staff in determining the environmental impacts to City Infrastructure.
12	<b>Agency/Group/Organization</b>	Manchester Police Department
	<b>Agency/Group/Organization Type</b>	Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Livable Community
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Manchester Police Department participated in the Consolidated Plan Public Hearings and will assist the CIP Staff in determining the safety and livable community needs of Manchester residents.
13	<b>Agency/Group/Organization</b>	City of Manchester-Economic Development
	<b>Agency/Group/Organization Type</b>	Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Office of Economic Development participated in the Economic Development Focus Group. The Office of Economic Development will assist the CIP Staff in determining the need for assistance to local businesses.
14	<b>Agency/Group/Organization</b>	DPW-Parks and Recreation Division
	<b>Agency/Group/Organization Type</b>	Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Youth Recreation
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Department of Public Works-Parks and Recreation Division Staff participated in the Public Facilities/City Infrastructure Focus Group and attended a Consolidated Plan Public Hearing. The Parks and Recreation Staff will assist CIP Staff with determining the needs and challenges associated with public recreation and City parks.

15	<b>Agency/Group/Organization</b>	Department of Senior Services
	<b>Agency/Group/Organization Type</b>	Services-Elderly Persons Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Department of Senior Services participated in the Health and Human Services Focus Group. Consultation with Senior Services will assist the CIP Staff in determining the needs and gaps of service for Manchester's elderly population.
16	<b>Agency/Group/Organization</b>	Welfare Department
	<b>Agency/Group/Organization Type</b>	Services-homeless Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Welfare Department participated in the Issues Surrounding Homelessness Focus Group. Consultation with the Welfare Department will assist CIP Staff in determining the needs of the very low income population in Manchester.

**Identify any Agency Types not consulted and provide rationale for not consulting**

All agency types were consulted.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Families in Transition	<p>The initiatives that are outlined as a part of the City's Emergency Shelter, Transitional Housing and Strategies for the Homeless Strategic Plan are consistent with the goals of the City's 2008 Ten-Year Plan to End Homelessness and the HEARTH Act Performance Measures discussed in a later section. All homeless providers that are funded in accordance with this Consolidated Plan are also part of the Manchester Continuum of Care (MCoC) designed to provide timely access to important community based services. Employment training, medical care, mental health and substance abuse counseling, housing and other services facilitate an individual or family's ability to attain and maintain a stable living environment. The goals of the Ten-Year Plan include the following:--Rapidly re-house the homeless--Prevent people from becoming homeless--Provide adequate employment/educational services--No one sleeps or lives on the streets--Focus on needs of homeless Veterans--Increase access to supportive services--Build public awareness--Maintain a steering committee to serve as community champions for the Ten-Year Plan. The City's past experience and success with ESG rapid rehousing programs supports a continued emphasis on rapid rehousing. This activity is in alignment with the City's 10-Year Plan to End Homelessness and the MCoC Goals and meets the National Objective goals of reducing the length of time homeless. Other Strategy Elements include:--Participate in the MCoC process to access additional available resources to meet the needs of Manchester's Homeless population.--Continue to collaborate with non-profit organizations to support rapid re-housing, relocation, stabilization services and homeless prevention services.--Support organizations that provide ESG-eligible emergency shelter essential services.--Offer street outreach to homeless individuals that do not access services from the traditional shelter setting.--Continue to support the operation of the Manchester Homeless Services Center; a place where Manchester's homeless adults can find a safe refuge from the elements, have lunch and most importantly access a variety of services in one centralized location.--Support agencies in need of training and other support in the HMIS data collection process.-- Continue to coordinate with the City's Homeless Service Coordinator to implement the goals and objectives that have been outlined as a part of the 2008 Ten-Year Plan to End Homelessness.</p>

Table 3 – Other local / regional / federal planning efforts

**Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(l))**

The City of Manchester has established relationships with the State of New Hampshire (Community Development Finance Authority , Department of Health and Human Services as well as other agencies), Manchester Housing and Redevelopment Authority, Southern New Hampshire Regional Planning Commission and the New Hampshire Housing Finance Authority to carry out various initiatives that are consistent with the goals and needs that are identified in the City's Consolidated Plan. Various initiatives have included but are not limited: affordable housing development, lead hazard control programs, neighborhood stabilization programs and the analysis of impediments to fair housing.

**Narrative (optional):**

No further discussion warranted.

## PR-15 Citizen Participation

### 1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting

Five public hearings for the City's 2015-2019 Consolidated Plan and 2016 (HUD FY 2015) Annual Action Plan were held by City Community Improvement Program (CIP) Staff at Manchester Community Resource Center, 434 Lake Ave. (NRSA neighborhood) on Thursday, January 29, 2015 at 6:30 p.m., on Wednesday, February 4 at 6:30 p.m. at the Cashin Senior Center on the west side, on Thursday, February 19 at 6:30 p.m. at the Southern NH Planning Commission on the west side, on Wednesday, March 4 at 6:30 p.m. at Bakersville Elementary School on the south side, and on Wednesday, May 6 at 4:30 p.m. in the Aldermanic Chambers at Manchester City Hall in the city center. A Legal Notice for all public hearings was published in the Union Leader on January 22, February 3, February 25 and April 10, 2015 (please see Legal Notices in AD-25 Attachments Citizen Participation Comments). The Legal Notice published on April 10, 2015 also confirmed the 30-day public comment period which took place April 13, 2015 through May 13, 2015.

As a recipient of HUD funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular, public housing residents and residents living in areas of the City eligible for CDBG monies, public and private agencies, businesses and other interested parties were invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community.

These hearings were also held in order to provide City residents an opportunity to comment on the expenditure of the FFY 2015 HUD monies to be received by the City for expenditure beginning July 1, 2015. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant Program (ESG), and may also include HUD Section 108 monies. The public hearings also included discussions and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services. The overall discussion topics included housing and homelessness, public infrastructure, environment, neighborhood investment and revitalization, education, public safety, recreation, economic development and social services.

In an effort to broaden public participation in the development of the Consolidated Plan the City CIP Staff sent out emails to all of the agencies on the Community Improvement Program email list encouraging their attendance and their clients' attendance at the public hearings and participation in the online survey. The City also sent out flyers to these agencies to post at their locations and neighborhoods. Encouraged by

City Staff, these agencies shared the survey with their program participants many of whom were low-moderate income persons, minority and non-English speaking persons, elderly persons, and/or disabled persons. For citizens who needed assistance completing the survey, the Staff at the Manchester Community Resource Center at 434 Lake Ave. volunteered to assist individuals with the survey and provided computers with internet access (Please see attached flyers and survey results in AD-25 Attachments Citizen Participation Comments). A total of 45 participants completed the survey.

CIP Staff closed each public hearing by describing the general timeline for the budget process. In the spring 2015, the Mayor will draft a budget with potential funding amounts and the Board of Mayor and Aldermen will have an opportunity to recommend revisions to any funding amounts they believe should be different and vote on a final City budget. In accordance with the City's budget process, the public and all Consolidated Plan and Annual Action Plan public hearing participants were encouraged to submit written and oral comments to CIP Staff.

### Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
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Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Newspaper Ad	Non-targeted/broad community	Public notices were published in the Union Leader on January 22, February 3 and February 25, 2015 announcing the 4 scheduled public hearings (see attached Legal Notices in AD-25 Citizen Participation Comments Attachment). A legal notice announcing the date for the final public hearing as well as the availability of the draft HUD 2015-2019 Consolidated Plan and HUD FY2015 Annual Action Plan for public comment and review was published in the Union Leader on April 10, 2015.	Staff invited verbal comments and also solicited written comments as well (see attached, "AD-25 Summary of Public Hearing Comments").	None.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
2	Internet Outreach	Non-targeted/broad community	<p>Email notices were sent to multiple listservs including the Manchester Continuum of Care, Greater Manchester Social Services Association, to currently funded agencies and agencies with a submitted City FY2016 funding request. The times, dates and locations were also posted on the City of Manchester website and the local television station's community calendar. An online survey was also sent out to all of the agencies on the Community Improvement Program email list. The City requested that the MANCHESTER encourage their clients to participate in the survey and a total of 45 individuals</p>	<p>Staff invited verbal comments, solicited written comments, and gathered survey responses as well (see attached, "AD-25 Summary of Public Hearing Comments").</p>	None.	

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Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
3	Public Hearing	Non-targeted/broad community	Thirty-four individuals representing community members or nonprofit agencies attended one of the five public hearings held on January 29, February 4, February 19, March 4, and May 6, 2015. Twelve different agencies were represented, and two elected officials from the City of Manchester attended, Alderman Craig, representing Ward 1, and Alderman Barry, representing Ward 10. Representatives from three City Departments were also in attendance at the public hearings.	Staff invited verbal comments and also solicited written comments as well. Additionally, all handouts and public hearing minutes have been attached. (see attached, "AD-25 Summary of Public Hearing Comments").	None.	

Table 4 – Citizen Participation Outreach



# Needs Assessment

## NA-05 Overview

### Needs Assessment Overview

This assessment is based upon the CHAS data collected specifically for HUD and the comments that have been solicited from the community in conjunction with the City's citizen participation process. The CHAS data analyzed for this Consolidated Plan is based on the American Community Survey (ACS), 5-year Estimates for 2007-2011. The full CHAS dataset is available on the U.S. Census Bureau's web site. In December 2014, the U.S. Census released new ACS 5-year Estimates 2009-2013 for the City of Manchester. These new estimates are only included in this plan to provide information on the most current census data available for the City and are not used for analysis purposes.

### Housing Needs Assessment

This section summarizes the key points included in the following sections (NA-10; NA-15; NA-20; NA-25, NA-30 and NA-35).

Across the board the need for affordable housing in Manchester continues to be a major challenge and a high priority particularly among all families and households earning less than 80% of the HUD adjusted Median Family Area Income (AMFI) of \$79,400. Among the city's total households, 45% or 20,195 households earn incomes less than <80% of HAMFI.

In addition to affordable housing, the Housing Cost Burden (households that expend greater than 30% of their income on housing) is a significant housing issue among both owners and renters. 95% of Cost Burdened renter households in the city have incomes that are below 80% of AMI (4,645 of 4,885 households). 59% of Cost Burdened owner occupied households in the city have incomes that are below 80% of AMI (1,755 of 2,945 households). Among owner occupied households approximately 18% spend more than 30% of their income on housing and 10% spend more than 50% of their income on housing. For renter occupied households, approximately 43% spend more than 30% of their income on housing and 21% spend more than 50% of their income on housing.

Other significant housing needs in Manchester include and an estimated 365 substandard housing units lacking complete plumbing or kitchen facilities specifically among rental units and 150 severely overcrowded units with 1.51 people per room again among rental units.

### Disproportionately Greater Need

This section summarizes the key points and findings determined for each disproportionately greater need identified in Sections NA-15 through NA-30 of this Plan.

### Housing Problems

Asian population experiences proportionate greater housing problems at an income level of 0-30% of AMI; and American Indian, Alaska Native, Pacific Islander populations and the Hispanic populations experience proportionate greater housing problems at an income level of 30-50% of AMI.

### Severe Housing Problems

Asian population and Pacific Islander populations experience proportionate greater severe housing problems at income levels of 0-30% and 30-50% of AMI respectively; and Black/African American population experience proportionate greater severe housing problems at income levels of 50-80% of AMI; and Asian and Black/African American populations combined experience proportionate greater severe housing problems at income levels of 80-100% of AMI.

### Housing Cost Burden

A disproportionate greater need exists for the Pacific Islander population experiencing a severe cost burden.

## **NA-05 additional text**

### Public Housing

The Manchester Housing & Redevelopment Authority provides all public housing within the City of Manchester. The agency owns and operates a total of 1,270 units designated for low-income families, elderly and disabled adults and provides 1,800 housing subsidies for housing through the Section 8 Housing Choice Voucher Program. All of the agency's housing units are full and there are 8,862 applicant households on the combined Public Housing and Voucher waiting list.

### Homeless Needs Assessment

Manchester conducts a Point in Time count each January to estimate the number of homeless persons in the city. The 2015 count totaled 400 homeless people which included 74 family households with 191 people and 208 single adults. In the 2013-2014 school year, there were 674 reported homeless school children, which is down from 755 in the previous year.

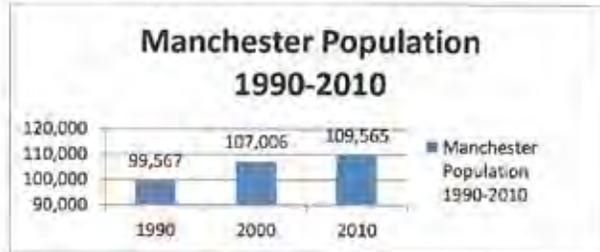
### Non-Homeless Special Needs Assessment

There are many non-homeless individuals with Special Needs in Manchester that require supportive services. These groups include the following: *Abused and Neglected Children; Persons with Alcohol/Drug Dependency; Victims of Domestic Violence* and *Persons with HIV/AIDS and their Families* – As of December 2013, there were 1,265 people living in NH with HIV/AIDS and of these 1,265 (23%) were Manchester residents. The statistics and needs of these groups are detailed in the applicable sections.

#### Non-Housing Community Development Needs

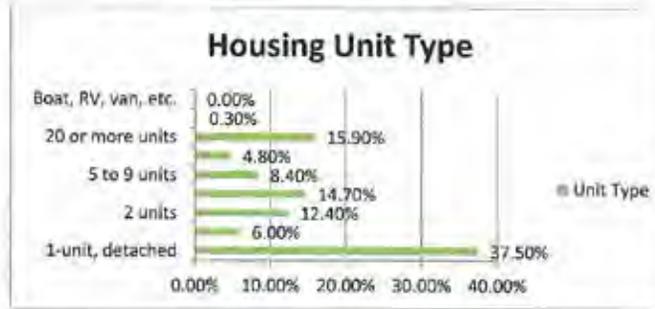
The City of Manchester's priority non-housing community development needs, including needs for public facilities, public improvements, public services and other eligible uses of CDBG focus on several key themes and programs. These themes include economic growth and development and job creation, workforce training and public infrastructure, including transportation expansion and improvements.

1990-2010 Population, City of Manchester, NH



Source: U.S. Census Bureau, Census 2010

2011 Housing Units by Type, City of Manchester, NH



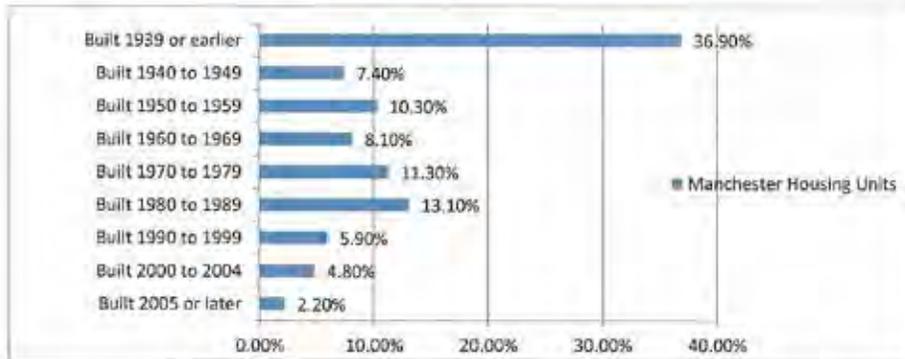
Source: U.S. Census Bureau, 2007-2011 American Community Survey

2010 Homeownership Rates, City of Manchester, NH

	White	Percent Total	Black / African American	Percent Total	AIAN	Percent Total	Asian	Percent Total	Native Hawaiian / PacIslander	Percent Total	Other Race	Percent Total	Two or More Races	Percent Total	Hispanic	Percent Total
Owned	20,480	49.53%	309	21.71%	32	24.81%	486	39.97%	2	10.00%	163	17.10%	180	27.40%	1,247	22.53%
Rented	20,879	60.47%	1,114	78.29%	97	75.19%	730	60.03%	18	90.00%	750	82.90%	477	72.60%	6,008	77.47%
Total	41,368		1,423		129		1,216		20		913		657		7,255	

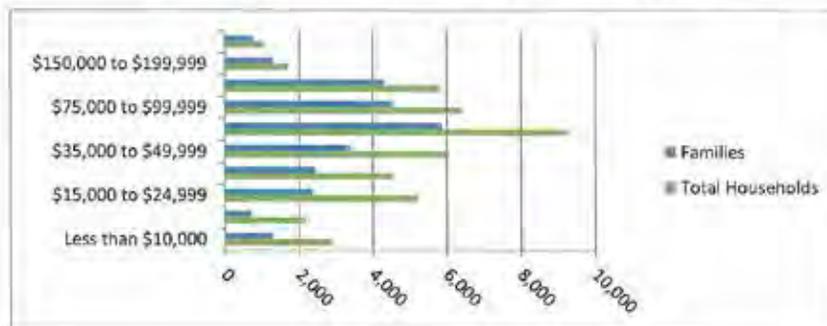
Source: U.S. Bureau of the Census, Census 2010 (H14, H11H)

2011 Housing Stock Age, City of Manchester, NH



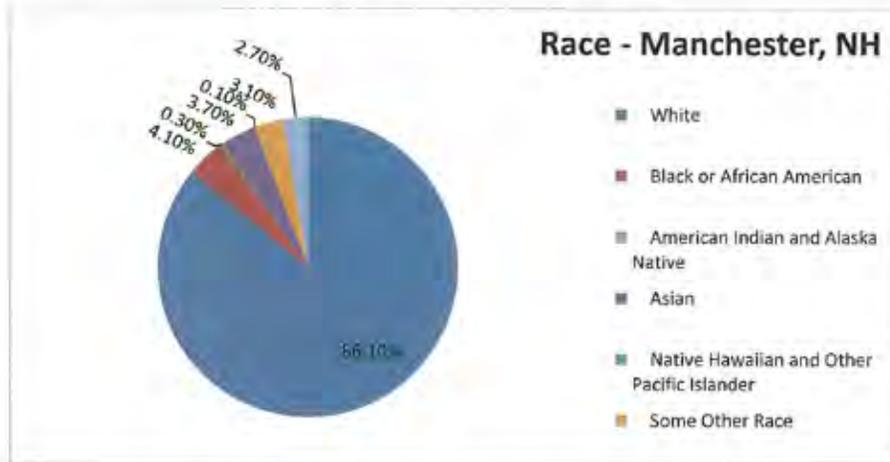
Source: U.S. Census Bureau, "2007-2011 American Community Survey." *Census.gov*. Web 13 March 2013.

2011 Family and Household Income, City of Manchester, NH



Source: U.S. Census Bureau, 2007-2011 American Community Survey

2010 City of Manchester, NH Race Profile



Source: U.S. Census Bureau, 2010

- <sup>1</sup> U.S. Census Bureau. "2007-2011 American Community Survey 5-Year Estimates." <<http://factfinder2.census.gov>>
- <sup>2</sup> U.S. Census Bureau. "Census 2010." <<http://factfinder2.census.gov>>
- <sup>3</sup> U.S. Dept. of Housing and Urban Development. "State Income Limits and Median Family Incomes for FY2013." *Census.gov*. Web. 12 March 2013. See Appendix A.
- <sup>4</sup> U.S. Census Bureau. "2006-2008 American Community Survey 3-Year Estimates." *Census.gov*. Web. 12 March 2013. <<http://factfinder2.census.gov>>
- <sup>5</sup> U.S. Census Bureau. "2011 American Community Survey 1-Year Estimates." *Census.gov*. Web. 12 March 2013.
- <sup>6</sup> National Low Income Housing Coalition. "Out of Reach 2013." March 2013. Print.

**2010 Median Household Income and Poverty Rate by Race**

	Median Household Income	Poverty Rate*
<b>Manchester, NH</b>	\$53,377	13.2%
White alone	\$54,559	11.8%
Black or African American alone	\$35,420	30.5%
American Indian/ Alaska Native	N/A	N/A
Asian alone	\$62,963	16.7%
Some other race alone	\$40,018	21.1%
Two or more races	\$32,768	29.1%
Hispanic (of any race)	\$37,479	21.1%
<b>NH-Statewide</b>	\$63,277	7.8%
White alone	\$63,340	7.4%
Black or African American alone	\$47,638	24.2%
American Indian/ Alaska Native	\$53,571	16.2%
Asian alone	\$73,495	9.4%
Some other race alone	\$44,407	17.5%
Two or more races	\$55,188	12.3%
Hispanic (of any race)	\$51,336	15.8%

Source: 2006-2010 American Community Survey

\*All Individuals

## NA-10 Housing Needs Assessment - 24 CFR 91.205 (a,b,c)

### Summary of Housing Needs

This needs assessment was conducted by evaluating Comprehensive Housing Affordability Strategy (CHAS) data developed by the Census Bureau for the City of Manchester, NH. Needs have been determined using the 2007-2011 ACS 5-Year Estimates and also included for comparison are the 2009-2013 ACS 5-Year Estimates released by the Census Bureau in December 2014. Additionally, comments collected during the citizen participation period and public outreach efforts were used in determining the needs.

As a result of the analysis the major housing needs were deemed to be: Affordable housing and housing cost burden among low/moderate income households followed by fair housing counseling and representation, the need for emergency shelters, public outreach to individuals living in streets, tenant based rental assistance, transitional housing, rapid re-housing opportunities, homeless prevention activities, homeownership down payment, safe and sanitary housing including substandard and overcrowded housing, and supportive neighborhood living environments.

Across the board affordable housing continues to be a major challenge, particularly for families and households earning less than 80% of the HUD Adjusted Median Family Area Income (HAMFI) of \$79,400 (2015). The CHAS data sets from the U.S. Census 2007-2011 Five-Year ACS Estimates indicate that there has only been a 2% increase in total households from 44,254 in 2000 to 45,130 in 2011. Among the city's total households 44.7% or 20,195 households earn incomes less than 80% of HAMFI.

Among small family households (defined as a family with two to four members), 15.3% or 6,915 households earn less than 80% of HAMFI. Among large family households (defined as a family with five or more residents); 2.5% or 1,145 households earn less than 80% of HAMFI. Among households which contain at least one elderly person age 62-75 or older; 14.4% or 6,490 households earn less than 80% of HAMFI. Among households which contain one or more children 6 years old or younger; 8% or 3,640 households earn incomes less than 80% of HAMFI.

This data confirms that there are housing needs among all households earning incomes less than 80% of HAMFI and the most significant groups facing housing issues are small family households, households containing elderly persons and children, and large families. The data also indicates that there are also housing problems (households which contain at least one of the following problems: substandard housing lacking complete plumbing or kitchen facilities; severely overcrowded with more than 1.51 people per room; overcrowded with 1.01-1.5 people per room; housing cost burden greater than 50% of income; housing cost burden greater than 30% of income; and zero/negative income among renters) among renters earning less than 30% of area median income (AMI) than homeowners.

Among renters, the largest housing problem is the housing cost burden where more than 30% of household income is spent on housing. The next most significant housing issue is overcrowded housing

with 1.01-1.5 people per room followed by substandard housing lacking complete plumbing or kitchen facilities.

The response from the public and consultations with area non-profits supports the above data citing the critical need for more Affordable Housing especially for those with language or cultural barriers. There is also a need for renter education and budgeting. Another need that was determined from the consultation and public outreach addressed the lack of first-time homebuyer assistance programs.

There are housing needs among individuals and families with children who are currently entering the homeless assistance program system as discussed in sections NA-40 Homeless Needs Assessment, MA-30 Homeless Facilities and Services and MA-35 Special Needs Facilities and Services.

Demographics	Base Year: 2000	Most Recent Year: 2011	% Change
Population	107,006	109,736	3%
Households	44,254	45,130	2%
Median Income	\$40,774.00	\$53,278.00	31%

Table 5 - Housing Needs Assessment Demographics

Data Source: 2000 Census (Base Year), 2007-2011 ACS (Most Recent Year)

### Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households *	6,305	6,315	7,575	5,075	19,865
Small Family Households *	1,965	1,970	2,980	2,140	10,575
Large Family Households *	315	370	460	445	1,090
Household contains at least one person 62-74 years of age	860	1,190	1,355	775	2,580
Household contains at least one person age 75 or older	945	1,165	975	310	1,075
Households with one or more children 6 years old or younger *	1,280	1,220	1,140	765	1,925

\* the highest income category for these family types is >80% HAMFI

Table 6 - Total Households Table

Data Source: 2007-2011 CHAS

## Housing Needs Summary Tables

### 1. Housing Problems (Households with one of the listed needs)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
<b>NUMBER OF HOUSEHOLDS</b>										
Substandard Housing - Lacking complete plumbing or kitchen facilities	190	115	30	30	365	0	0	10	20	30
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	20	70	25	35	150	0	10	0	20	30
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	200	260	80	65	605	0	0	30	15	45
Housing cost burden greater than 50% of income (and none of the above problems)	2,990	1,460	95	10	4,555	730	620	785	310	2,445
Housing cost burden greater than 30% of income (and none of the above problems)	430	2,015	2,200	240	4,885	50	615	1,140	1,140	2,945

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
Zero/negative Income (and none of the above problems)	435	0	0	0	435	135	0	0	0	135

Table 7 – Housing Problems Table

Data 2007-2011 CHAS  
Source:

2. Housing Problems 2 (Households with one or more Severe Housing Problems: Lacks kitchen or complete plumbing, severe overcrowding, severe cost burden)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Having 1 or more of four housing problems	3,400	1,905	235	145	5,685	730	630	825	365	2,550
Having none of four housing problems	1,475	2,820	4,260	2,245	10,800	130	960	2,255	2,320	5,665
Household has negative income, but none of the other housing problems	435	0	0	0	435	135	0	0	0	135

Table 8 – Housing Problems 2

Data 2007-2011 CHAS  
Source:

3. Cost Burden > 30%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	1,350	1,480	785	3,615	210	220	980	1,410
Large Related	275	240	95	610	4	70	175	249
Elderly	675	730	435	1,840	394	770	480	1,644
Other	1,425	1,395	1,010	3,830	165	185	330	680

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Total need by income	3,725	3,845	2,325	9,895	773	1,245	1,965	3,983

Table 9 – Cost Burden > 30%

Data 2007-2011 CHAS  
Source:

#### 4. Cost Burden > 50%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	1,195	545	15	1,755	195	145	385	725
Large Related	235	20	15	270	4	70	85	159
Elderly	475	335	45	855	360	275	140	775
Other	1,300	580	20	1,900	165	140	185	490
Total need by income	3,205	1,480	95	4,780	724	630	795	2,149

Table 10 – Cost Burden > 50%

Data 2007-2011 CHAS  
Source:

#### 5. Crowding (More than one person per room)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Single family households	204	240	95	75	614	0	10	30	35	75
Multiple, unrelated family households	0	100	10	30	140	0	0	0	0	0
Other, non-family households	15	10	0	0	25	0	0	0	0	0
Total need by income	219	350	105	105	779	0	10	30	35	75

Table 11 – Crowding Information – 1/2

Data 2007-2011 CHAS  
Source:

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Households with Children Present	0	0	0	0	0	0	0	0

Table 12 – Crowding Information – 2/2

Data Source  
Comments:

**Describe the number and type of single person households in need of housing assistance.**

Another data subset analyzed by the City as part of this housing needs assessment is single person households or single occupant housing. In examining the 2007-2011 ACS 5-Year Estimates, there are a total of 13,642 one person households in the City which contain either male or female or the elderly. Among these one person households and applying the city's current poverty rate of 14.3% of total population (2007-2011 ACS 5-Year Estimates), it can be estimated that roughly 1,951 single person households in Manchester are in need of affordable housing assistance.

Another similar estimate can be considered. In calendar year 2014, The Way Home Housing Counselors estimate that for every 4 inquiries for single person household housing assistance only 1 individual met with a housing counselor. A total of 307 single person households met with Housing Counselors in 2014. By multiplying 4 by 307 an estimate of 1,228 single person households in the city in need of affordable housing assistance can be obtained.

In addition, the Manchester Housing Authority's current waiting list as of March 25, 2015 indicates that there are total of 1,354 single person households on the public housing waiting list and 2,368 persons on the Section 8 waiting list resulting in a total of 3,722 total single person households in need of housing assistance. The only caveat in considering this estimate is that some of the Manchester Housing Authority waiting list numbers likely include individuals who are not currently living in the City of Manchester.

In considering all three estimates above, the number of single person households in Manchester in need of housing assistance can range from a low 1,228 to a high of 3,722.

**Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking.**

**Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking.**

The City of Manchester has increasingly made it a priority to provide affordable housing for both disabled families and victims of domestic violence and sexual assault. These populations are at risk to experience problems unexpectedly and therefore require assistance.

In 2010, the U.S. Census reported that approximately five percent of Manchester's total population had some type of mobility impairment. Considering five percent of the total population of the City (109,565 in 2010) has some type of mobility impairment, it can be estimated that approximately 5,478 individuals in Manchester have a disability and are in need of special housing needs and/or ADA accommodations. This estimate is in line with the Manchester Housing and Redevelopment Authority's estimate that there are a total of 3,722 single person households on their current combined Public Housing and Voucher waiting list.

In 2014, a total of 427 individuals who were victims of domestic violence received support services and or housing/emergency shelter in Manchester. Last year, Emily's Place, the victims of domestic violence shelter operated by the YWCA housed 44 women and 24 children for a total of 3,065 bed nights. Manchester advocates worked with 87 adult victims of sexual assault in 2010, which is less than one percent of the adult population of the City.

Child and Family Services reports that approximately 200 youth classified as runaway or homeless have reported being victims of dating violence, sexual assault and stalking.

Between 2010–2011, the United States Bureau of Justice Statistics reports that the City of Manchester has the highest violent crime rate in New Hampshire at 496.4 incidents per 100,000 population. From 2005–2007, the age cohort experiencing the highest rate of assault injuries resulting in a visit to the Emergency Room was Manchester's 15-24 year olds. In addition, Manchester's rate of assault injuries among these youth were more than double the rate throughout New Hampshire (1,609 per 100,000 vs. 750 per 100,000, respectively).

### **What are the most common housing problems?**

The most common housing problems and needs cited in the City of Manchester according to HUD's CHAS data based on the 2007-2011 U.S. Census ACS 5-Year Estimates include:

Substandard Housing – Lacking complete plumbing or kitchen facilities

Severely Overcrowded – With less than 1.51 people per room (and complete kitchen and plumbing)

Overcrowded – With 1.01-1.5 people per room (and none of the above problems)

Housing cost burden greater than 50 percent of income (and none of the above problems)

Housing cost burden greater than 30 percent of income (and none of the above problems)

Zero/negative Income (and none of the above problems)

Close to 37% of all households in Manchester (owner and renter) have one of the above identified housing needs. For rental units, 24% have one of the above listed housing needs and for owner-occupied units, slightly less than 13% have one of the housing listed housing needs.[1]

The greatest housing problem and need identified by the CHAS data is the housing cost burden greater than 30% and 50% of income which is 44.4% of all renter households at the 30% income level and 41.4% of all renter households at the 50% income level. Among owner occupied households the housing cost burden is also the greatest housing problem and need identified (20.1% at the greater than 30% level and 5.4% at the greater than 50% of income level). Given these findings, it can be concluded that the largest housing need in Manchester is to increase affordability for both low income renters and homeowners.

Based on this CHAS data, there are a total of 365 substandard housing units in Manchester which lack complete plumbing facilities among renter households and 150 severely overcrowded units with 1.51 people per room among renter households. Among owner occupied households there are significantly less substandard and overcrowded households; 20 total households which lack complete kitchens and 20 total households which are severely overcrowded. The needs of individuals and families with children who are currently entering the homeless assistance system or appearing for the first time on the streets have been described in section NA-40.

[1] U.S. Department of Housing and Urban Development. "2007-2011 Comprehensive Housing Affordability Strategy Data."

### **Are any populations/household types more affected than others by these problems?**

Young families just starting out (including immigrant families) and special needs subpopulation groups such as the elderly and frail elderly, persons with mental illness, persons with development disabilities, persons with physical disabilities, persons with alcohol and other drug dependency, victims of domestic violence, and at-risk youth are limited by low earnings and are all affected by these and other housing problems. Many families and non-homeless individuals experience an inability to earn high enough income to afford the cost of a private market rental. Young families and many special needs subpopulation groups must resort to housing units with unsafe living conditions to make ends meet. In addition, many elderly are on fixed incomes and often cannot afford to age in place, make improvements or move to a new home which is safe and has adequate plumbing and kitchen facilities.

According to the 2014 New Hampshire Housing Finance Authority Rental Survey, the average rent for a two-bedroom apartment in Manchester is \$1,099/month. The estimates of affordability stated in the

Rental Survey concluded that only 20% of the two-bedroom units surveyed in Hillsborough County would be affordable to a 3-person household earning 50% of the median income. The very low-income Manchester families at 30% of the median income are earning \$20,700/year. Based on their income, an affordable unit would need to be \$518/month. Unfortunately, the average rent for a two-bedroom apartment in Manchester is \$1,099/month leaving an income gap of \$581. This gap would only be widened with the need for a security deposit and other upfront costs.

**Describe the characteristics and needs of Low-income individuals and families with children (especially extremely low-income) who are currently housed but are at imminent risk of either residing in shelters or becoming unsheltered 91.205(c)/91.305(c)). Also discuss the needs of formerly homeless families and individuals who are receiving rapid re-housing assistance and are nearing the termination of that assistance**

Section NA-40 Homeless Needs Assessment of this Plan provides a clear summary and description of the characteristics and needs of low-income individuals and families which children that are currently housed but are at risk of becoming homeless and unsheltered. Much of this information is identified with respect to the needs of individuals and families with children who are currently entering the homeless assistance system or appearing for the first time on the streets.

Besides the rising cost of housing and rent, the loss of employment, income, and other financial resources necessary to maintain a home or rental property, the lack of knowledge on tenants' rights is also one of the largest issues contributing to families with children at imminent risk of losing their home. Manchester continues to be an immigrant and refugee resettlement community and as a result there is a significant language barrier between tenants and landlords, including miscommunications often leading to eviction and tenants leaving out of fear.

Evictions and unexpected relocation increase the number of households in need of affordable housing. Specifically household instability stems from the primary issue of housing cost burden coupled with increasing fair market rents. Contributing factors to instability also include income, unstable work environment, domestic violence, substance abuse and unemployment. Further, the City of Manchester has a challenge with a lack of available public housing and emergency units.

Currently the MHRA does not provide rapid re-housing assistance. As a result no data or information is available regarding the needs of formerly homeless families or individuals in the city who would be nearing the termination of this assistance. Currently, MHRA's combined Public Housing/Voucher waiting list contains 8,862 applicant households.

**If a jurisdiction provides estimates of the at-risk population(s), it should also include a description of the operational definition of the at-risk group and the methodology used to generate the estimates:**

Estimates of at-risk population(s) are not conducted by the City. Manchester relies on the HUD mandated Point in Time Count to estimate at-risk populations. The 2015 Point in Time Count reported that there were 74 family households with 191 people, with one chronically homeless family and 34 veterans (a decrease from 54 in 2014). One unaccompanied youth was counted in the 2015 Point in Time.

### **Specify particular housing characteristics that have been linked with instability and an increased risk of homelessness**

#### Low Incomes Compared to Cost of Housing

Rental rates have decreased slightly but not enough to make apartments affordable for TANF recipients and other low income people. The job market continues to lack living wage jobs for individuals with limited abilities and skills.

#### Inadequate Supply of Rent Subsidy Vouchers / Housing Units

The cuts to the Housing Voucher programs and resulting 7-8 year waiting lists, the five year maximum TANF and the lack of living wage jobs will have a large impact on the Manchester Continuum of Care (MCoC) in that individuals and families will remain in transitional and permanent supportive housing longer. This creates a problem for people needing these services as there will be no available units. Homeless families have been significantly impacted by the reductions in the rent subsidy programs. Most homeless persons had some form of income, nearly half were employed. Incomes from these sources were generally not adequate to carry the ongoing rent of housing without a rent subsidy.

#### Lack of Household Resource Management Skills

Low Income households have to become expert managers of resources, non-cash and cash that are required to meet their family's basic needs. A complex array of community resources can be called upon to reduce costs, such as:

- Food pantries, food stamps, soup kitchen, Kids Café, Meals on Wheels, School lunch, WIC, Commodity Foods, and community gardens.
- Medicaid, community health centers, child health programs, city health clinics, pharmacy programs
- Donated clothing, furniture.
- Fuel Assistance, electric program, utility shut-off prevention grants.

The combined management of household income and use of community resources helps low-income families stay one paycheck out of homelessness. There is little room for error. The application process

and eligibility criteria can be cumbersome. Household resource management skills are taught at through all programs in the MCoC and at the MCoC Homeless Services Center.

## **Discussion**

Each population in the city experiences housing problems differently, leading to disproportion amongst populations. For this reason, it is vital to analyze CHAS data and evaluate which subset is in greater need of housing than others. The analysis of the CHAS data in this plan confirms that there are housing needs among all households in the city earning less than 90% of HAMFI followed by small family households, households containing elderly persons and children, and large families.

Overall, the greatest housing needs in Manchester are the provision of affordable housing for low/moderate income families and households that rent and the provision of housing services aimed at minimizing and assisting renters and homeowners with housing cost burdens in excess of 30% of household income. This also includes providing affordable housing assistance and services to single person households in need of assistance; disabled individuals or victims of domestic violence or abuse; young families just starting out (including immigrant families) looking to buy a home or rent an apartment; as well as low-income individuals and families who may be currently housed, but are at risk of either residing in shelters or becoming unsheltered or in need of rapid re-housing assistance.

## **NA-15 Disproportionately Greater Need: Housing Problems – 91.205 (b)(2)**

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### **Introduction**

The purpose of this section is to determine if any racial or ethnic group according to HUD's regulation(s): 91.205 (b)(2) has disproportionately greater need in comparison to the needs of that category of need as a whole.

A disproportionately greater need exists when the members of racial or ethnic group at an income level experience one or more housing problems at a greater rate (10% or more) than the income level as a whole.

The 2007-2009 CHAS data provided by HUD to the City of Manchester captures the number of housing problems by income, race, and ethnicity. The housing problems that have been identified include the following: 1. Lacks complete kitchen facilities; 2. Lacks complete plumbing facilities; 3. More than one person per room; and 4. Cost Burden greater than 30%. Each table provides data for a different income level (0-30%, 30-50%, 50-80%, and 80-100% AMI). To determine if a disproportionate greater need exists in Manchester among the city's race and ethnic groups at these income levels, a calculation is performed to determine if a specific racial or ethnic group is 10 percentage points higher than the city as a whole.

The Manchester Planning and Community Development has performed these calculations for this section of the plan and has determined that a disproportionate greater need exists for the following:

0-30% AMI – Asian population

30-50% AMI – American Indian, Alaska Native, Pacific Islander populations and Hispanic ethnic group

It is important to note that 48% or more of the White, Black/African American, Asian, American Indian, Alaska Native, Pacific Islander and Hispanic extremely low, very low and low income populations are experiencing one or more housing problems (except Pacific Islander 50%-80% AMI and American Indian, Alaska Native & Pacific Islander 0%-30% AMI). In some cases, 100% of these populations are experiencing 1 or more housing problems (Asian 0%-30% AMI and American Indian, Alaska Native & Pacific Islander 30%-50% AMI).

### 0%-30% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	4,940	1,170	530
White	4,150	985	310
Black / African American	315	50	45
Asian	85	0	100
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	325	135	79

**Table 13 - Disproportionally Greater Need 0 - 30% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

### 30%-50% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	4,410	1,240	0
White	3,620	1,035	0
Black / African American	195	135	0
Asian	85	20	0
American Indian, Alaska Native	24	0	0
Pacific Islander	15	0	0
Hispanic	385	30	0

**Table 14 - Disproportionally Greater Need 30 - 50% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

### 50%-80% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	4,420	3,415	0
White	4,025	3,005	0
Black / African American	110	85	0
Asian	85	70	0
American Indian, Alaska Native	0	65	0
Pacific Islander	0	0	0
Hispanic	165	180	0

**Table 15 - Disproportionally Greater Need 50 - 80% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities,
2. Lacks complete plumbing facilities,
3. More than one person per room,
4. Cost Burden greater than 30%

### 80%-100% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	1,980	3,295	0
White	1,780	2,790	0
Black / African American	10	40	0
Asian	20	55	0
American Indian, Alaska Native	0	49	0
Pacific Islander	0	0	0
Hispanic	165	295	0

**Table 16 - Disproportionally Greater Need 80 - 100% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities,
2. Lacks complete plumbing facilities,
3. More than one person per room,
4. Cost Burden greater than 30%

### Discussion

Manchester's housing problems for the noted races and ethnic groups as previously discussed may be disproportionately greater when taking into consideration household income and poverty rates among the racial and ethnic populations of the City of Manchester. According to the U.S. Census ACS 2009-2013 five-year estimates, the City of Manchester's population currently consists of 89,138 (81%) White, 8,738 (8%) Hispanic or Latino; 4,887 (4%) Black or African American; 4,838 (4%) Asian; 81 (.01%) American Indian and Alaska Native; 19 (.001%); and 2,241 (2%) some other race.

The foreign born population of the City of Manchester is 12,956 as of the U.S. Census ACS 2007-2011 five year estimates.[1] This is almost 12 percent of the City's population and more than twice the percent of people in the State of New Hampshire who are foreign born.

Utilizing the CHAS data subset for 0%-30% of Area Median Income provided by HUD to the City as related to housing problems, about 100% of Asian population of the City followed by 86% Black/African American, 81% White and 71% Hispanic experience one or more of the following housing problems: lack of complete kitchen facilities; lack of complete plumbing facilities; more than one person per room; and housing cost burden greater than 30%.

100% of both American Indian, Alaska Native and Pacific Islander populations of the City followed by 93% Hispanic, 81% Asian, 70% White and 60% Black (paying 30-50% of area median income on housing) experience one or more of the following four housing problems: lack of complete kitchen facilities; lack of complete plumbing facilities; more than one person per room; and housing cost burden greater than 30%.

The reason why the majority of Manchester's White, Black/African American, Asian, American Indian, Alaska Native, Pacific Islander and Hispanic extremely low, very low and low income populations are experiencing housing problems in the City is because the majority of these populations are living primarily in rental housing located in sections of the City where the housing is in poor condition or was built before 1950. Many of these rental housing units are located in older buildings which are less expensive to rent. In addition, these sections of the city are close to public transit and within walking distance of employment and shopping opportunities than other areas which makes it easier for low/moderate income families, households and individuals to survive.

The City Health Department has prepared a map showing the location of childhood elevated blood levels in occupied housing units built prior to 1950 (see map in Section MA-20 Condition of Housing in this plan). When overlaying this map onto the maps showing the census blocks that have a concentration of 51% or more of low/moderate income populations and areas of minority concentrations of race or ethnic populations in the city (see maps in Section MA-50 Needs and Market Analysis), there is a direct correlation between the location of older housing stock in the city and the census tracts with high concentrations of populations with disproportionately greater housing needs. This correlation is particularly significant among high concentrations of Asian and Hispanic populations in the City and census tracts with populations of "Some Other Race" or "Two or More Races".

## NA-20 Disproportionately Greater Need: Severe Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### Introduction

The purpose of this section is to determine if any racial or ethnic group according to HUD's regulations 91.205 (b)(2) has a disproportionately greater need in comparison to the needs of that category of need as a whole specifically in terms of severe housing problems.

A disproportionately greater need exists when the members of racial or ethnic group at an income level experience one or more Severe Housing Problems at a greater rate (10% or more) than the income level as a whole.

The 2007-2009 CHAS data provided by HUD to the City of Manchester captures the number of housing problems by income, race, and ethnicity. The housing problems that have been identified include the following: 1. Lacks complete kitchen facilities; 2. Lacks complete plumbing facilities; 3. More than 1.5 person per room; and 4. Cost Burden greater than 50%. Each table provides data for a different income level (0-30%, 30-50%, 50-80%, and 80-100% AMI). To determine if a disproportionate greater need exists in Manchester among the city's race and ethnic groups at these income levels, a calculation is performed to determine if a specific racial or ethnic group is 10 percentage points higher than the city as a whole.

According to HUD programs, households spending more than 50 percent of household income on housing are considered to be "severely cost-burdened."

The Manchester Planning and Community Development Department has performed these calculations and has determined that a disproportionate greater need exists for the following:

0-30% AMI – Asian

30-50% AMI – Pacific Islander

50-80% AMI – Black/African American

80-100% AMI –Black/African American and Asian

**0%-30% of Area Median Income**

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Jurisdiction as a whole	4,315	1,800	530
White	3,570	1,570	310
Black / African American	290	75	45
Asian	85	0	100
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	325	135	79

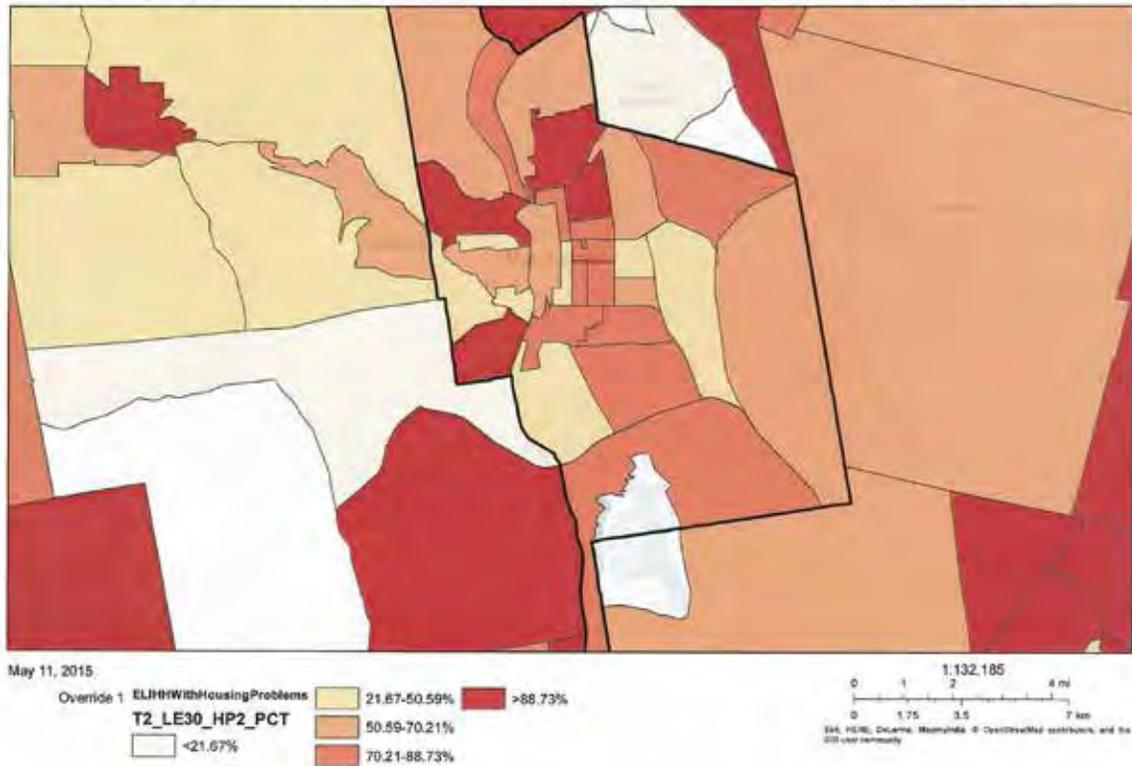
**Table 17 – Severe Housing Problems 0 - 30% AMI**

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

Percent of Extremely Low Income Households with Any of 4 Severe Housing Problems



Severe Housing Problems-Extremely Low Income Households

30%-50% of Area Median Income

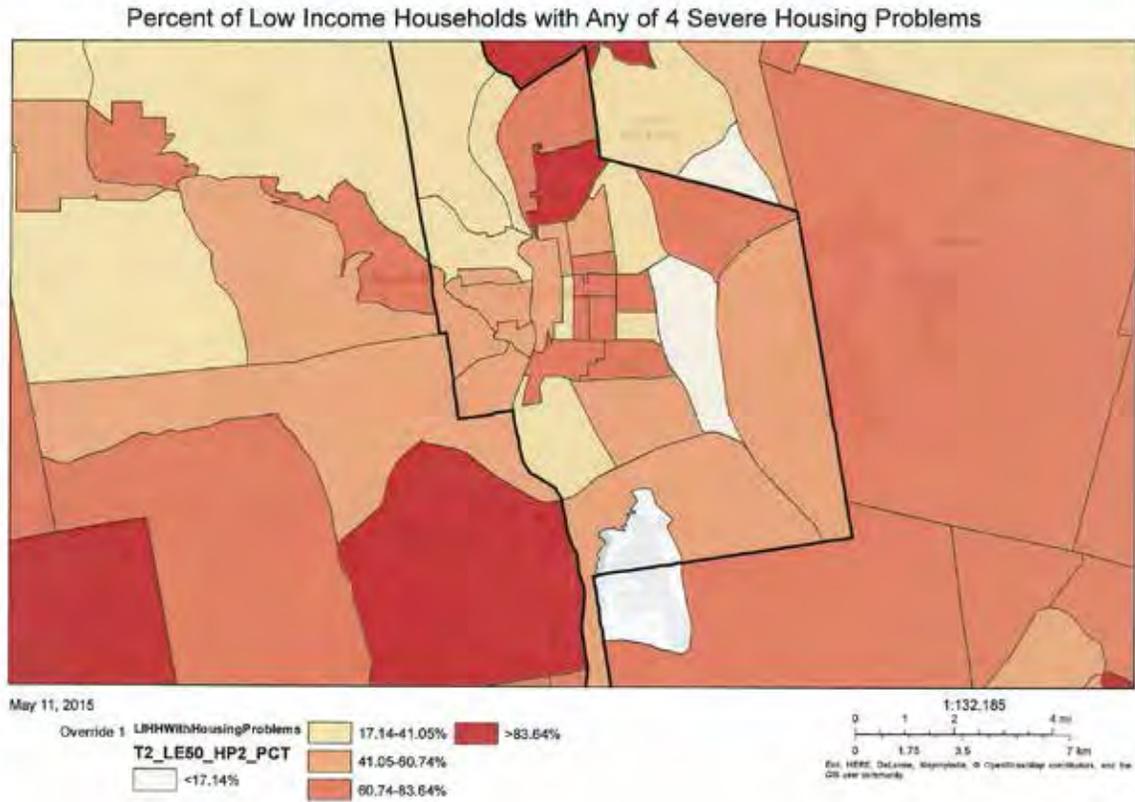
Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	2,105	3,550	0
White	1,765	2,890	0
Black / African American	95	235	0
Asian	35	75	0
American Indian, Alaska Native	0	24	0
Pacific Islander	15	0	0
Hispanic	155	265	0

Table 18 – Severe Housing Problems 30 - 50% AMI

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%



Severe Housing Problems-Low Income Households

50%-80% of Area Median Income

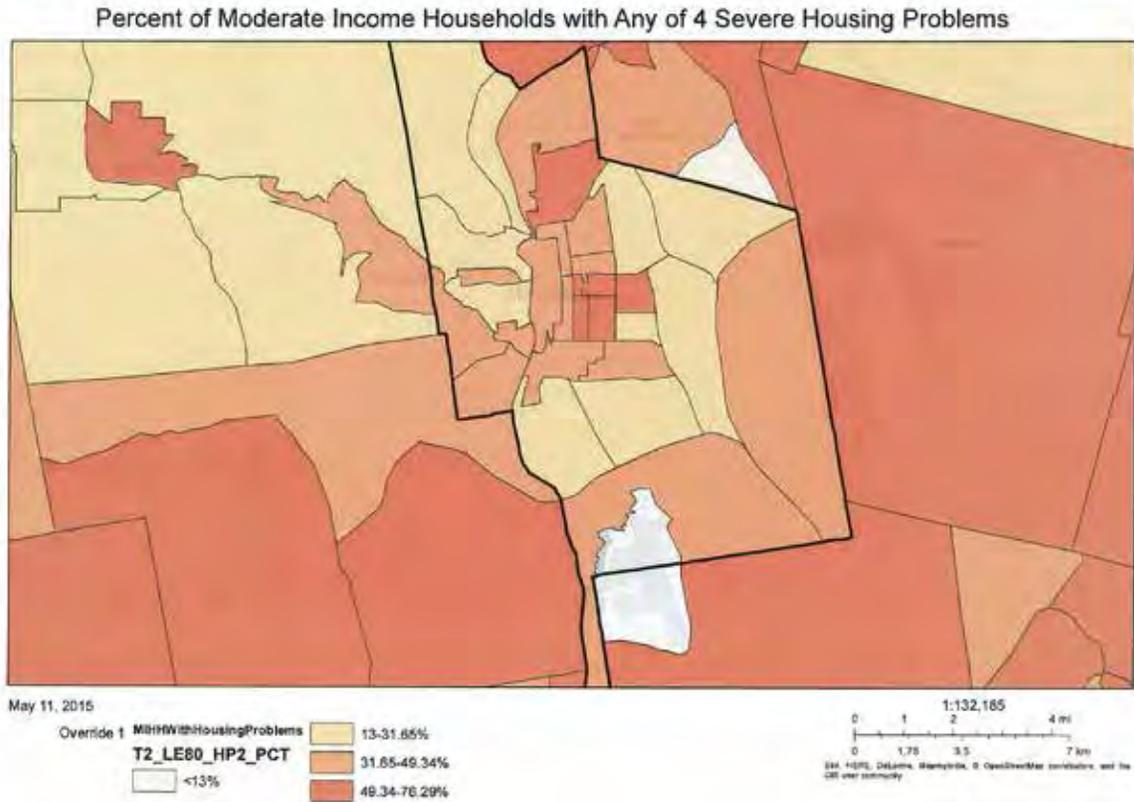
Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	1,145	6,690	0
White	1,010	6,020	0
Black / African American	55	140	0
Asian	30	125	0
American Indian, Alaska Native	0	65	0
Pacific Islander	0	0	0
Hispanic	19	330	0

Table 19 – Severe Housing Problems 50 - 80% AMI

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%



### Severe Housing Problems-Moderate Income Households

#### 80%-100% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	505	4,770	0
White	405	4,165	0
Black / African American	10	40	0
Asian	20	60	0
American Indian, Alaska Native	0	49	0

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Pacific Islander	0	0	0
Hispanic	70	390	0

Table 20 – Severe Housing Problems 80 - 100% AMI

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities,
2. Lacks complete plumbing facilities,
3. More than 1.5 persons per room,
4. Cost Burden over 50%

## Discussion

According to the 2007-2011 CHAS data subset for the City of Manchester, a total of 4,315 households at the 0-30% AMI have one or more severe housing problems; a total of 2,105 households at the 30-50% AMI have one or more severe housing problems; a total of 1,145 households at the 50-80% AMI have one or more severe housing problems; and a total of 505 households at the 80-100% AMI have one or more severe housing problems.

Based upon the 2007-2011 CHAS data, Asian population at incomes 0-30% of AMI; Pacific Islander population at incomes 30-50% of AMI; Black/African population at incomes 50-80% of AMI; and both Black/African American and Asian populations at incomes 80-100% of AMI are experiencing severe housing problems in Manchester and thus have a disproportionate greater need for housing assistance at these income levels.

It is important to note that 69% or more of the White, Black/African American, Asian, and Hispanic extremely low income populations are experiencing one or more severe housing problems. In some cases, 100% of extremely low and low income populations are experiencing 1 or more severe housing problems (Asian 0%-30% AMI and Pacific Islander 30%-50% AMI). To review the significance of the percentage of extremely low, low and moderate income households with Severe Housing Problems, please refer to the attached maps.

The reason why several of Manchester's White, Black/African American, Asian, American Indian, Alaska Native, Pacific Islander and Hispanic extremely low, very low and low income households are experiencing severe housing problems in the City is due to the severe housing conditions where they live and the age and condition of many of the rental housing units available within the city's low/moderate income neighborhoods. As described in Section NA-15, the majority of the City's race and ethnic populations reside primarily in rental housing located in sections of the City where the housing is in poor

condition or was built prior to 1950. Many of these rental housing units are located in older buildings which are less expensive to rent.

Another important reason why many of the City's race and ethnic populations live in these older neighborhoods is because the neighborhoods are located close to public transit and within walking distance of employment and shopping opportunities than other areas and housing within the city which makes it more cost effective for low/moderate income families, households and individuals to survive. A map showing the local of the city's older housing stock is provided in Section MA-20 Condition of Housing this plan. Maps displaying the census blocks which have the highest concentrations of low/moderate populations and minority concentrations of race and ethnic backgrounds in the City are provided in Section MA-50 Needs and Market Analysis of this plan. These maps provide the basis for the City's Neighborhood Revitalization Strategy Area.

## NA-25 Disproportionately Greater Need: Housing Cost Burdens – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### Introduction:

The purpose of this section is to determine if any racial or ethnic group according to HUD's regulations 91.205 (b)(2) has a disproportionately greater need in comparison to the needs of that category of need as a whole specifically in terms of housing cost problems.

The Housing Cost Burden is one of the most significant affordable housing issues Manchester residents face. The Housing Cost Burden is defined as the percentage of household income spent for mortgage costs or gross rent.

According to HUD programs, households spending more than 30 percent of area median income for housing costs are considered to be "cost-burdened." Households spending more than 50 percent are considered to be "severely cost-burdened." Housing is generally considered to be affordable if the household pays less than 30 percent of income.

The 2007-2009 CHAS data subset provided by HUD to the City of Manchester captures the cost burden for the City of Manchester and each racial and ethnic group, including no cost burden (less than 30%), cost burden (30-50%), severe cost burden (more than 50%), and no/negative income. To determine if a disproportionate greater need exists in Manchester among the city's race and ethnic groups with reference to no cost burden, cost burden and severe cost burden, a calculation is performed to determine if a specific racial or ethnic group is 10 percentage points higher than the city as a whole.

The Manchester Planning and Community Development Department has performed these calculations for this section and has determined that a disproportionate greater need exists for the Pacific Islander population experiencing a severe cost burden.

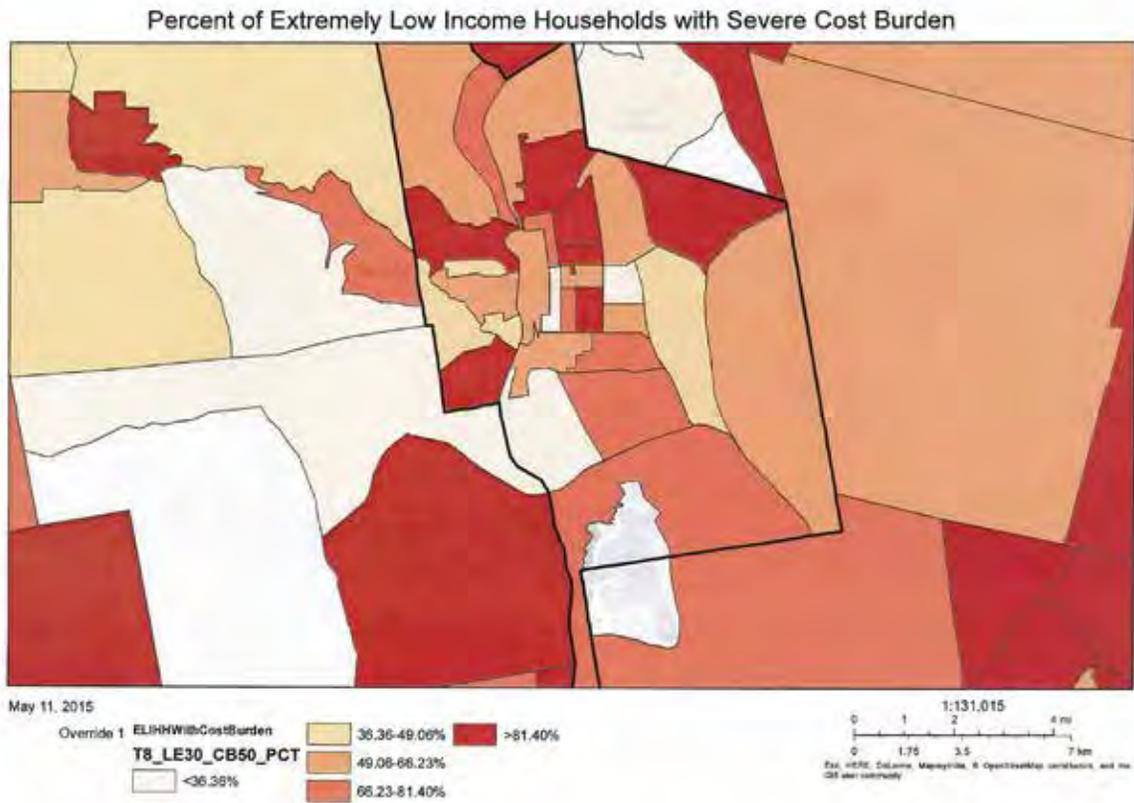
### Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	25,710	10,310	7,405	530
White	23,190	9,125	6,350	310
Black / African American	575	340	290	45
Asian	440	215	115	100
American Indian, Alaska Native	145	24	0	0
Pacific Islander	0	0	15	0

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Hispanic	1,160	515	510	79

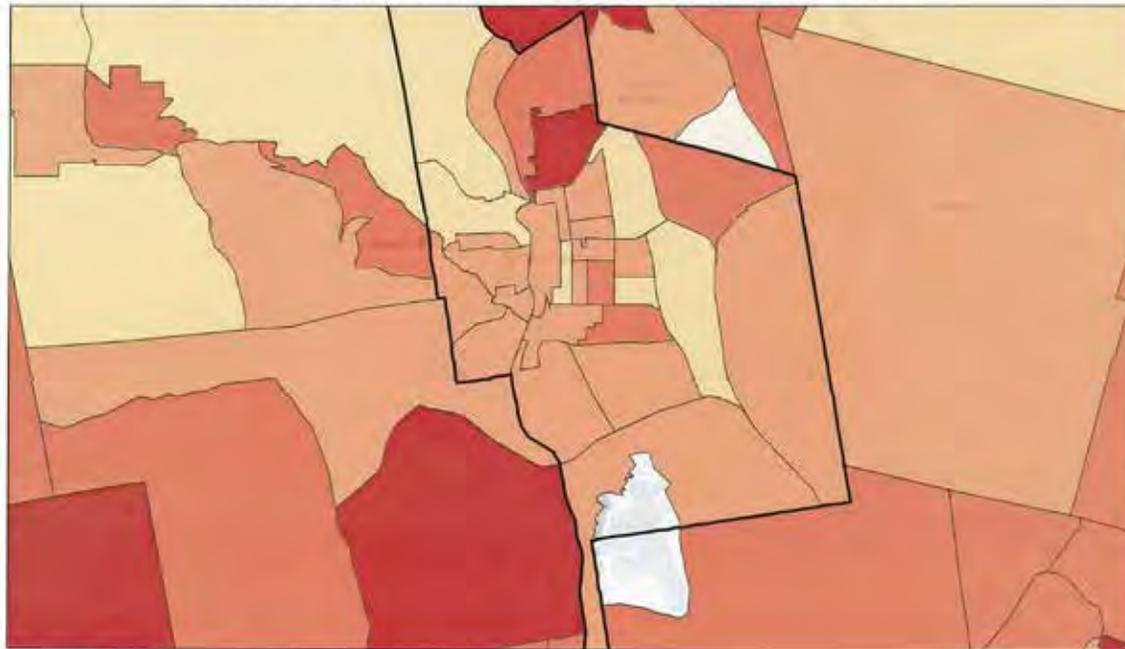
Table 21 – Greater Need: Housing Cost Burdens AMI

Data Source: 2007-2011 CHAS



### Severe Cost Burden-Extremely Low Income Households

Percent of Low Income Households with Severe Cost Burden



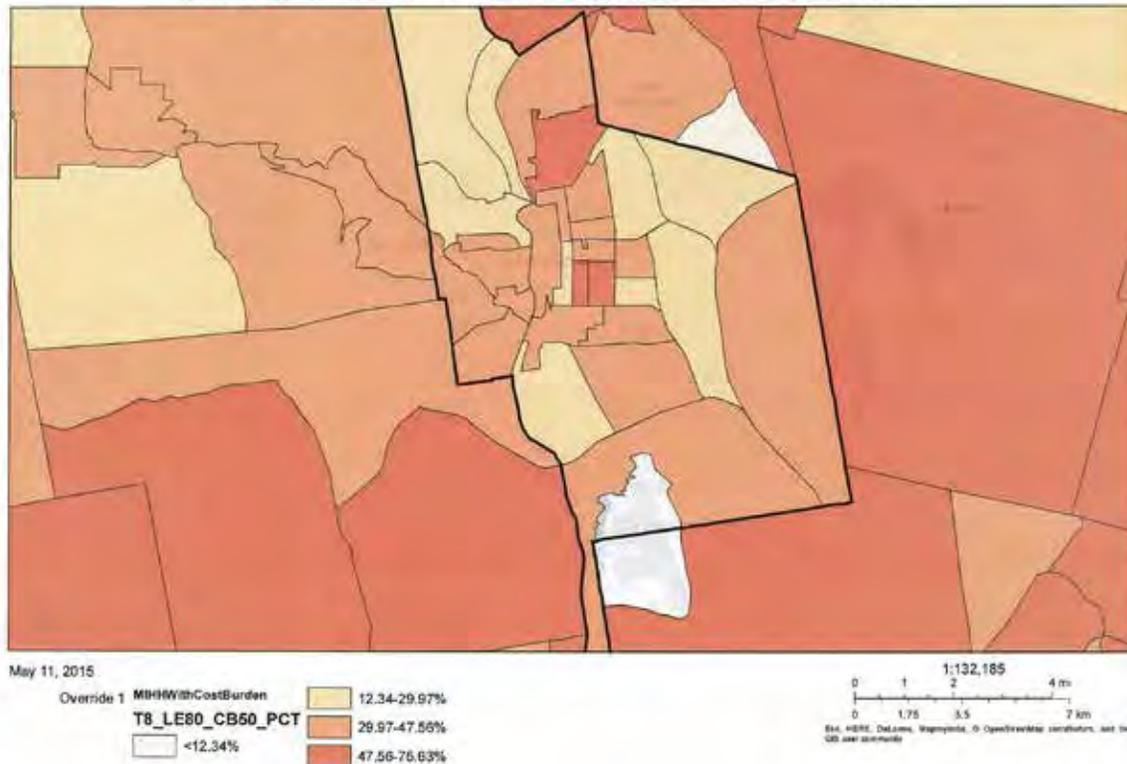
May 11, 2015

Override 1 LINHWthCostBurden  
T8\_LE50\_CB50\_PCT  
Legend:  
15.29-38.02%  
38.02-57.95%  
57.95-82.09%  
>82.09%  
<15.29%

1:132,185  
Scale: 0 1 2 4 mi  
0 1.75 3.5 7 km  
Esp. HERE, DeLorme, Mapbox, © OpenStreetMap contributors, and the GIS user community

Severe Cost Burden-Low Income Households

Percent of Moderate Income Households with Severe Cost Burden



## Severe Cost Burden-Moderate Income Households

### Discussion:

Utilizing the 2007-2011 CHAS data subset related to housing cost burden by race and ethnicity in the City of Manchester, the following observations can be made.

59.5% or 25,710 households are without a cost burden;

23.4% or 10,310 households are cost-burdened and pay between 30 -50% of their income on housing-related costs;

16.8% or 7,405 households are severely cost-burdened and pay over 50% of their income on housing-related costs; and

1.2% or 530 households whose income is \$0 or negative due to self-employment, dividends, and net rental income. Assuming that households in this category have housing costs, the cost burden would be 100%. These households are not included in the other two categories.

The housing cost burden is one of the top most pressing housing issues in Manchester among all races and ethnic groups particularly all populations that are severely constrained by the lack of adequate household, family or individual income to pay necessary mortgage costs or gross rent. This problem is compounded given the fact that extremely low, very low and low income households often do not have enough income to pay for food, utilities, energy and transportation costs.

Although the only Disproportionate Greater Need for Housing Cost Burden is for Pacific Islander populations that are severely cost burdened, the number of households that are Cost Burdened and Severely Cost Burdened is significant. 23% or more of the identified races and ethnic groups (White, Black/African American, Asian and Hispanic) are cost burdened. 15% or more of the identified races and ethnic groups (White, Black/African American, Asian, Pacific Islander and Hispanic) are Severely Cost Burdened. To review the significance of the percentage of extremely low, low and moderate income households with Severe Cost Burdens, please refer to the attached maps.

In examining the 2010 census data available on American Indian, Alaska Native and Pacific Islander populations these races are less than 0.1% of the city and the ACS 2009-2013 five year estimates indicate that there are a total of 19 Native Hawaiian and Other Pacific Islander residents in the city; a total of 85 Native Hawaiian and Other Pacific Islander residents in combination with other races; and a total of 875 American Indian and Alaska Native residents also in combination with other races.

## **NA-30 Disproportionately Greater Need: Discussion – 91.205(b)(2)**

**Are there any Income categories in which a racial or ethnic group has disproportionately greater need than the needs of that income category as a whole?**

Under HUD guidelines and as documented by the 2007-2011 CHAS – U.S. Census ACS five-year estimates data subsets provided to the City of Manchester, the following race and ethnic groups have been identified as having disproportionately greater needs among the following income categories.

Housing Problems:

0-30% AMI – Asian population

30-50% AMI – American Indian, Alaska Native, Pacific Islander population and Hispanic ethnic group

Severe Housing Problems:

0-30% AMI - Asian population

30-50% AMI – Pacific Islander

50-80% AMI – Black/African American

80-100% AMI – Asian and Black/African American

Cost Burden:

>50% AMI - Pacific Islander population

Among all the income categories (0-30%; 30-50%; 50-80% and 80-100%) as set forth by HUD guidelines, there are Disproportionate Greater Needs for specific racial and ethnic groups with reference to Housing Problems in all AMI categories. For information on AMI categories ( Extremely Low, Low and Moderate Income) households with Severe Cost Burdens, please refer to the Maps attached in NA-25.

**If they have needs not identified above, what are those needs?**

As described in section NA-10 Housing Needs Assessment, the greatest housing need in Manchester is to increase affordability for all low income households, families and individuals. Affordable housing continues to be a challenge for those families in Manchester earning less than 80% of the median family income. Identifying affordable housing opportunities for this population continues to be a priority need. This is also especially important to renters and elderly populations as they often experience the largest cost burden among all populations analyzed in the City of Manchester.

Where the overall housing cost burden is greater than 30%, the 2007-2011 CHAS data provided by HUD indicates that there are a total of 730 elderly households that rent and 770 households which own that are Cost Burdened. There are 475 elderly households that rent and 360 households which that are Severely Cost Burdened.

In addition to the elderly, renters are often viewed as a population that are negatively impacted by substandard housing conditions. Renters are at a disadvantage due to the fact that they are unable to make repairs; they are reliant on landlords and management companies. As housing prices rise and affordable housing becomes harder to provide, families and individuals are forced into renting rather than buying. The number of housing units and the housing market in Manchester currently provides more rental housing than owner occupied housing which leads to a larger population of renters experiencing a disproportionately greater need with reference to Housing Problems. For information on AMI categories ( Extremely Low, Low and Moderate Income) households with Severe Housing Problems, please refer to the Maps attached in NA-20.

This issue also raises the need for fair housing counseling and representation. In conjunction with the 2013 Analysis of Impediments, survey results revealed that the majority of Manchester residents do not know where to find fair housing information and/or what their rights are in regards to fair housing. In addition to fair housing is the need to address homelessness in the City and provide adequate emergency shelters, transitional housing, rapid re-housing opportunities, homeless prevention activities, and tenant based rental assistance for the homeless.

Overall, the household income brackets experiencing the greatest housing problems and needs are renters in the 0-30% of the Area Median Income (AMI) range followed by 30-50% AMI. Over the next five years, both income brackets should be targeted through the City's Entitlement program in order to address the issue of both housing cost burdens and substandard housing among renters. Regardless of whether or not the home is rented or owned, the 30-50% of AMI population experiences the greatest housing problems due to the added issue of a household having no income or even negative income. To assist these individuals, families and households in overcoming these difficulties workforce training and job counseling is needed to improve income, including home ownership down payment assistance to increase the number of affordable housing units in the city. The need for such a program was identified during the citizen participation focus group discussions and would not only help in creating a balanced housing market and a variety of housing types and income ranges in the city, but it would overcome financing issues which are identified as a major barrier to entry for first time buyers.

Finally, there continues to be a need for safe and sanitary housing in the city. Housing that is free from lead based paint hazards and in compliance with the City's Housing Code.

**Are any of those racial or ethnic groups located in specific areas or neighborhoods in your community?**

In addition to elderly and renter households and the homeless experiencing a Disproportionate Greater Needs related to housing, there are specific census tracts in the city which contain significant concentrations of minority populations (4% or more). These tracts are identified below and on the following Maps which are attached in Section MA-50 – Map 2 Census Tracts Having a Significant (4%+) Black or African American Population; Map 3 Census Tracts Having a Significant (4%+) Asian Population; Map 4 Census Tracts Having a Significant (4%+) Hispanic or Latino Origin Population; Map 5 Census Tracts Having a Significant (4%+) “Some Other Race” Population; and Map 6 Census Tracts Having a Significant (4%+) “Two or More Races” Population. For the purposes of this plan, an area of racial concentration is defined as one where the percentage of a specific race in a census tract is 4% or more or more of the City’s overall total percentage is for that race.

Black/African American Population: 2.02, 2.04, 6, 9.02, 13, 14, 15, 16, 17, 19, 20, 21, 24, 2004

Asian Population: 1.02, 2.03, 2.04, 13, 14, 15, 16, 20, 26

Hispanic or Latino Origin Population: 2.02, 3, 8, 9.02, 13, 15, 17, 19, 21, 24, 2004, 2.04, 6, 9.01, 12, 14, 16, 18, 20, 23, 25

“Some Other Race” Population: 13, 14, 15, 16, 17, 18, 19, 20

“Two or More” Races” Population: 13, 15, 16, 20

## NA-35 Public Housing – 91.205(b)

### Introduction

The Manchester Housing & Redevelopment Authority (MHRA) is responsible for providing public housing in the City of Manchester. All of the information contained in this section is provided by the MHRA.

According to MHRA, there are currently 3,722 single person households on the combined Public Housing and Voucher waiting list. The average income of MHRA applicants is less than \$1,000 per month, which only allows \$300 per month for housing expenses based on HUD’s affordability standards. This is far less than the cost of any private market rental. According to the NH Housing Finance Authority Residential Rental Cost Survey, the average rents for efficiency and one bedroom apartments are \$629/month \$827/month. MHRA’s combined Public Housing/Voucher waiting list contains 8,862 applicant households. The majority or 84% of these applicants are White followed by Hispanic (18%) and Black or African American (12%). A total of 1,841 applicants have self-identified as “persons with disabilities” but not all have mobility impairments.

### Totals in Use

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	18	1,130	1,812	283	1,475	28	0	0

Table 22 - Public Housing by Program Type

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Data Source: PIC (PIH Information Center)

## Characteristics of Residents

	Program Type							
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher	
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program
Average Annual Income	0	4,803	15,153	13,983	13,644	13,837	13,550	0
Average length of stay	0	2	6	6	2	7	0	0
Average Household size	0	1	1	2	1	2	1	0
# Homeless at admission	0	0	0	294	26	259	0	0
# of Elderly Program Participants (>62)	0	1	458	449	101	340	4	0
# of Disabled Families	0	4	407	830	87	725	13	0
# of Families requesting accessibility features	0	18	1,130	1,812	283	1,475	28	0
# of HIV/AIDS program participants	0	0	0	0	0	0	0	0
# of DV victims	0	0	0	0	0	0	0	0

Table 23 – Characteristics of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

## Race of Residents

Race	Certificate	Mod-Rehab	Public Housing	Program Type					
				Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	18	985	1,672	253	1,369	26	0	0
Black/African American	0	0	120	116	29	85	2	0	0
Asian	0	0	14	5	0	4	0	0	0
American Indian/Alaska Native	0	0	3	6	0	6	0	0	0
Pacific Islander	0	0	8	13	1	11	0	0	0
Other	0	0	0	0	0	0	0	0	0

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Table 24 – Race of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

## Ethnicity of Residents

Ethnicity	Certificate	Mod-Rehab	Public Housing	Program Type					
				Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	0	125	214	26	183	0	0	0
Not Hispanic	0	18	1,005	1,598	257	1,292	28	0	0

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Table 25 – Ethnicity of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

## **Section 504 Needs Assessment: Describe the needs of public housing tenants and applicants on the waiting list for accessible units:**

Based on the Needs Assessment and Transition Plan prepared by MHRA some years ago, improvements have been made to common areas and apartments and accessibility features added so that at this time MHRA meets all accessibility requirements. To meet the need of individuals with hearing impairments, MHRA has contracted with a TDD relay firm and has informed all public housing residents and applicants of its availability. Currently, 78 of the 1,270 units of public housing are fully accessible as noted in the following table. Based on the findings of the Needs Assessment and its past experience with placement of persons with disabilities in these units, MHRA believes that these existing 78 units are sufficient at the present time to meet the needs of the disabled public housing residents and applicants. In addition, MHRA has the ability to add accessibility features as a reasonable accommodation to residents who become disabled while in occupancy and require such features. MHRA will continue to assess the needs for such housing and how it can best serve the needs of public housing residents with disabilities. MHRA has sent staff to various training seminars on Section 504 to enhance their understanding of the law and will continue its efforts in this regard to maintain an awareness of compliance issues pertaining to persons with disabilities. In terms of making individuals with disabilities aware of the availability of the accessible units MHRA has utilized several methods of information dissemination in order to be as effective as possible. It has utilized media announcements, established relationships with advocacy groups for the disabled such as the Granite State Independent Living Foundation and includes informational fliers in all Housing Choice Voucher and public housing pre-applications.

### **Most immediate needs of residents of Public Housing and Housing Choice voucher holders**

MHRA residents have a variety of needs including; improved funding for congregate housing (or similar) services to enable elderly resident or people with disabilities to remain in housing as their need for services increases, better access to alcohol/drug counseling or mental health services, affordable dental care, improved support services for refugees (financial management, parenting classes, etc.) a community room and after school activities at Kelley Falls, affordable child care, etc. For applicants maintaining the current level of security deposit assistance is important. MHRA's waiting list totals 8,939 applicants.

### **How do these needs compare to the housing needs of the population at large**

The needs of MHRA residents are similar to the needs of the population at large, in that manchester residents with incomes below 80% of the Median Income cannot access affordable housing in accordance with the HUD definition (a family should not expend more than 30% of their income on housing). MHRA has limited contact with residents outside of the Public Housing and Housing Choice Voucher Programs so a comparison is difficult for MHRA to undertake.

## Discussion

MHRA is the largest public housing agency in Northern New England. The 1,270 units owned and managed by MHRA are designated for low-income families, elderly and disabled adults. Additionally, MHRA provides over 1,800 housing subsidies for housing through the Section 8 Housing Choice Voucher Program. MHRA's mission in recent years has been focused on producing new affordable housing for Manchester resident's and to reduce the high number of families on the waiting list. MHRA has consistently provided programs to low-income families to help them obtain employment and learn the skills necessary to maintain a household. Through cooperation with NHHFA and Southern New Hampshire Services, the MHRA is continuing to improve their services and provide low income residents with the assistance they need.

## NA-40 Homeless Needs Assessment – 91.205(c)

### Introduction:

Homelessness has been and continues to be a problem in the City of Manchester. In 2008, it was estimated that in the course of a year, over 1500 people in the City of Manchester experience homelessness, approximately 400 of whom are children. In response, the City of Manchester adopted its 10-Year-Plan to End Homelessness. The vision of the 2008 Plan was: Manchester as a city where all children, adults, and families have access to decent, safe and affordable housing and the resources and supports needed to sustain it. There were eight goals established to implement the vision:

- 1- Rapidly re-house the homeless
- 2- Prevent people from becoming homeless
- 3- Provide adequate employment/educational services
- 4- No one sleeps or lives on streets
- 5- Focus on needs of Veterans
- 6- Increase access to supportive services
- 7- Build public awareness
- 8- Establish a Steering Committee to serve as community champions for the 10-Year-Plan

Homelessness is a complex problem that stems from a combination of extreme poverty, health issues, and unaffordable and unavailable housing stock. Manchester Continuum of Care (MCoC) provides coordination with all of the homeless providers in bringing timely access to important community based services. Employment training, medical care, mental health and substance abuse counseling, housing and other services facilitate an individual's or family's ability to attain and maintain a stable living environment. Numerous homeless providers in Manchester have been working hard on these issues for many years and are doing exceptional work. Yet, there are long waiting lists of those in need and too many people still living on the streets in Manchester. Due to the poor economy and the high cost of housing, the demand for emergency shelter beds has remained steady. Also it is important to note that the City is seeing an increase in homeless youth population aged 18-25.

## Homeless Needs Assessment

Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homeless each year	Estimate the # exiting homelessness each year	Estimate the # of days persons experience homelessness
	Sheltered	Unsheltered				
Persons in Households with Adult(s) and Child(ren)	0	190	191	76	0	0
Persons in Households with Only Children	0	0	0	0	0	0
Persons in Households with Only Adults	0	0	208	330	0	0
Chronically Homeless Individuals	56	0	56	0	0	0
Chronically Homeless Families	1	0	1	0	0	0
Veterans	34	0	34	22	0	0
Unaccompanied Child	0	0	1	0	0	0
Persons with HIV	0	0	0	0	0	0

Table 26 - Homeless Needs Assessment

Alternate Data Source Name:  
2015 Point in Time Count

Data Source Comments: Data are not available for all categories.

<b>Total</b>	<b>405</b>
Singles	330
Families/Households	24
Persons in Families/Households	76
Single Veterans	22
Veteran Families	1

Table 27 - Manchester CoC First Time Homeless-Data from HMIS

Indicate if the homeless population is: Has No Rural Homeless

**If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth):**

The Manchester Continuum of Care HMIS table above for the period 7/1/14 - 5/12/15 shows that 405 persons during that period have experienced first time homelessness in the City. 76 persons of that number are in families (adults and children). One veteran family was reported as first time homeless during this period.

Manchester conducts a Point in Time Count each January to estimate the number of homeless persons in the City. The 2015 HUD mandated Point in Time Count for Manchester totaled 400 homeless people which included 74 family households with 191 people, and 208 single adults. The count also depicted 125 "doubled-up" persons. Subpopulation totals:

Chronically Homeless Persons - 56  
Chronically Homeless Families - 1  
Severely Mentally Ill - 59  
Chronic Substance Abuse - 63  
Veterans - 34  
Persons with HIV/AIDS - 0  
Domestic Violence Survivors -68

According to the City's 2014 Consolidated Annual Performance Evaluation Report, the number of homeless youth aged 18-25 has escalated greatly over the last three years. In 2010, the percentage of youth attending the Manchester Homeless Services Center was approximately no more than 10 percent. During the months of January to March 2015, that percentage has ranged from 15 to 28% given a particular month.

However, the City has seen improvement in terms of housing for school aged children and their families. According to the Manchester School District Homeless Liaison, in the 2013-2014 school year, there were 674 reported homeless school children, which is down from 755 in the previous school year.

**Nature and Extent of Homelessness: (Optional)**

<b>Race:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
White	794	0
Black or African American	73	0
Asian	18	0
American Indian or Alaska Native	7	0
Pacific Islander	0	0
<b>Ethnicity:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
Hispanic	58	0
Not Hispanic	0	0

Alternate Data Source Name:

New Horizons Shelter

Data Source

Comments: Of the total 962 surveyed in 2014, 12 individuals did not specify race and ethnicity.

**Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.**

In 2014 Manchester Emergency Housing, received 394 de-duplicated calls for assistance, comprising 512 adults and 672 children (1,184 people). That number does not include people who attempted to enter the family shelter through City Welfare. City Welfare reported that in 2014, 85 families with children inquired with that office about housing assistance.

In 2014, The Way Home reported Housing Counselors saw 250 families. Of that 250:

- 60% (150 families) were single mothers.
- 5% (10 families) were single fathers.
- 35% (90 families) had two parents in the household.
- 5% (10 families) had six or more members.
- 15% (38 families) had at least one member with a disability.

**Describe the Nature and Extent of Homelessness by Racial and Ethnic Group.**

The homeless population in Manchester is roughly 82% White, 6% Hispanic, 8% African American, 2% Asian and 2% Other or Multi-racial.

**Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.**

According to 2014 Consolidated Annual Performance Evaluation Report, Manchester has increased its permanent supportive housing beds dedicated for chronically homeless (CH) from 20 in 2009, to 55 in 2012 and to 71 in 2015. The MCoC intends to dedicate an additional 20 beds by the end of 2015 for a total of 91 dedicated CH beds.

The MCoC's permanent housing and the City's Emergency Solutions Grant (ESG)-funded rapid rehousing projects include homeless prevention includes education, positive landlord relationships, City initiatives around lead poisoning, bedbugs or other infestations, and individualized diversion strategies. The family emergency shelter is now being managed by Families in Transition (FIT) which opens doors to professional service opportunities for clients. Access to services in addition to connections to housing plays a significant part in reducing lengths of shelter stays.

Partnering with Manchester Welfare department, FIT co-runs a family shelter with 19 beds, including added case management and greater access to supportive services. FIT is frequently able to move shelter clients into one of their housing programs from the shelter. FIT also has a specialty shelter for single women and families with 22 beds.

In 2015, FIT is moving the Manchester Emergency Family Shelter to a new facility that will host a Head Start daycare, health clinic, a food pantry with commercial kitchen, and an intake center. This facility will assist homeless families in a targeted manner by assisting them in (re)gaining stable housing.

YWCA's Emily's Place provides 11 beds to shelter women and children from domestic violence and is a 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 (CFS) provides runaway, homeless and street youth with a number of youth-specific services including a street outreach program, a transitional housing program, a drop-in center, individual counseling, substance abuse assistance, and additional services as needed. CSF has access to three safe house shelter beds for children under the age of 18 and a strong collaboration with a professional facility, Webster House, for children under 19 and in crisis. CFS' Runaway and Homeless Youth Street Outreach Program interacts with over 1,000 youth on the street and in the agency's drop in center each year. Services offered include food, clothing, hygiene pantries, referrals for health care, email accounts for communication with families, help with obtaining birth certificates and DMV non-driver identification, access to food stamps and transportation to job interviews.

Homelessness service providers funded through the MCoC and ESG work closely with Temporary Assistance for Needy Families (TANF) to ensure that eligible families receive financial assistance to further ensuring housing stability. Funding also supports homeless prevention activities such as housing counseling and financial services support for at-risk of homeless individuals and families. Agencies also partner with Manchester City Welfare, which provides temporary rental assistance for those who are at risk of homelessness.

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

New permanent supportive housing for veterans within the last two years includes Harbor Homes Somerville Street, six units (three of those are chronically homeless dedicated), veteran single men and

women. New transitional housing for veterans includes Harbor Homes Somerville Street -- 20 units veterans of all types (single men/women, men/women with children, intact families, etc.).

**Discussion:**

As previously discussed, Manchester continues to coordinate closely with the Continuum of Care and homeless services/shelter providers to address the issues of homelessness in the City, particularly focusing on housing as the solution.

The City acknowledges that the 2015 Housing Inventory Count (HIC) shows a decrease of 20 beds dedicated to chronically homeless (CH) veterans. It was determined in early 2015 that a new permanent supportive housing project located at Hanover and Hall administered through The Way Home may not fully realize those additional CH beds because 20 project-based VASH vouchers were changed over to tenant-based vouchers, and veteran tenants have been more frequently choosing to locate in other housing. Two additional CH dedicated beds have been added in 2015 through a Housing First model administered by New Horizons.

## **NA-45 Non-Homeless Special Needs Assessment - 91.205 (b,d)**

### **Introduction:**

There are a number of non-homeless individuals in Manchester that require supportive services. In 2015, the Manchester Planning and Community Development Department identified special needs subpopulation groups currently assisted by social service agencies in the City: abused and neglected children, elderly and frail elderly, persons with severe mental illness, persons with developmental disabilities, persons with physical disabilities, persons with alcohol and other drug dependency, and victims of domestic violence.

### **Describe the characteristics of special needs populations in your community:**

Abused and Neglected Children – According to 2014 Consolidated Annual Performance Evaluation Report, CASA reported that 130 children who are victims of abuse and neglect that will benefit from guardian ad litem advocate support funded through their program.

Elderly and Frail Elderly - New Hampshire's population continues to grow older, a trend that will accelerate over the next 20 years. 2010 Census estimated that approximately 12 percent of the populations are persons 65 years and older. As this population continues to age, additional non-homeless special needs facilities and services will be required to meet the need. According to a market study by the Manchester Housing and Redevelopment agency, it was estimated that the number of persons aged 62 years or more increased 7.7 percent between 2008 and 2013.

Persons with Disabilities - 2008 American Community Survey Census data confirmed that there were 15,400 individuals in Manchester with some form of a disability (Sensory Disability, Physical Disability, Mental Disability, Self-care Disability, Go Outside Home Disability). In the 2010 Census, approximately five percent of the City's total population (approximately 5,500 individuals) had some type of mobility impairment. In 2014, the Manchester Housing and Redevelopment Authority's reported a waiting list over 19 percent (1,704 of 9,085 applications) of the households on the waiting list as including a person with disabilities.

Persons with Alcohol and/or Other Drug Dependency - In 2009, the Behavioral Risk Factor Surveillance System (BRFSS) found that 5.5 percent of New Hampshire adults reported heavy similar to the national rate. Heavy drinking tends to be more common among young male adults (11 percent). Rates of heavy drinking were similar across the State. Binge drinking, currently defined as five or more drinks in one occasion for a man or four or more for a woman, is another measure of alcohol abuse. In 2009, 16 percent of New Hampshire adults reported having in the past month at least one occasion of binge drinking, almost identical to the national rate. Approximately a quarter of high school students and adults in Manchester (27 percent and 21.2 percent, respectively) report binge drinking in the past

month during 2009. The Substance Abuse and Mental Health Services Administration (SAMHSA) estimated that 10 percent of New Hampshire adults in 2006-2007 used illicit drugs in the month prior to the survey, substantially higher than the national goal of two percent but not significantly above the national estimate of eight percent. In 2009, over 25 percent of youth reported using marijuana at least once in the last month, significantly higher than the US rate of 20 percent. Four percent reported using cocaine at least once in the last month. In 2005, there were 426 emergency department visits for illicit drug use per 100,000 Manchester residents. This rate is significantly higher than the rest of New Hampshire (176 visits per 100,000).

Victims Of Domestic Violence - Manchester advocates worked with 87 adult victims of sexual assault in 2010, which is less than one percent of the adult population in the City. With an adult population of more than 83,000, this potentially translates to thousands of Manchester domestic and sexual violence victims not seeking assistance from the crisis center or police department.

Persons With HIV/AIDS And Their Families – As of December 31, 2013, there were 1265 people living in NH with HIV/AIDS (Enhanced HIV/AIDS Surveillance System (eHARS). Of the 1265, 294 (23 percent) reported their residence to be in the City of Manchester. As of May 5, 2015, the Merrimack Valley Assistance Program is providing services to 161 individuals with HIV/AIDS and their families in the greater Manchester area.

### **What are the housing and supportive service needs of these populations and how are these needs determined?**

Abused and Neglected Children. In 2014, CASA provided guardian services up to 130 children who are victims of abuse and neglect. Child Advocacy Center facilitates forensic interviews and supportive services to 67 child victims.

Elderly housing. Due to the housing needs associated with the aging population, the Manchester Housing and Redevelopment Authority (MHRA) has been using City HOME funding to develop supportive elderly housing since 2004 (The Gale Home, The Brown School and 800 South Porter Street). The supportive services provided with the housing enables frail elderly residents to maintain independence as they “age in place”. According to the 2014 Consolidated Annual Performance Evaluation Report, MHRA has successfully completed 131 units of supportive housing for Manchester’s elderly.

Elderly services. St. Joseph Community Services Elder Nutrition Program provides meals to homebound elderly and disabled individuals. According to the 2014 Consolidated Annual Performance Evaluation Report, 260 income eligible individuals residing in the NRSA received daily hot, nutritious meals 4-5 days per week from this program. Child and Family Services also provide light medical and homemaking services for the homebound and elderly living in the NRSA.

Persons with Disabilities. According to the 2014 Consolidated Annual Performance Evaluation Report, the Manchester Housing and Redevelopment Authority' waiting list identified over 19 percent (1,704 of 9,085 applications) of the households on the waiting list as including a person with disabilities. The Manchester Community Resource Center serves people with disabilities by accessing employment related support services, building technical workforce development skills and obtaining industry-recognized credentials, while also helping people to build basic foundation skills and develop needed soft skills, along with boosting the self-confidence that is often lacking.

Persons with Alcohol and/or Other Drug Dependency. Angie's is a dry shelter for women who may be in substance abuse treatment programs. According to the 2014 Consolidated Annual Performance Evaluation Report, 54 women received shelter services at Angie's Shelter. In addition to shelter, support services are provided as follows: the Farnum Center provides substance abuse treatment services with co-occurring mental health treatment services, Serenity Place provides substance abuse treatment services and clinically managed four-week residential treatment services and child and family Services provides adolescent substance abuse treatment programming.

Victims of Domestic Violence. According to the 2014 Consolidated Annual Performance Evaluation Report, YWCA's Emily's Place has provided emergency shelter for 144 women and children who are homeless as a result of domestic violence served with CDBG funds. Emily's place has 11 beds to shelter women and children fleeing domestic violence and have no options for shelter.

Persons With HIV/AIDS And Their Families. Merrimack Valley Assistance Program, non-profit, tax-exempt organization, provides financial assistance obtaining medical treatment, including medications that can cost well over \$2,000/month, medical case management, housing/utility assistance, nutritional needs, transportation to/from medical appointments, counseling, substance use disorder services, legal assistance, and translation services for refugees/immigrants.

### **Discuss the size and characteristics of the population with HIV/AIDS and their families within the Eligible Metropolitan Statistical Area:**

The Greater Manchester AIDS Project (GMAP) was founded in 1986 under the name New Hampshire AIDS Foundation. Soon after, the name was changed to GMAP to better reflect the population that they serve. GMAP is officially a part of the Merrimack Valley Assistance Program (MVAP). The agency's service area includes the largest cities in New Hampshire and Hillsborough County, which has the fastest growing incidence of HIV/AIDS in the state. GMAP provides vital, non-duplicated services to those infected and affected by the HIV/AIDS virus. The majority of GMAP's clients are working poor, and most are underinsured. Clients often struggle to make ends meet while managing an illness with far-reaching economic and human costs, including steeply rising costs of housing and medications.

According to the New Hampshire Infectious Disease Surveillance Section, STD/HIV Summary Report, 2009-2013, the number of cases of HIV infections and AIDS diagnoses along with their rate in Hillsborough County has varied in the last five years: 2009 (HIV – 18 infections/4.4) (AIDS - 20 diagnoses

/4.9), 2010 (HIV- 17 infections//4.2) (AIDS -12 diagnoses /3.0), 2011 (HIV-23 infections//5.7) (AIDS -16 diagnoses /4.0), 2012 (HIV-26 infections//6.5)(AIDS-12 diagnoses /3.0), and 2013 (HIV-10 infections/2.5) (AIDS -6 diagnoses /1.5).

The ability of persons with HIV/AIDs to access housing in Manchester is limited by their ability to earn income. According to the NH AIDS Housing Assessment (January 2006), 74.6 percent (306 of 410) of the people with HIV that access the state's CARE Program services were earning incomes that were below 200 percent of the federal poverty level.

According to the Enhanced HIV/AIDS Surveillance System (eHARS), there were 1265 people living in NH with HIV/AIDS in December 31, 2013, out of which 294 (23 percent) reported their residence to be in the City of Manchester. As of May 5, 2015, the Merrimack Valley Assistance Program is providing services to 161 individuals with HIV/AIDs and their families in the greater Manchester area.

The NH Department of Health and Human Services, Bureau of Homeless and Housing Services receives HOPWA (Housing Opportunities for People With HIV/AIDS) funding from U.S. Department of Housing and Urban Development. This grant provides permanent and safe housing in the Greater Manchester area to individuals and families affected by HIV/AIDS. Clients are offered case management services and rent, mortgage, heat and utility assistance. NH DHHS/BHHS contracts with Merrimack Valley Assistance Program (MVAP) to deliver these services. MVAP achieves the program's mission by having a close collaborative relationship with private landlords, property management companies, housing authorities, and other non-profit agencies.

#### **Discussion:**

No further discussion.

## **NA-50 Non-Housing Community Development Needs – 91.215 (f)**

### **Describe the jurisdiction’s need for Public Facilities:**

The City has a need for youth centers, neighborhood facilities, parks and recreational facilities based on the needs determination outlined in the following section. The majority of after school programming has facilities focused on the center city and immediate surroundings, but the west side of the City has far less options. A few programs operate in this area, but not nearly as many as the center city and downtown surroundings. In order for many of the youth to participate in after school programming they must be within walking distance of the facility. Unfortunately, the youth on the west side do not live in close enough proximity to safely walk to or from the program sites prohibiting them from being able to attend. This has been a reoccurring community need to provide a youth activity center on the west side of the City. Over the last ten years, there have been substantial improvements in most of the City parks and playgrounds helping to maintain their useful life and remaining in good condition. The changing demographics in neighborhoods are giving way to a need for additional neighborhood recreational facilities. These public spaces can provide much needed green space to area residents for recreation and leisure. Additional features could include splash pads and other means to cool off on hot summer days. Due to the surge of refugees into the City and the limited availability of swim lessons, many residents are unable to swim and prefer alternate methods to cool down instead of the City pools. The residents of the community tend to change, but typically they are replaced by residents of similar socioeconomic class and therefore repeat the same set of needs. These specific endeavors would be costly, but they would continue to service the needs of current and future residents.

### **How were these needs determined?**

Annually, the City conducts two public hearings at different locations to collect citizen input on the needs of the community. Staff encourages input from citizens through written comments and testimonials sent in through mail or email to afford all citizens the opportunity to express their needs. This process is run congruently with the CIP application process for the upcoming Fiscal Year. Any City Department, non-profit, for-profit entity is encouraged to apply for funding through the City's Community Improvement Program. Based on public input identifying community needs, project feasibility, and Consolidated Plan alignment the projects are evaluated for their eligibility and public benefit. In addition to the formal application process, the Committee on Community Improvement meets monthly and is able to recommend funding be allocated to a project or initiative as needed during the year if it was deemed urgent or necessary.

### **Describe the jurisdiction’s need for Public Improvements:**

The City's public infrastructure is aging rapidly from the demands of a growing City and increased State and Federal regulations. Most of the major systems: roadways, water, and sewer are working beyond their capacity and useful life which makes the need for upgrades and replacement a high priority. In a recent study, 56% of roadway surfaces were considered to be failing and in need of substantial rehabilitation. Additionally, the water and sewer system including the piping throughout the City and the pump stations are working extremely inefficiently due to the burden of overuse. In addition to the physical burden, external forces like climate changes and increased Federal and State regulations are also playing a role. Both of these factors are regulatory mandates that tend to drive funding priorities instead of the community needs. The critical need for replacement of equipment in these systems is apparent and an immediate priority the City is working to address through Federal and State funding and user fees as well as collaboration among departments to create economies of scale where applicable.

The aging infrastructure creates an opportunity for the addition of green space, tree planting, and aesthetic improvements through new, innovative methods. The aesthetically pleasing greenery within the City contributes to the vitality of its residents, economic development appeal, and community pride. Major infrastructure improvements give way to re-designs of green space, parks, and 'green islands.' A 'green island' is a new approach to adding beauty to parking lots and City streets with its lush, low maintenance vegetation while serving a need to reduce or divert water flow in areas prone to flooding and poor drainage. By planting trees and certain vegetation, the City is able to address the need for some public improvements that do not require major construction costs and add to the overall beauty of the City.

### **How were these needs determined?**

The City's infrastructure is aging rapidly and the demands of a growing City and increased State and Federal regulations are all factors in its operational longevity. In an effort to proactively treat aging public infrastructure, the various City Departments (Public Works, EPD, and Water Works) have been working collaboratively with each other and consultants to conduct assessments, evaluate the condition of assets, assess the City's long term needs and financial capabilities to develop a Capital Improvement Plan. The Capital Improvement Plan is utilized as a planning tool for the City to prioritize and finance large projects that need to be completed in a timely manner. In addition to long range planning efforts, the Departments of Public Works, Environmental Protection (EPD), and Water Works all field phone calls and emails from Aldermen, City Staff, and residents regarding issues with street conditions, sidewalks, water/sewer improvements and flood drainage problems. Unfortunately, this method is a reactive approach to problems when they occur and are in need of immediate attention. Nonetheless, it is an outlet for local residents to identify issues in the community regardless of severity. Ideally, the continued development of Master Plans and Capital Improvement Plans will be the major drivers for large scale infrastructure projects.

The City hired AECOM to conduct a comprehensive study of all the roadways in Manchester. The study assessed the condition of the pavement of each road in Manchester's Road Network by assigning it a

number on the Pavement Condition Index (PCI). The placement of each road on the PCI allowed for priority ranking of each road in one of the following categories: good, satisfactory, fair, poor, very poor, serious, and failed. Based on the numerical scoring of each road, the Department of Public Works is able to target road reconstruction efforts to the areas that need it the most.

Similarly, the City's Environmental Protection Division (EPD) has completed master plans for Wastewater Treatment Plant, Pump Stations and Cohas Brook Sewer Project. Currently, EPD is preparing a master plan for the sewer system as well. These plans are currently being utilized and significant progress has been made toward completing these goals in the next two to ten years.

These critical areas of infrastructure are coordinated within City Departments and in collaboration with utilities to maximize construction resources thereby reducing costs. All utilities replace their underground piping as required and the City works cooperatively with their replacements to rebuild roads provide curbing, sidewalks, and handicapped ramps. The Department of Public Works assumes the role of coordination to ensure the objectives of the Capital Improvement Plans are being achieved in the desired timeframes and work is overlapped between Departments and utility companies to create economies of scale on large infrastructure projects.

### **Describe the jurisdiction's need for Public Services:**

As previously discussed in several sections, the City's demand for public services is high. So much so, that we have established a Neighborhood Revitalization Strategy Area that is served by the City's Community Based Development Organization, Manchester Community Resource Center. Public Service Needs include; To Prevent Youth from Engaging in Crime; Youth Counseling, Programming & Supportive Services; Provide Elderly Independent Living Support Services; Provide Childcare Options For Working Parents; Access to Health Care; Access To Supportive Services That Target Refugees; Provide Support to Abused/Neglected Children; Provide Youth with Summer Recreation Programming; and To Teach Job Skills Through Classroom & Training.

Specific programming to address these public service needs has been detailed in other sections of this document. Specific programs include but are not limited to the following: City Year NH – Whole City Whole Child, Girls Inc. – Girls Center, Police Department Weed & Seed Initiatives; Manchester community Health Center – Pediatric Clinic & Family Support Services at Child Health Services; St. Joseph community Services Inc. – Elder Nutrition Program; Manchester Community Resource Center – Adult Workforce Development; Easter Seals New Hampshire – Child Development & Family Resource Center; Serenity Place – Crisis Services (Detox) Program; The Child Advocacy Center of Hillsborough County – Forensic Interviews and YWCA Crisis Service – Emily's Place Operations.

### **How were these needs determined?**

Annually, the City conducts two public hearings at different locations to collect citizen input on the needs of the community. Staff encourages input from citizens through written comments and testimonials sent in through mail or email to afford all citizens the opportunity to express their needs. This process is run congruently with the CIP application process for the upcoming Fiscal Year. Any City Department, non-profit, for-profit entity is encouraged to apply for funding through the City's Community Improvement Program. Based on public input identifying community needs, project feasibility, and Consolidated Plan alignment the projects are evaluated for their eligibility and public benefit. In addition to the formal application process, the Committee on Community Improvement meets monthly and is able to recommend funding be allocated to a project or initiative as needed during the year if it was deemed urgent or necessary.

# Housing Market Analysis

## MA-05 Overview

### Housing Market Analysis Overview:

This assessment provides a general overview of selected housing market characteristics including rental rates and home prices, vacancy rates and foreclosure trends in the City of Manchester. The overall need for housing is generally driven by many factors, including household income, employment, market demands, economic conditions, cost of energy, and quality of life to name a few. All of these factors have an impact on the housing market at any given time.

In the City of Manchester, there are slightly more rental housing units (22,624) than owner occupied housing units (22,506). Housing affordability in the rental housing market is basically driven by rents. Historic data compiled by the New Hampshire Housing Finance Authority (NHHFA) annual Residential Rental Cost Surveys indicates that the median gross rent in the City of Manchester increased by 83% from \$573 in 1995 to \$1,046 in 2005. Between 2005 and 2009, the rate declined to \$988, representing a 5% decrease. More recently, median gross rents for all housing units in Manchester increased by 6.4% from \$946 in 2010 to \$1,006 in 2014 (see following Graph).

In the past, decreasing rents have generally contributed to increasing vacancy rates in Manchester. Vacancy rates in Manchester were very low between 1998 and 2003. Between 2003 and 2010, however, rates moved upwards. After 2009, the rates declined again. Between 2013 and 2014, they were hovering around 3 and 4%. This is a good sign that market demand for rental property is improving in the city. The AOL Real Estate Trends also report a 3.5% vacancy for all housing units in Manchester in 2014 and a 3.3% vacancy rate for two bedroom units.

Much like the rental market, the home ownership market has been volatile in Manchester over the past decade. The NHHFA reported that the median price of primary homes in the city increased from approximately \$80,000 in 1992 to \$220,000 in 2007. Between 2007 and 2009, median purchase prices decreased to \$180,000 primarily as a result of the national recession. As shown the following graph, the median purchase price in 2012 was \$180,000 which is down from the high of \$226,000 in 2006.

As of 2013, NHHFA reports that the median purchase price of primary homes in Manchester is \$190,000, a 2.7% increase from the previous year. In comparison, the median purchase price of all housing units statewide have increased 8.7% from \$195,000 in 2012 to \$211,900 in 2013.

Between 2008 and 2010, the U.S. housing market was in a significant decline, with foreclosures increasing and sale prices decreasing. During the national recession, the number of foreclosed properties in Manchester was higher than at any time since the realdata.com website started tracking numbers in 2000. There were 281 foreclosures that occurred in Manchester from January 2008 through

November 21, 2008 compared to 705 foreclosures in the region and 40 percent of all foreclosures in the region occurred in the City of Manchester.

While foreclosures spiked in 2010, the number of foreclosures in the City since 2010 have been slowing declining and in 2014 they are now very similar to 2007, the year before the national recession (see following graph and table). Today a total of only 18 foreclosures occurred during the first two months of 2015. This is a good sign that Manchester’s housing market is recovering. However, despite these positive signs, affordable housing continues to remain a significant challenge in the city as the cost to own and rent a home or apartment continues to increase as household incomes decline.

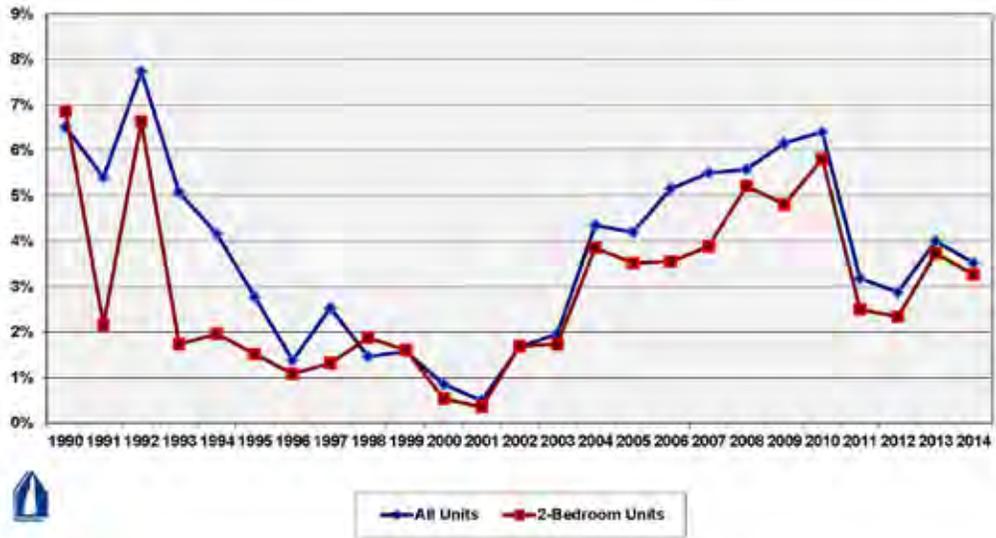


Source: New Hampshire Housing Finance Authority.

City of Manchester, 1990 to 2014

MA-05 Housing Market Analysis Graphic Page 1

Vacancy Rate of Rental Housing Units



Source: NHHF

MA-05 Housing Market Analysis Graphic Page 2



Source: NHHFA

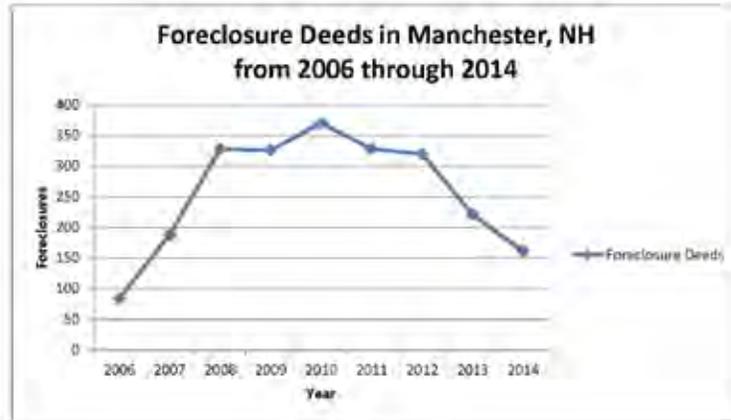
MA-05 Housing Market Analysis Graphic Page 3

Year	Town Name	Foreclosure Deeds
2006	Manchester	84
2007	Manchester	188
2008	Manchester	328
2009	Manchester	326
2010	Manchester	370
2011	Manchester	328
2012	Manchester	320
2013	Manchester	221
2014	Manchester	161
2015	Manchester	18

2015 includes only January and February.

Source: NHHF

## MA-05 Housing Market Analysis Graphic Page 4



Source: NHHF

MA-05 Housing Market Analysis Graphic Page 5

## MA-10 Number of Housing Units – 91.210(a)&(b)(2)

### Introduction

The purpose of this section is to describe the availability of various types of housing units in the City of Manchester and to assess if the City's housing supply is sufficient to meet the needs of the city's population.

According to the 2009-2013 ACS five-year estimates, there are 49,025 housing units in Manchester; 37% or 18,237 are single-family or 1-unit detached structures; 5% or 2,667 are 1-unit, attached structures; 27% or 13,301 are 2-4 units; 13% or 6,519 are 5-19 units; 17% or 8,165 are 20 or more units; and under 1% or 110 are mobile homes, etc.

Among owners and renters, the City's total housing units are fairly evenly split with slightly more renter occupied units: 22,506 occupied by owners and 22,624 occupied by renters.

Units with 3 or more bedrooms represent 67% of total housing units for owners compared to only 24% for renters. The 3 or more bedroom units are the most popular size among owners suggesting the need for the family to pool resources in order to own property. Units with 2 bedrooms represent 29% of total housing units for owners compared to 41% for renters. The 2-bedroom unit appears to be the most popular and under the highest demand from renters. Units with 1 bedroom represent 4% of total housing units for owners compared to 31% for renters. The 1 bedroom unit is the second most popular size for renters suggesting the occupants of these units are single people without children. Units with no bedroom represent 0% of total housing units for owners and only 4% for renters making the size fairly insignificant.

### All residential properties by number of units

Property Type	Number	%
1-unit detached structure	18,486	38%
1-unit, attached structure	2,960	6%
2-4 units	13,325	27%
5-19 units	6,493	13%
20 or more units	7,811	16%
Mobile Home, boat, RV, van, etc	175	0%
<b>Total</b>	<b>49,250</b>	<b>100%</b>

Table 28 – Residential Properties by Unit Number

Data Source: 2007-2011 ACS

## Unit Size by Tenure

	Owners		Renters	
	Number	%	Number	%
No bedroom	24	0%	922	4%
1 bedroom	986	4%	6,911	31%
2 bedrooms	6,429	29%	9,334	41%
3 or more bedrooms	15,067	67%	5,457	24%
<b>Total</b>	<b>22,506</b>	<b>100%</b>	<b>22,624</b>	<b>100%</b>

Table 29 – Unit Size by Tenure

Data Source: 2007-2011 ACS

### Describe the number and targeting (income level/type of family served) of units assisted with federal, state, and local programs.

The City has collaborated with Families in Transition, Housing Benefits, Habitat for Humanity, Anagnost Companies, The Way Home and Harbor Homes to provide funding for affordable housing development that will target low to moderate income households throughout the City. Currently, the City's portfolio of affordable housing partially or fully developed with HOME funding contains over 550 units. These units are managed within the City's HOME portfolio and are reported on annually to ensure they are being offered to income eligible families at or below Fair Market Rent standards. In addition to these specific units, the community partners below have been responsible for the development of a significant amount of affordable housing in Manchester.

Neighborworks Southern NH (NSNH) is a significant contributor to affordable housing by creating new units through the rehab of existing housing in Manchester for low and moderate income households. They have focused their efforts on revitalizing neighborhoods on the West Side of Manchester. NSNH currently has over 260 units of affordable rental housing in Manchester targeting low to moderate income level individuals and families. They are reporting a 3-4 month waiting list for their garden style apartments and 1-2 years for their townhouse units. They also offer first time homebuyer education classes to ready buyers and support them through the process. NSNH also develops affordable housing for low to moderate income first time homebuyers ranging from single families to multifamily buildings. They have successfully been able to utilize various sources of Federal funding including HOME, Neighborhood Stabilization Program 1 and Neighborhood Stabilization Program 3 to produce housing targeted at the first time homebuyer.

The New Hampshire Housing Finance Authority (NHHFA) targets federal HUD funding for rental assistance and home buying to qualified home buyers and low income households throughout the state. These programs are not directed to specific municipalities, rather qualified buyers and renters. NHHFA is the administering agency for family housing, elderly housing, transitional housing and special needs housing in Manchester. Currently, the Multi-Family Housing portfolio contains: 111 Family housing units, 132 Disabled units and 384 Elderly units across scattered sites.

The Manchester Housing Redevelopment Authority (MHRA) has created over 130 units in partnership with the City to target low to moderate income residents. In addition, their housing choice vouchers program primarily targets residents at or below 50% AMI. MHRA allocates 75% of Housing Choice Vouchers to households earning at or below 30% AMI. The remaining admissions may go to households earning at or below 50% AMI. Public Housing is targeted so that 40% of admissions go to households earning at or below 30% AMI and the balance to households earning up to 80% AMI. Public housing units are also targeted to households according to the family size needed to occupy the specific size of an available unit. MHRA has the following unit sizes: 104 0BR units; 764 1BR units; 178 2BR units; 201 3BR units; 20 4BR units and 3 5BR units.

**Provide an assessment of units expected to be lost from the affordable housing inventory for any reason, such as expiration of Section 8 contracts.**

According to the MHRA, they are anticipating a limited loss of housing units among the public housing developments in the City of Manchester as they expect most expiring contracts will be renewed or residents will get new vouchers.

**Does the availability of housing units meet the needs of the population?**

The supply of affordable housing units does not meet the need for individuals or families earning 50% or less AMI. An even greater need exists for those earning 30% or less AMI. According to the National Low Income Housing Coalition's Annual Study published in March 2014, the affordable housing wage required to meet the fair market rent for a 2 bedroom in Manchester was a little over \$20/hour of full time work. Unfortunately, families at or below 50% AMI do not enjoy that amount of income from their low paying job, disability payments, unemployment, TANF, and/or other forms of assistance. The supply of affordable housing is even less for those earning 30% AMI or less. According to the 2014 NHHFA Housing Survey, there are only about .08% two bedroom units available in the affordable range for a family earning 30% AMI or less. The lack of availability forces very low income families to take on a severe housing cost burden where they expend 50% or more on housing. This scenario is not uncommon and affects about 66.82% of the families residing in two bedroom units which are the most popular size for renters representing 41% of the rental units.

Another indicator to determine the lack of affordable housing is the ever growing wait list of the Manchester Housing and Redevelopment Authority at 8,862 applicants. This is a combined total of residents waiting for vouchers or public housing units. As NHHFA data suggests, residents are 'aging in place' which does not allow for quick unit turnover and is perpetuating the problem of a deficient supply of affordable housing units. It also supports the developing need for service assisted housing for the elderly and people with disabilities. NHHFA data shows the demographics of the City are changing to predominantly being 45 years of age and older and there will be an increased need in the future for service assisted housing.

**Describe the need for specific types of housing:**

Based on current waiting list estimates, affordability and aging trends, the market seems to have an insufficient supply of affordable units for those earning 50% AMI, affordable 2 bedroom units and services assisted housing for elderly and people with disabilities.

The need for more affordable units targeted at renters earning 50% AMI or less is apparent. The majority of renters (41%) require 2 bedroom units, but rents at this level are causing severe housing cost burdens for families at or below 50% AMI. There is a high demand demonstrated by a very low vacancy rate of less than 5% which assumes families are severely cost burdened each month between contract rent and increasing utility payments. A significant need also exists for larger, 3 bedroom units. Although these units only account for 24% of the overall rental units available, the public housing waiting list has an estimated wait of 3.5 years for a 3 bedroom unit.

The trend of people aging in place will be causing a significant shift in the type of housing needed. A developing need for service assisted housing for the elderly and people with disabilities will become greater in the next several years. The demographics of the City show a significant amount of adults 45 years of age and older who will require at home services to assist them with daily tasks. These services will help to keep residents at home longer and not put a significant strain on assisted or permanent skilled care facilities.

## **Discussion**

There are about 49,025 housing units in the City of Manchester. The split between owner and rental units is about half and half. The popularity of unit sizing differs between owners primarily residing in 3 or more bedroom units (67%) and renters preferring 2 bedroom units (41%). Based on a vacancy rate of less than 5%, it is assumed that the 2 bedroom units are the most sought after size in the rental market. These units have a Fair Market Rent of about \$1,074 per month which would require families residing in them to earn about \$20/per hour at a full time job in order to make the rent affordable. The typical low to moderate income person does not command that amount for a wage and therefore most are at or below 50% AMI and forced to pay over half of their income in housing expenses. This extreme cost burden placed on this section of population makes it clear that there is a need for additional 2 bedroom affordable housing for the low and very low income residents of Manchester.

MHRA hosts a large waiting list for Section 8 programs of over 8,000 applicants. The breakdown of applicants is about 14% Elderly, 23% people with disabilities, and 63% families or couples. Persons that are elderly or reporting to have disabilities comprise about 37% of the entire list and that percentage is expected to grow as the population is growing older and hoping to age in their current residence. This will increase the demand in the future of services assisted housing for these two groups. Another interesting trend that was uncovered from analyzing the Section 8 applicants, there are excessive waiting lists for all units, but the 3 bedroom units have the longest at 3.5 years. This helps us to see that development of larger units is required for rental housing in the future to try and accommodate some of the waiting list.

## MA-15 Housing Market Analysis: Cost of Housing - 91.210(a)

### Introduction

The cost of housing in the City of Manchester has seen a significant increase in the last fifteen years as demonstrated by the U.S. Census ACS 2007-2013 five-year estimates. Both median home values and median contract rents are significantly higher than they were in the year 2000. Even though there was a market crash in the late-2000s due to the national recession, that only temporarily lowered home values, as values have now rebounded and are more than twice their original value in 2000 by 102%. The median contract rent for rental housing on the other hand, while having significantly increased by 48% since 2000, has not risen as dramatically as home values. Thus, Manchester's median contract rent prices today are generally at or below the Fair Market Rent and the High and Low HOME monthly rent.

### Cost of Housing

	Base Year: 2000	Most Recent Year: 2011	% Change
Median Home Value	114,600	231,200	102%
Median Contract Rent	569	843	48%

Table 30 – Cost of Housing

Data Source: 2000 Census (Base Year), 2007-2011 ACS (Most Recent Year)

Rent Paid	Number	%
Less than \$500	3,234	14.3%
\$500-999	13,641	60.3%
\$1,000-1,499	5,144	22.7%
\$1,500-1,999	442	2.0%
\$2,000 or more	163	0.7%
<b>Total</b>	<b>22,624</b>	<b>100.0%</b>

Table 31 - Rent Paid

Data Source: 2007-2011 ACS

### Housing Affordability

% Units affordable to Households earning	Renter	Owner
30% HAMFI	1,710	No Data
50% HAMFI	4,315	260
80% HAMFI	14,545	2,300
100% HAMFI	No Data	5,330
<b>Total</b>	<b>20,570</b>	<b>7,890</b>

Table 32 – Housing Affordability

Data Source: 2007-2011 CHAS

## Monthly Rent

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	651	862	1,095	1,364	1,544
High HOME Rent	674	865	1,052	1,268	1,395
Low HOME Rent	673	721	866	1,001	1,117

Table 33 – Monthly Rent

Data Source: HUD FMR and HOME Rents

## MANCHESTER, NH HMFA



**2014 Gross Rent (Includes Utilities)**

Unit Size (Bedrooms)	Sample Size	Rent Range	Median
0	178	\$349 - \$1,754	\$629
1	760	\$523 - \$1,502	\$842
2	1,323	\$609 - \$1,956	\$1,099
3	470	\$582 - \$2,225	\$1,168
4+	75	\$647 - \$3,069	\$1,305
<b>All</b>	<b>2,806</b>	<b>\$349 - \$3,069</b>	<b>\$1,023</b>

### MA-15 Cost of Housing Graphics

Is there sufficient housing for households at all income levels?

According to New Hampshire Housing Finance Authority (NHHFA) 2014 Rental Survey data, rental units are offered at a wide range of prices. For example, a one-bedroom unit could be found for as little as \$523 or as much as \$1,502, while the numbers for a three-bedroom unit were \$582 and \$2,225, respectively. Furthermore, half of all one-bedroom units can be found between \$523 and \$842, suggesting that half of the rental contracts are in the lower end of the range. The same is true for a three-bedroom unit: half of all rental contracts are between \$582 and \$1,168. When comparing this data to the HUD 2014 Area Income Limits and Rent Limits it shows that an average family of three people requiring a two bedroom unit can expect to pay \$1,099 in rent and utilities per month. If the family is at 80% AMI, then there is housing available to them without producing a cost burden and allowing them to pay less than 30% of their income. Except, if the family is at 60% AMI or lower, these rents will be a cost burden requiring over 30% of their income. As you continue down the income scaled to 50% and 30%, families have very little options to achieve adequate housing without placing a cost burden on them.

There is a slightly different story for two-bedroom units. Out of the 2,806 units surveyed by the NHHFA, 47% of the rental contracts were for two-bedroom units. Therefore, it can be assumed from other data reported in previous sections and this survey that the most rented and sought after units are two-bedroom units. Two-bedroom units, however, also seem to be the most expensive in relative comparison. For example, the minimum rent for a two-bedroom unit is \$609 while the minimum rent for a three-bedroom unit is \$582. Moreover, regarding median rental prices, while it is about \$213 more expensive to get a one-bedroom unit than a zero-bedroom unit and \$137 more expensive to get a four-bedroom unit than a three-bedroom unit, it is \$257 more expensive to get a two-bedroom unit than a one-bedroom unit.

This analysis shows that there is an insufficient supply of housing for families of three at 60% AMI or less since the maximum amount affordable would be \$1,033 per month. Only half of the two bedroom units would be affordable at 60% AMI. Only 25% of the two bedroom units would be affordable at 50% AMI. A similar result is shown for a family of four at 60% AMI or less, but it is not as drastic as the example above. The affordable rent and utility payments at 60% AMI would be \$1,147.50. A little over half of the three bedroom units would be considered affordable. At 50% AMI, the affordable payment would be \$956 per month rendering 41% of the units to be affordable. The availability of affordable two bedroom options are very limited as AMI decreases, but the availability of affordable three bedroom options decrease slightly according to AMI at a lower rate. This example verifies the data in the 2007-2011 CHAS table that shows only 29% of the total rental units and 3% of owner units are considered affordable to households earning 50% AMI or less. These two studies support the need for more affordable housing units in the community that will not place a cost burden on families at 50% AMI or less.

### **How is affordability of housing likely to change considering changes to home values and/or rents?**

Between 2000 and 2011, median home values have more than doubled from \$114,600 to \$231,200 and median contractual rentals have increased by nearly 50% from \$569 to \$843 per month (2000 Census

and 2007-2011 ACS). Home values peaked in the mid-2000s and reached their low in 2011, but now appear to be slightly increasing. Moreover, the median rental cost peaked in the mid-2000s and stayed steady for several years, but now they are on the rise again. Meanwhile, the 2007-2011 CHAS data the percentage of people earning a low to moderate income in Manchester is 45%. Further, two out of every five households have a housing cost burden of greater than 30% of their income. With housing prices on the rise and income levels remaining fairly stagnant it is likely that affordable housing will become more difficult to come across in the future; especially for those at or below 60% AMI.

### **How do HOME rents / Fair Market Rent compare to Area Median Rent? How might this impact your strategy to produce or preserve affordable housing?**

Typically, it has been Manchester's experience that High HOME rents, which apply to low/moderate families earning 80% of AMI, are very close to the Fair Market Rent. In 2011, the Fair Market Rent for a one bedroom unit was \$862 while the High Home Rent was \$865 and the Low Home Rent was \$721 (HUD FMR and HOME Rents). The Median Gross Rental Cost for a one bedroom unit was \$783 in 2011 while in 2014 it increased to \$827, according to data from the NHHFA Residential Rental Cost Survey. With most rental size units in Manchester, the area median rent (AMR) tends to be lower than the FMR, except for the two-bedroom units which is about equal to the FMR. Thus, Manchester should continue to utilize similar initiatives and strategies to preserve an AMR that is at or below the FMR for the area. However, knowing the rental prices will continue to increase while income for the low-wage earners is not, Manchester should continue to ensure that there is a wide range of available rental units that reflect this reality.

### **Discussion**

No Further Discussion

# MA-20 Housing Market Analysis: Condition of Housing – 91.210(a)

## Introduction

Manchester has an aging housing stock, many of which have been constructed in the first part of the 20th century or earlier. According to the 2009-2013 ACS five-year estimates, there are 49,025 housing units in Manchester; 37% or 18,237 are single-family or 1-unit detached structures; 5% or 2,667 are 1-unit, attached structures; 27% or 13,301 are 2-4 units; 13% or 6,519 are 5-19 units; 17% or 8,165 are 20 or more units; and under 1% or 110 are mobile homes, etc. The age of these housing units is a significant contributing reason for the increasing overall total number of units in substandard condition. Other contributing factors to the poor shape of several units include the number of impoverished people – over 14% of the population – which prevents many owners from investing in costly improvements; and an overall housing vacancy rate of 1.5% for homeowners and 6.8% for rentals. Higher vacancy rates mean less income for the property owner forcing them to prioritize or not undertake costly repairs which over time will jeopardize the safety and aesthetic conditions of the building.

Manchester has been designated as a high risk community for Lead Based Paint poisonings due to the excessive amount of older housing stock. Of the City's 49,025 housing units, 74% of them were built prior to 1980, which means they were built 35 plus years ago. Construction and building standards were very different four or five decades ago and most of these properties, over time, have fallen into disrepair and become sources of blight. There are several issues that contribute to properties falling into disrepair including: significant repair costs, declining resources, and more stringent state and local building codes. The age of the building puts significant pressure on the property owner to perform continual maintenance typically resulting in upgrades to major systems or structural components. Property owners of any income must undertake these repairs almost unaided. There are scarce resources to assist property owners with costly maintenance items that are needed to preserve the life of older buildings. Therefore, low to moderate income property owners are even more negatively affected by the rapidly deteriorating state of their building because they do not have the extra money needed to address the issues. Another source of pressure to maintain certain standards is the Building Regulations Division that is tasked with monitoring the safety and health of the City's buildings. Unfortunately, with a three year window between inspections, some properties that due pose a threat are not identified and handled proactively. The comprehensive building codes we enjoy for new construction do not always fit well with this age of housing and presents problems for Code Enforcement Officers that need to ensure safety and execute regulations while knowing property owners are unable to comply because of financial constraints. The multifaceted issue of an aging housing stock is difficult for City officials to combat as a whole, but through targeted approaches, increased code enforcement efforts, and financial resources, the goal is to lessen the effects on low to moderate income property owners and correspondingly the quality of housing for that population of renters.

## Definitions

HUD defines substandard housing as “a dwelling unit that is either dilapidated or unsafe, thus endangering the health and safety of the occupant, or that does not have adequate plumbing or heating

facilities.” The City accepts HUD’s definition of substandard condition and makes determinations if a housing unit meets that criteria based on the City’s Housing Code Ordinance, which aligns with the International Property Maintenance Code.

The City defines a unit to be in a “substandard condition but suitable for rehabilitation” if the unit is in poor condition but is both structurally and financially capable of being rehabilitated. Thus, if the core of the unit is in average condition and can be rehabbed within the subsidy limits of HUD funding, the City will determine that a substandard unit is suitable for rehabilitation. The aim is to ensure that rehabilitation will not exceed reasonable costs; the unit is safe to inhabit; and it is free of code violations.

### Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	8,125	36%	10,191	45%
With two selected Conditions	133	1%	617	3%
With three selected Conditions	0	0%	201	1%
With four selected Conditions	0	0%	0	0%
No selected Conditions	14,248	63%	11,615	51%
<b>Total</b>	<b>22,506</b>	<b>100%</b>	<b>22,624</b>	<b>100%</b>

Table 34 - Condition of Units

Data Source: 2007-2011 ACS

### Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	1,706	8%	1,436	6%
1980-1999	5,122	23%	3,692	16%
1950-1979	7,835	35%	6,106	27%
Before 1950	7,843	35%	11,390	50%
<b>Total</b>	<b>22,506</b>	<b>101%</b>	<b>22,624</b>	<b>99%</b>

Table 35 – Year Unit Built

Data Source: 2007-2011 CHAS

### Risk of Lead-Based Paint Hazard

Risk of Lead-Based Paint Hazard	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
Total Number of Units Built Before 1980	15,678	70%	17,496	77%
Housing Units build before 1980 with children present	975	4%	830	4%

Table 36 – Risk of Lead-Based Paint

Data Source: 2007-2011 ACS (Total Units) 2007-2011 CHAS (Units with Children present)

## Vacant Units

	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total
Vacant Units	0	0	0
Abandoned Vacant Units	0	0	0
REO Properties	0	0	0
Abandoned REO Properties	0	0	0

Table 37 - Vacant Units

Data Source: 2005-2009 CHAS

## Need for Owner and Rental Rehabilitation

The City of Manchester Planning and Community Development Department inspects and evaluates existing residential units using the City's Housing Code, which is a pro-active set of codes that require re-certifications on a three year cycle to ensure the quality of rental housing in the City. Codes Enforcement Inspectors are tasked with carrying out the regulations of the City's Housing Code to ensure rental units are being properly maintained and provide decent, safe, affordable housing to residents. In 2014, the City's code enforcement inspectors conducted 2,006 inspections resulting in 8,141 code violations. For CDBG eligible census tracts within the City, the inspectors performed 628 inspections and issued 3,213 code violations.

In 2014, the Granite State Organizing Project, a grassroots coalition of groups working for economic justice in south central New Hampshire, published a report entitled 'Substandard Housing Conditions in Manchester, NH' that details the extent of substandard housing in Manchester. They documented the living conditions of center-city area residents between 2009 and 2013 and found that hundreds of families were living in "substandard, unhealthy and sometimes dangerous conditions." (Pg. 2) Furthermore, the study determined that it was a small number of building owners in charge of multiple apartment buildings who were responsible for such conditions in several hundred apartments.

Many families were found to be living in a range of substandard and deplorable conditions. These families tended to be low-income earners paying rents in the range of \$650 to \$1000. There were several units with pest infestations, including rats, bed bugs and cockroaches; many apartments had inoperable or non-existing smoke detectors, open fuse boxes, and exposed wiring; several rooms had walls with holes or windows and doors that could not open or close; some units with flaking lead paint had children in them; and certain property owners were unsafely using pesticides and different chemical treatments. The consequences of such substandard conditions could be severe: lead poisoning can lead to neurological damage in children; malfunctioning smoke detectors could lead to injury or death; bed bugs can affect sleep patterns; and people with asthma could experience worsening symptoms if in a home with roaches or black mold.

The need for rehabilitation is especially great considering that most of the people living in these conditions are either poor or low-income earners. The families usually do not have the money to pay for the associated costs with finding another place that is better condition than that in which they live. A new move usually requires a security deposit and first month's rent, and utility companies also have fees and deposits for the moving and/or opening of new services. Such a move, according to GSOP, could cost three times as much as a household pays for one month.

## **Estimated Number of Housing Units Occupied by Low or Moderate Income Families with LBP Hazards**

The City of Manchester has an abundance of old housing stock. According to CHAS and ACS 2007 – 2011 data, approximately 47% of all housing units were built before 1950, with 34% of all dwellings having been built prior to 1940, and several city tracts containing 75% or more pre-1940 dwellings. Additionally, about 73% of housing units were built before 1980, when it was still common for lead paint to be used in houses. Moreover, about 50% of pre-1950 housing units are renter-occupied units. HUD estimates that 90% of all pre 1940 homes in the city contain Lead Paint Hazards, which amounts to about 13,500.

The number of persons living at or below 50% Area Median Income is around 14%, while near one-fourth of all Manchester children live in poverty (ACS data). Furthermore, according to ACS 2007-2011 data, the percentage of LMI persons in Manchester is around 44% of the total population and the number of families with a LMI income is just under 40%. Given these numbers, we can estimate that 40% of the 13,500 housing units built pre-1940 containing Lead Paint Hazards house LMI families, which is about 5,400 families. Furthermore, considering that there are many more pre-1940 housing units that are renter-occupied, and considering that LMI families tend to rent more than own, the actual number of families living in pre-1940 homes with LBP hazards may be greater than 5,400. Finally, this information does not include the number of families residing in houses with LBP risks that were constructed between 1940 and 1978.

## **Discussion**

HUD has a range of selected conditions that make living in a particular unit unsuitable. The following are the range of selected conditions: lacking complete plumbing facilities, lacking complete kitchen facilities, having an average of 1.01 or more occupants per room, having selected monthly owner costs as a percentage of household income greater than 30 percent, or having a gross rent as a percentage of household income as greater than 30 percent.

According to the 2007-2011 ACS tables, there are 45,130 housing units in Manchester with 43% (19,267) reporting they have one or more of the selected conditions. Just over one-third of owner-occupied units and just less than one-half of renter-occupied units have one or more selected conditions. Furthermore, while 1% of owner-occupied units have two conditions and none have three or more conditions, 3% of renter-occupied units have two conditions and 1% has three conditions. Overall, there are about 2,751 more renter-occupied units than there are owner-occupied units with one or more selected conditions.

Given that renter-occupied and owner occupied units each consist of approximately 50% of the overall number of housing units in the city, and given that it is more likely for people who are at or below 50% Area Median Income to reside in renter-occupied units, the number of selected conditions place an even greater burden on the city's low income population. Based on the 2007-2011 CHAS data of the 15,750 units reporting one or more of the four housing problems, 87% of those units are occupied by individuals or families earning 80% or less area median income. Generally, the responsibility for remedying certain selected conditions, such as incomplete plumbing or kitchen facilities, is in the hands of the landlord and not within the control of the renter. Thus, it is imperative that the City continues to promote a landlord/tenant rights and responsibilities initiative to continually educate landlords about their responsibilities and tenants about their rights. These educational seminars coupled with housing rehabilitations initiatives will assist in lessening the occurrence of these housing problems.

As mentioned earlier, part of the reason for these high statistics on units with selected conditions is due to the age of the housing stock in Manchester. Only about 7% of total housing units were built after the year 2000. In addition, while just over one-third of owner-occupied housing units were built before 1950, approximately half of the renter-occupied units were constructed before 1950. Thus, renters are more likely to find it difficult to find units with less or no conditions than owners because there are older housing units being used as rentals. It becomes increasingly important that the City finds ways to increase the available stock of newer affordable housing, or work with landlords to improve the conditions of their aging houses.

The City of Manchester is working to remedy the poor conditions of these housing units in several ways. The housing initiatives program is creating affordable housing units through rehabilitation projects by partnering with local organizations to fully rehab buildings in the moderately low income neighborhoods creating more affordable housing options. The housing rehabilitation programs will provide homeowners with funding for various rehabilitation improvements needed in order to make their buildings compliant with local codes. The City is looking to expand its concentrated code enforcement efforts by hiring an additional code officer to assist with completing code compliance inspections, particularly targeting properties in CDBG eligible areas. In some situations, buildings are deemed a threat to the health and safety of City residents and require them to be demolished; if this situation was to arise there is funding available to execute.

## MA-25 Public and Assisted Housing – 91.210(b)

### Introduction

The Manchester Housing and Redevelopment Authority (MHRA) is the City’s primary provider of public housing. The mission of the MHRA is to provide and sustain affordable, secure, quality living environments for low income families and individuals, and to provide personal and economic enrichment and independence opportunities for residents of Manchester. In pursuit of this mission, MHRA offers housing and housing assistance, along with associated supportive services to its residents. All of the information contained in this section is provided by the MHRA.

### Totals Number of Units

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project -based	Tenant -based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers available	0	19	1,168	1,997	329	1,668	637	0	96
# of accessible units									
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

Table 38 – Total Number of Units by Program Type

Data Source: PIC (PIH Information Center)

Describe the supply of public housing developments:

Describe the number and physical condition of public housing units in the jurisdiction, including those that are participating in an approved Public Housing Agency Plan:

According to the MHRA, the City has a total of 1,270 public housing units. Among these units, the HUD Real Estate Assessment Center (REAC) average inspection scores ranged from 82 to 99 and averaged 93.4. This score means that the physical conditions of the City’s public housing units are in very good shape. REAC inspections are scored on a scale between 1 and 100. A higher score means the units are in better physical

conditions. A passing score is 60 or above. If the score is 90 or greater, then the unit is only inspected every 3 years; if the score is between 80 and 90, then the unit is inspected every 2 years. However, if the score is less than 80, the unit requires inspection every year. HUD's Real Estate Assessment Center (REAC) performs periodic physical inspections of public housing to ensure that the units are properly maintained in decent, safe, and sanitary condition and are in good repair. A passing score is 60 or greater.

All of the City's public housing units passed inspection. Furthermore, no public housing unit requires an inspection every year, and most units only need inspection every 3 years. The data also suggests that the average physical conditions of the units in Manchester are near or better than the average physical conditions of units throughout New Hampshire. The latest HUD data, as of 2015, shows that the average physical condition for public housing units in the entire state is also in the low-90s (according to an analysis of recent HUD data).

**Public Housing Condition**

Public Housing Development	Average Inspection Score

Table 39 - Public Housing Condition

**Describe the restoration and revitalization needs of public housing units in the jurisdiction:**

The 2015 Capital Fund budget includes exterior trim and siding repair, window repair/replacement, heat pipe replacement at the Elmwood Gardens family housing site, roof repair, window repair/replacement at the Kelley Falls family housing site, interior rehabilitation at the elderly scattered sites, roof replacement at the family scattered sites, development of model efficiency apartments at the Pariseau elderly high rise, electrical panel replacement at the Burns elderly high rise, and attention to accessibility issues, hazardous materials abatement and appliance replacement at units in various developments.

**Describe the public housing agency's strategy for improving the living environment of low- and moderate-income families residing in public housing:**

In addition to the work shown above, the Capital Fund budget also includes computer system upgrades, professional staff training, etc. with the goal of more effectively assisting our residents. MHRA also provides an array of supportive services to its residents. For elderly residents MHRA provides Elderly Outreach Services which are to assist residents to address a variety of issues, such as obtaining commodity foods, assistance with Medicare and Medicaid, accessing homemaker services, etc. For some residents, as needed, MHRA helps to coordinate the provision of meals. For family housing, MHRA has coordinated a program which provides preschool services for 3 and 4 year old children and “wrap-around” daycare (daycare before and after preschool). In the summer MHRA provides transportation for children to and from certain youth sports programs in the city. In addition, MHRA will soon be expanding its Family Self-Sufficiency Program to assist Public Housing residents.

**Discussion:**

Currently, the MHRA owns and manages 8 public housing developments located throughout the city. These developments consist of 1,270 units of public housing which are available to families, the elderly and persons with disabilities who earn within 80% of the area median income. In addition to public housing, MHRA has developed 132 units of service-assisted housing for very low income (50% median income) elderly and people with disabilities using funds (HOME, Low Income Housing Tax Credit Program, State Bond Financing and the Federal Home Loan Bank) (LIHTC) from the City, as well as state, federal and private resources. MHRA's larger developments have community centers and onsite maintenance staff and all housing has 24-hour emergency maintenance service for all housing residents. All MHRA housing is maintained in good physical condition and is inspected annually by MHRA inspectors and randomly by inspectors from the U.S. Department of Housing and Urban Development (HUD) and by inspectors representing other interested parties.

## MA-30 Homeless Facilities and Services – 91.210(c)

### Introduction

Manchester recognizes that the focus on ending homelessness is an integral part of an effective homeless continuum of care (CoC). An average of \$1.3 million in funding through Manchester's CoC NOFA is a significant source of support for permanent supportive housing and transitional housing to meet the goal of ending homelessness. MCoC agencies also use an average of \$150,000 in ESG funding awarded to the City of Manchester to make rapid rehousing, homeless prevention, shelter and youth street outreach services available. State Grant-In-Aid funded also support social service agencies work in this area.

For detailed information regarding the number of facilities and housing targeted to homeless households, please refer to Manchester CoC's 2015 Housing Inventory Chart below.

### Facilities and Housing Targeted to Homeless Households

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	53	90	143	174	0
Households with Only Adults	94	51	72	125	0
Chronically Homeless Households	0	0	0	71	0
Veterans	0	141	36	168	0
Unaccompanied Youth	8	0	20	31	0

**Table 40 - Facilities and Housing Targeted to Homeless Households**

**Data Source Comments:** Not all data reported in table above. See Manchester CoC 2015 Housing Inventory Chart below.

Year	Proj. Type	Organization Name	Project Name	Target Pop. A	Beds HH w/ Children	Units HH w/ Children	Beds HH w/o Children	Beds HH w/ only Children	CH Beds	Veteran Beds	Year-Round Beds	PIT Count	Total Beds
2015	ES	Child and Family Services	Basic Center Program	YMF	0	0	0	8		0	8	0	8
2015	TH	Child and Family Services	Transitional Living Program (Pine St)	SMF+HC	12	6	0	0		0	12	11	12
2015	TH	Child and Family Services	Transitional Living Program (Union St)	SMF	0	0	8	0		0	8	4	8
2015	TH	Families In Transition	Amherst Street	SF	0	0	9	0		0	9	9	9
2015	PSH	Families In Transition	Belmont Street (non-HUD)	SMF+HC	3	1	0	0		0	3	3	3
2015	PSH	Families In Transition	Belmont Street PHPV	SMF	0	0	4	0	4	0	4	4	4
2015	PSH	Families In Transition	Belmont Street PHPVI	SMF+HC	17	7	0	0		0	17	17	17
2015	PSH	Families In Transition	Douglas Street PHPVI	SM	0	0	6	0		0	6	5	6
2015	PSH	Families In Transition	Douglas Street SRO	SM	0	0	3	0		0	3	2	3
2015	PSH	Families In Transition	Family Mill PHPVII(a)	SMF+HC	2	1	0	0	0	0	2	2	2
2015	PSH	Families In Transition	Family Willows PHPIII	SF	0	0	5	0	3	0	5	5	5
2015	TH	Families In Transition	Family Willows Transitional	SFHC	30	12	0	0		0	30	30	30
2015	TH	Families In Transition	Family Willows Transitional (BHHIS)	SFHC	37	12	0	0		0	37	37	37
2015	RRH	Families In Transition	FIT State ESG MCoC	SMF+HC	9	3	1	0		0	10	10	10
2015	PSH	Families In Transition	Hayward St. PSH	HC	10	4	0	0		0	10	10	10
2015	PSH	Families In Transition	Hayward Street PHP VIII	SMF	0	0	2	0	2	0	2	2	2
2015	PSH	Families In Transition	Lowell Street (non-HUD)	SF	0	0	2	0	0	0	2	2	2
2015	PSH	Families In Transition	Lowell Street PHPV	SF	0	0	4	0	4	0	4	3	4
2015	ES	Families In Transition	Lowell Street Specialty Emergency Shelter (BHHIS)	SFHC	24	9	1	0		0	25	25	25
2015	ES	Families In Transition	Lowell Street Specialty Emergency Shelter (non-HUD)	SFHC	2	1	0	0		0	2	0	2
2015	ES	Families In Transition	Manchester Emergency Housing	HC	9	3	0	0		0	9	9	9
2015	ES	Families In Transition	Manchester Emergency Housing (City)	HC	8	4	0	0		0	8	8	8
2015	PSH	Families In Transition	Milliard I	SFHC	24	10	2	0	0	0	26	25	26
2015	TH	Families In Transition	Milliard II	SFHC	33	15	5	0		0	38	38	38
2015	PSH	Families In Transition	Spruce Street	HC	13	5	0	0		0	13	13	13
2015	PSH	Families In Transition	The Family Mill NHHFA	SMF+HC	5	1	0	0	0	0	5	5	5
2015	PSH	Families In Transition	The Family Mill PHP	SMF+HC	32	12	3	0	0	0	35	35	35
2015	PSH	Harbor Homes, Inc.	VA - Somerville St PSH	SMF+HC	2	1	5	1	0	6	8	6	8
2015	TH	Harbor Homes, Inc.	VA - Somerville St. TH	SMHC	12	5	14	0		26	26	26	26
2015	RRH	Harbor Homes, Inc.	VA - SSVF	SMF+HC	18	9	7	0		25	25	25	25

Manchester CoC 2015 Housing Inventory Count

Year	Proj. Type	Organization Name	Project Name	Target Pop. A	Beds HH w/ Children	Units HH w/ Children	Beds HH w/o Children	Beds HH w/ only Children	CH Beds	Veteran Beds	Year-Round Beds	PIT Count	Total Beds
2015	PSH	Helping Hands Outreach Ministries	Geniron House PHP II	SM	0	0	12	0	5	0	12	11	12
2015	SH	Helping Hands Outreach Ministries	Geniron House-Safe Haven	SM			4			0	4	3	4
2015	TH	Helping Hands Outreach Ministries	HHOC	SM	0	0	26	0		0	26	26	26
2015	TH	Liberty House	Transitional Program	SM	0	0	10	0		10	10	8	10
2015	PSH	Manchester Housing Redevelopment Authority	Brown School Apartments	SMF	0	0	7	0	0	0	7	7	7
2015	PSH	Manchester Housing Redevelopment Authority	Mary Galle Apartments	SMF	0	0	8	0	0	0	8	8	8
2015	ES	New Horizons for New Hampshire	Angle's	SF	0	0	16	0		0	16	7	16
2015	PSH	New Horizons for New Hampshire	New Horizons PSH	SMF			2		2	0	2	2	2
2015	ES	New Horizons for New Hampshire	Shelter	SMF	0	0	76	0		0	76	84	84
2015	PSH	Southern New Hampshire Services	Robinson House	SM	0	0	24	0	0	0	24	24	24
2015	TH	The Way Home	214 Spruce Street	SFHC	19	7	0	0		0	19	19	19
2015	PSH	The Way Home	224 Spruce Street	SMF+HC	18	3	0	0	0	0	18	18	18
2015	RRH	The Way Home	City ESG RRH	SMF+HC	6	1				0	6	6	6
2015	RRH	The Way Home	Steps to Success Rapid Rehousing	SMF+HC	10	3	4	0		0	14	14	14
2015	PSH	The Way Home	VASH - Hanover Hall PSH	SMF+HC	15	3	0	0	15	15	15	15	15
2015	PSH	The Way Home	Your Way Home I	SMF+HC	0	0	5	0	5	0	5	5	5
2015	PSH	The Way Home	Your Way Home II	SMF	0	0	4	0	4	0	4	3	4
2015	PSH	The Way Home	Your Way Home III	SMF	0	0	4	0	4	0	4	4	4
2015	PSH	The Way Home	Your Way Home V	SMF	0	0	6	0	6	6	6	6	6
2015	PSH	The Way Home	Your Way Home VII	SMF+HC	8	3	8	0	16	0	16	16	16
2015	PSH	VA Medical Center	VASH Vouchers	SMF+HC	72	23	44	0		116	116	116	116
2015	ES	YWCA	Emily's Place	SFHC	10	5	1	0		0	11	8	11
					Sum : 460	Sum : 169	342	Sum : 9	Sum : 71	204	Sum : 811	781	

Manchester CoC 2015 Housing Inventory Count cont.

**Describe mainstream services, such as health, mental health, and employment services to the extent those services are used to complement services targeted to homeless persons**

MCoC has worked to establish partnerships with educational/training programs. Granite United Way awarded Goodwill Industries funding to provide job seeking/training assistance at the Manchester Homeless Services Center. Goodwill is now continuing this with additional hours through internal funding sources. The Way Home's Steps to Success program continues to work with homeless and "at risk" people in Manchester to develop a wide variety of skills including employment. Agencies also work with NH Works to get clients connected to the resources there. Each program serving the homeless in Manchester works hard through case management and internal programming to increase clients' skill sets and move them forward in employment.

Besides housing, New Horizons, the Way Home, and Harbor Homes are utilizing grant funded programs to connect veterans to employment.

Manchester Homeless Services Center, United Ways' 2-1-1 NH (also responsible for NH Homeless Hotline), NH Food bank's electronic application assistance, outreach to NH Works, DHHS, SOAR training, Healthcare for the Homeless, PATH, job training through Goodwill, reading program (Reading Plus®) at the Manchester Homeless Services Center, inclusion of faith community in meeting gaps in services where possible, Southern NH Services energy assistance program, access to an array of targeted services for runaway and homeless youth through Child and Family Services and continuous engagement of City, social service and the community all are ongoing efforts for connecting people to the programs that they need. Each homeless services provider in the MCoC is diligent about getting clients connected to all mainstream resources available to them.

**List and describe services and facilities that meet the needs of homeless persons, particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth. If the services and facilities are listed on screen SP-40 Institutional Delivery Structure or screen MA-35 Special Needs Facilities and Services, describe how these facilities and services specifically address the needs of these populations.**

Through the CoC's NOFA award and the City's ESG subawards there are numerous services and facilities to meet the needs of homeless or at-risk of homeless individuals and families

The Way Home (TWH) Your Way Home I Permanent Supportive Housing - Program leases apartments and provides supportive services for five Chronically Homeless Individuals

TWH Your Way Home III Permanent Supportive Housing -Program leases four apartments and provides supportive services for five Chronically Homeless Individuals

TWH Your Way Home VII- 10 homeless households permanent supportive housing. The VASH vouchers for this project have been changed from project-based to tenant based, and as a result 20 dedicated beds for CH may not be fully realized.

TWH Your Way Home V- 6 units of permanent supportive housing for chronically homeless veterans

TWH Your Way Home II Permanent Supportive Housing - 4 leased units for chronically homeless individuals and supportive services

TWH Your Way Home VII - 10 leased apartments and supportive services for 7 chronically homeless individuals 3 homeless families and special outreach for homeless veterans

Rapid rehousing and homeless prevention financial assistance and services

Tenant Based Rental Assistance for HOME-qualified individuals and families

FIT Amherst Street Transitional Housing Program - 9 units of transitional housing for homeless single women without children

FIT Millyard Transitional Housing Program - 10 units of transitional housing for homeless single women with children and two units of transitional housing for homeless single women without children

FIT Millyard Transitional Housing Program Phase II – 16 units of transitional housing for homeless single women with children and three units of transitional housing for homeless single women without children

FIT Family Mill Permanent Housing Program - 14 units of permanent supportive housing for homeless disabled individuals with children and three units of permanent supportive housing for homeless disabled individuals without children

NH-501 CoC Planning Application FY2012–MCoC Coordinator

State of NH/FIT Permanent Housing Program VI – 6 units of permanent supportive housing for homeless single men without children and seven units of permanent supportive housing for homeless single women with children. This project provides supportive services for homeless individuals and families with co-occurring mental health illnesses and/or substance abuse disorders. All heads of household in this program will have a co-occurring disorder

FIT Permanent Housing Programs IV and V – 8 units of permanent supportive housing for chronically homeless disabled individuals without children

FIT Permanent Supportive Housing VIII - Two units of permanent supportive housing for chronically homeless individuals

FIT Tenant Based Rental Assistance

Child and Family Services Pine Street Transitional Living - 6 apartment units of supportive housing in urban Manchester for homeless, single pregnant and /or parenting mothers or fathers, ages 18- 21, with custody of their children

CFS Runaway and Homeless Youth Street Outreach and Services

Helping Hands Outreach Center Safe Haven Supportive Housing - 4 bed safe haven and provides supportive services

Harbor Homes PHP Program 1 - 6 units of Permanent Supportive Housing (PSH) for chronically homeless and homeless individuals, with a focus on chronically homeless veterans

Liberty House/Harbor Homes Transitional Housing - 10 units of transitional housing for homeless Veterans

## MA-35 Special Needs Facilities and Services – 91.210(d)

### Introduction

In 2015, the Manchester Planning and Community Development Department identified special needs subpopulation groups currently assisted by social service agencies in the City: abused and neglected children, elderly and frail elderly, persons with severe mental illness, persons with developmental disabilities, persons with physical disabilities, persons with alcohol and other drug dependency and victims of domestic violence. The City works very closely with MHRA and MCoC to provide housing facilities and services to ensure affordable housing and services is available to persons with special needs.

**Including the elderly, frail elderly, persons with disabilities (mental, physical, developmental), persons with alcohol or other drug addictions, persons with HIV/AIDS and their families, public housing residents and any other categories the jurisdiction may specify, and describe their supportive housing needs**

**Elderly:** MHRA has been using City HOME funding to develop supportive elderly housing since 2004 (The Gale Home, The Brown School and 800 South Porter Street). The supportive services provided with the housing enables frail elderly residents to maintain independence as they “age in place”. According to the 2014 Consolidated Annual Performance Evaluation Report, MHRA has successfully completed 131 units of supportive housing for Manchester’s elderly to date.

**Public Housing:** MHRA provides a variety of public housing resident initiatives including the Family Self-Sufficiency Program; employment opportunities for residents; activities for youth; Elderly Services, including the Supportive Service Program in MHRA’s LIHTC properties; and outreach efforts to assist residents to understand and access various services, including Medicare and Medicaid. Additionally, MHRA partners with local entities to provide various programs for residents.

**Persons with Disabilities:** According to the 2014 Consolidated Annual Performance Evaluation Report, MHRA owns and manages 1,270 units of public housing which are available to families, the elderly and persons with disabilities who earn within 80 percent of the area median income. In addition to public housing, MHRA has developed 132 units of service-assisted housing for very low income (50 percent median income) elderly and people with disabilities using funds from the Low Income Housing Tax Credit Program (LIHTC) from the City, as well as state, federal and private resources. MHRA also provides 100 vouchers for Non-Elderly Persons with Disabilities.

**Abused and Neglected Children:** Child and Family Services has access to three safe house shelter beds for children under the age of 18 and at least one bed at a professional facility, Webster House, for children in crisis.

Victims of Domestic Violence: YWCA Women Crisis Center provides shelter with 11 beds for victims of domestic violence. 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.

Persons with alcohol and other drug addictions: Serenity Place and Helping Hands Outreach Center.

HIV/AIDS: The Southern NH HIV/AIDS Task Force offers direct care services to New Hampshire community members living with HIV/AIDS and free HIV rapid testing and referral services for anyone at risk. All direct care services are free of charge to New Hampshire community members living with HIV/AIDS whose household is at or below 400 percent of the Federal Poverty Level, including: nutrition services and a food pantry, transportation to and from medical appointments, assistance in securing and maintaining safe, affordable housing, emergency rent and utility payment assistance, linkages to mental health counseling, linkages to substance use disorder counseling, assistance in gaining and maintaining employment, linkages to HIV medical care providers and other AIDS service organizations.

In addition to the direct services provided by the Task Force, clients have access to a full continuum of care through the Partnership for Successful Living member-agencies, a collaboration of six affiliated not-for-profit organizations that provide New Hampshire's most vulnerable community members with access to affordable and supportive housing, health care, behavioral health care, education, employment, and supportive services.

According to the Task Force, there are no un-sheltered, homeless individuals or families living with HIV or AIDS in Southern NH region and that Task Force clients have overall better health and quality of life outcomes compared to their peers in New Hampshire.

As noted previously, the NH Department of Health and Human Services, Bureau of Homeless and Housing Services receives HOPWA funding which benefits persons in the greater Manchester area.

### **Describe programs for ensuring that persons returning from mental and physical health institutions receive appropriate supportive housing**

NH 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 an occasion does occur, the City is willing and able to get 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.

MCoC provides timely access to important community based services, such as employment training, medical care, mental health and substance abuse counseling, housing and other services facilitate an individual's or family's ability to attain and maintain a stable living environment.

State of NH/FIT Permanent Housing Program VI provides supportive services for homeless individuals and families with co-occurring mental health illnesses and/or substance abuse disorders.

Manchester Housing and Redevelopment Authority is currently developing 20 units of supportive housing for persons with episodic mental illness.

**Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. 91.315(e)**

See response below.

**For entitlement/consortia grantees: Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. (91.220(2))**

Abused and Neglected Children:

Child Advocacy Center supports coordinated forensic interview process and staffing for child victims/witnesses of crime in Manchester.

Child and Family Services' Runaway Homeless Youth program provides crisis intervention to runaway and homeless youth and those at risk of running away. The Runaway and Homeless Youth Street Outreach Program served 79 youth. Services offered include food, clothing, hygiene pantries, referrals for health care, email accounts for communication with families, help with obtaining birth certificates and DMV non-driver identification, access to food stamps and transportation to job interviews.

CASA of NH provides training of volunteers to serve as guardians ad litem (children's advocates) for Manchester's abused and neglected children.

Persons with alcohol and other drug addictions:

Serenity Place - Crisis Services (Detox) Program - Substance abuse detox services and transitional living.

Helping Hands Outreach Center - men's recovery center

Elderly:

St. Joseph Community Services Elder Nutrition Program provides meals to homebound elderly and disabled individuals. As a result of this program, 260 income eligible individuals residing in the NRSA received daily hot, nutritious meals four-five days per week.

Child and Family Services Homemaker/Homecare Program provides in-home nursing services and other light duty services to the elderly and frail homebound in Manchester.

Victims of Domestic Violence:

Manchester YWCA "Emily's Place" provides an emergency shelter for women and children who are homeless as a result of domestic violence. 144 women and children fleeing domestic violence were served.

## **MA-40 Barriers to Affordable Housing – 91.210(e)**

### **Negative Effects of Public Policies on Affordable Housing and Residential Investment**

The City of Manchester continues to review policies and take action steps in its effort to remove barriers to affordable housing. While the Zoning Ordinance underwent a complete rewrite in 2001, there have been several changes to the ordinance over the intervening years and several additional proposed modifications will be brought forward in 2015. Since 2001, the City has taken advantage of the State Statute governing "Innovative Land Controls". By including uses which can be granted Conditional Use Permits through the Planning Board, the City has, in some cases, removed the need for a developer or landlord to submit applications to multiple land use boards. Currently, the City's regulations do not require new multi-family developments of six units or less be reviewed by the Planning Board.

Unlike some other surrounding communities, Manchester's Zoning Ordinance does not differentiate between affordable, adequate, or luxury housing units. The ordinance does regulate the density of the proposed units and that density varies, depending on the zoning district. That said, the City of Manchester's minimum square-footage requirements for lot area for multi-family units are low, from 500 SF/unit in some zoning districts to 3,500 SF/unit in other zoning districts. Because the majority of the land area of Manchester is serviced by public sewer and water lines, the City is able to reduce the required lot areas, which is not possible when septic systems and private wells are required.

When it comes to building codes, the process for development of new buildings for new housing stock or redevelopment of existing buildings into housing stock is more complex and may present barriers. While the City of Manchester Planning and Community Development Department has adopted the 2006 edition of the International Building Code (IBC), the State has adopted the 2009 edition. The City has adopted the 2009 edition of the International Existing Building Code (IEBC), whereas the State has adopted the 2006 edition. The City enforces the more stringent of the two. The Manchester Fire Department enforces the Life Safety Codes, which sometimes conflicts with the IBC or IEBC. The City should take steps to better coordinate between the Building Codes and the Fire Codes.

City inspectors review all building plans, perform intermittent inspections throughout the construction process, and conduct final inspections prior to issuing a Certificate of Occupancy. All rental property falls under the jurisdiction of the Certificate of Compliance program, which is intended to be pro-active rather than re-active in identifying Building Code issues. Because staffing is limited, the Code Enforcement Officers inspect properties on a 3 year cycle. The City should take steps to reduce the time period for inspections, which would identify issues earlier, require landlords to make necessary corrections earlier, and improve the overall quality of affordable housing.

## MA-45 Non-Housing Community Development Assets – 91.215 (f)

### Introduction

According to the Director of the City of Manchester’s Economic Development Office, Manchester has a varied employment sector and workforce. Opportunities for business to sprout and/or grow are becoming more abundant throughout the city, especially in and near the downtown areas. However, there has been an expansion of certain sectors, such as high tech companies, which are struggling to find a complete and capable workforce within Manchester. Therefore, efforts must focus on providing residents with the tools to join these emerging and growing employment sectors so that businesses stay in Manchester and poverty is alleviated. Finally, with changing and growing development demands comes the need to improve infrastructure, such as parking, roads and public transportation.

The City of Manchester currently does not have an economic development market analysis prepared. The City has an active Economic Development Office and website and stays actively involved in tracking both public and private economic development trends and market conditions through its day to day contacts and the work of the Manchester Chamber of Commerce and the Manchester Economic Development Corporation, a non-profit affiliation of the City which promotes economic growth and development in the City.

### Economic Development Market Analysis

#### Business Activity

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Agriculture, Mining, Oil & Gas Extraction	69	0	0	0	0
Arts, Entertainment, Accommodations	4,618	5,660	12	11	-1
Construction	1,695	1,649	4	3	-1
Education and Health Care Services	8,407	12,534	21	24	3
Finance, Insurance, and Real Estate	2,898	3,407	7	6	-1
Information	1,057	2,800	3	5	2
Manufacturing	5,741	6,201	14	12	-2
Other Services	1,942	2,866	5	5	0
Professional, Scientific, Management Services	3,636	6,308	9	12	3

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Public Administration	0	0	0	0	0
Retail Trade	6,485	7,420	16	14	-2
Transportation and Warehousing	1,124	1,200	3	2	-1
Wholesale Trade	2,274	3,057	6	6	0
Total	39,946	53,102	--	--	--

**Table 41 - Business Activity**

Data Source: 2007-2011 ACS (Workers), 2011 Longitudinal Employer-Household Dynamics (Jobs)

## Labor Force

Total Population in the Civilian Labor Force	61,845
Civilian Employed Population 16 years and over	57,226
Unemployment Rate	7.47
Unemployment Rate for Ages 16-24	26.37
Unemployment Rate for Ages 25-65	5.03

Table 42 - Labor Force

Data Source: 2007-2011 ACS

Occupations by Sector	Number of People
Management, business and financial	13,359
Farming, fisheries and forestry occupations	2,802
Service	5,777
Sales and office	15,411
Construction, extraction, maintenance and repair	4,409
Production, transportation and material moving	3,662

Table 43 – Occupations by Sector

Data Source: 2007-2011 ACS

## Travel Time

Travel Time	Number	Percentage
< 30 Minutes	39,977	74%
30-59 Minutes	10,868	20%
60 or More Minutes	3,457	6%
<b>Total</b>	<b>54,302</b>	<b>100%</b>

Table 44 - Travel Time

Data Source: 2007-2011 ACS

## Education:

### Educational Attainment by Employment Status (Population 16 and Older)

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Less than high school graduate	3,509	624	2,595
High school graduate (includes equivalency)	14,141	1,203	3,852
Some college or Associate's degree	14,362	834	2,513

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Bachelor's degree or higher	15,114	405	1,745

**Table 45 - Educational Attainment by Employment Status**

Data Source: 2007-2011 ACS

### Educational Attainment by Age

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
Less than 9th grade	271	470	603	1,380	1,838
9th to 12th grade, no diploma	1,891	1,228	1,141	1,952	1,657
High school graduate, GED, or alternative	3,347	5,140	5,274	8,804	5,251
Some college, no degree	3,313	3,799	2,732	5,440	1,910
Associate's degree	605	1,274	1,480	3,022	621
Bachelor's degree	1,563	4,132	2,776	4,772	1,160
Graduate or professional degree	231	1,477	1,582	2,525	695

**Table 46 - Educational Attainment by Age**

Data Source: 2007-2011 ACS

### Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	21,173
High school graduate (includes equivalency)	31,237
Some college or Associate's degree	37,204
Bachelor's degree	47,046
Graduate or professional degree	60,169

**Table 47 – Median Earnings in the Past 12 Months**

Data Source: 2007-2011 ACS

### Based on the Business Activity table above, what are the major employment sectors within your jurisdiction?

1. Education and Health Care Services: 8,407 Workers
2. Retail Trade: 6,485 Workers
3. Manufacturing: 5,741 Workers
4. Arts, Entertainment, Accommodations: 4,618 Workers
5. Professional, Scientific, Management services: 3,636 Workers

### **Describe the workforce and infrastructure needs of the business community:**

There are several workforce and infrastructure needs expressed by the business community in Manchester. Manchester's several high tech companies often find it difficult to recruit and hire a sufficient number of engineering, design and manufacturing professionals. These companies are also leading the call for the extension of commuter rail from Boston to Manchester, which they believe will increase their access to a highly educated workforce. Moreover, many businesses state that a significant infrastructure need is improved public roads, which are in serious need of repair. Finally, as Manchester's downtown and Millyard business community continues to expand, the demand on public and private parking in these areas has increased dramatically. Thus, because space is limited downtown, the City needs to find innovative ways to create public and private parking spots in downtown or close to downtown with public transportation readily available from those parking lots to downtown.

According to ACS 2007-2011 data subsets provided to the City regarding business activity by sector in Manchester, there are multiple sectors with jobs that exceed the number of workers for that sector. The education and health care services sector have over 4,000 more jobs than workers, the largest differential for one sector in the City of Manchester. Next is the professional, scientific, management services sector with 2,672 jobs without workers. In total, there are 13,156 more jobs in various sectors across Manchester than there are workers. Overall, there are four business sectors with severe (greater than 1,000) jobs without workers.

### **Describe any major changes that may have an economic impact, such as planned local or regional public or private sector investments or initiatives that have affected or may affect job and business growth opportunities during the planning period. Describe any needs for workforce development, business support or infrastructure these changes may create.**

Manchester's downtown and Millyard cluster of high tech companies and higher education facilities have grown dramatically in the past several years, which has put a strain on the availability of skilled workers and available public or private parking.

In addition, the New Hampshire Rail Transit Authority (NHRTA), established in 2007 has been tasked with encouraging and overseeing the redevelopment of passenger rail services throughout New Hampshire, connecting Manchester, Concord and Nashua to Boston. Early in 2013, the New Hampshire Department of Transportation (NHDOT) began working with its Massachusetts counterparts on a 21 month Capital Corridor study of the costs and benefits of expanded commuter rail services from Boston to Manchester. Recently completed, the study suggests that benefits of expanded commuter rail include adding transit options for commuters, attracting young talent to New Hampshire, increasing the state's access to the Boston economy and the expected large scale development and redevelopment of communities with new rail stops. Proposals call for two Manchester stations with one to be located in downtown and a second at the Manchester – Boston Regional Airport.

Next the NHRTA must raise \$4 million to complete the project development phase, which consists of a service development plan, detailed financial planning, final engineering, and preparation of funding applications to be sent to the Federal Rail Administration and the Federal Transit Administration. Assuming the NHRTA obtains the needed \$4 million in funding, the project development phase could conceivably kick off in the spring or summer of 2015.

In order to make the financing for passenger rail service from Concord to Boston viable, New Hampshire must obtain a significant share of funding from the Federal Transit Administration or the Federal Railroad Administration. The remaining portion must come from the state or other local sources. The total project cost is estimated to be \$245 million. It will cost \$8-10 million after fares in state and local funding per year to support a rail line between Manchester and Boston.

Once these items are complete and funding is secured. Construction of stations, tracks and other improvements could take place as soon as 2017, with the potential of service beginning in 2020.

The addition of a passenger rail system to the Southern New Hampshire region between Manchester and Lowell, MA will have many positive economic outcomes for the City of Manchester. Increased connectivity will draw young professionals to the City where there are many opportunities in the sciences and healthcare sectors. Furthermore, The NH Capitol Corridor Rail & Transit Alternatives Analysis recently prepared by the NH Department of Transportation calculated the economic development benefits of the proposed rail system and the alternatives. The study found that the passenger rail system would be the best option to promote economic development in Manchester and the surrounding region. The study also finds that the annual cost to NH per rider would be significantly lower than the alternatives by a wide margin.

### **How do the skills and education of the current workforce correspond to employment opportunities in the jurisdiction?**

Manchester needs to recruit more highly skilled and trained professionals to help meet the need of our growing high tech business community. The City is also collaborating with Steam Ahead, which in part aspires to increase the number of high school graduates who are capable of pursuing degrees and work in science, technology, engineering, arts and mathematics fields.

According to the Manchester Community Resource Center (MCRC), many employers are having difficulties hiring new workers whose skill sets match the requirements for a particular job. Individuals tend to lack the math, reading and science skills for many of the new jobs appearing in Manchester. The education and health care services sector typically requires advanced skills that are lacking in the community. This is represented by the high number of jobs and the much lower number of workers in that sector. Adversely, jobs in construction, transportation and warehousing typically hire employees who may lack skills in math, reading and science. Therefore, we see a fairly even amount of jobs and workers in these sectors.

**Describe any current workforce training initiatives, including those supported by Workforce Investment Boards, community colleges and other organizations. Describe how these efforts will support the jurisdiction's Consolidated Plan.**

MCRC serves individuals with limited employability and skills deficiencies including people transitioning from public assistance, people with disabilities, dislocated workers, the unemployed and the underemployed, refugees & immigrants, and those needing a non-threatening learning environment due to multiple barriers. The majority of the populations served by MCRC are considered “nontraditional” students facing multiple barriers to workforce and economic success. Further, the Workforce Development Center at Manchester Community College offers non-credit courses and training in several areas, such as health, business, computers, technical fields, and English as a Second Language. These initiatives support the Consolidated Plan by providing non-traditional avenues and opportunities for many residents to develop skills that will support the economic development and direction of the city.

There are eleven colleges and universities throughout the City of Manchester. Manchester Community College (MCC) is in the process of becoming a four-year program school. Southern New Hampshire University degree programs are offered in an online setting as well as the traditional campus based setting.

STEAM Ahead is the result of a collaborative effort between the Manchester School District, MCC, The University System of New Hampshire, and the business community. Science, technology, engineering, arts and mathematics (STEAM) are growing sectors in New Hampshire business. The goal of STEAM Ahead is to increase the number of high school graduates who can pursue careers in STEAM. High school students are able to earn college credits at no cost by participating in STEAM Ahead programs.

The Community College System of New Hampshire (CCSNH) recently received a multi-million dollar grant from the United State Department of Labor (DOL). The purpose of the grant is to develop a series of courses in advanced manufacturing. The goal of advanced manufacturing technology programs is to assist individuals in accessing marketable skills in a variety of automated manufacturing processes to enter the dynamic world of high-tech manufacturing. Manufacturing still plays an important role in the economy of Manchester; therefore this program could be particularly beneficial to the City's workforce.

CCSNH provides individuals with the opportunity to attain job-readiness credentials. The National Career Readiness Certificate (NCRC) is an evidence-based, industry-recognized and nationally portable credential that helps employers anywhere in the United States determine whether individuals possess the skills commonly associated with success when entering employment, advancing to a new position, or starting a training program. The credential documents competence in essential work-related skills that are important across a wide range of jobs.

New Hampshire job training funds matching grants are offered to employers in need of workplace training. During 2014, a total of \$98,788 was granted to Manchester based companies. Grant amounts ranged from \$900 to \$30,000.

The Office of Workforce Opportunity contracts with Southern New Hampshire Services to coordinate the WIOA programs. Programs include employment and training services for qualifying individuals. Program components could include job training, employment supports, and barrier resolution and job retention services. On the Job Training provides employers an opportunity to hire individuals who would not otherwise qualify for the job. A custom training plan is developed by the company. This training plan leads to employees' retention in jobs. The employer is reimburse for apportion of the cost of training the new employee.

**Does your jurisdiction participate in a Comprehensive Economic Development Strategy (CEDS)?**

No

**If so, what economic development initiatives are you undertaking that may be coordinated with the Consolidated Plan? If not, describe other local/regional plans or initiatives that impact economic growth.**

Manchester has participated in the U.S. Department of Commerce, Economic Development Administration's Comprehensive Economic Development Strategy (CEDS) in the past, but currently the City is not participating in a CEDS. Under the City's last CEDS and after years of effort by citizens, employers, agency officials and elected officials, funding was approved to build a new Job Corps Center in Manchester.

The \$30 million residential education and job training facility is being designed to offer economically disadvantaged youth aged 16-24 years old the skills and tools they'll need to become productive citizens and talented workers in New Hampshire's diverse economy.

Located in Manchester but open to all eligible New Hampshire youth, the Job Corps Academy will be the first Job Corps Center with an orientation towards fast-growing industry clusters in Homeland Security, Healthcare and Hospitality. These important sectors of education and training reflect the high-growth job opportunities in New Hampshire that will enable our youth to stay in New Hampshire.

An important economic development activity for the City is the federal Job Corps Center. A company named Adams Associates was recently awarded by the federal DOL the contract to administer the facility, which although completed will only open with final DOP approval. We do not know when this will be, as other states have waited years to open fully completed Job Corps Centers.

Ongoing economic development initiatives were identified in the Manchester Master Plan and remain active to this day. The City's local economy is primarily driven by private sector businesses. The success of these enterprises can be aided by initiatives lead by the City of Manchester. The following initiatives were acknowledged in the Master Plan:

Continued investment in institutions of higher education. Colleges and universities offer benefits to the city's residents by providing access to education and training. Additionally, these institutions supply a significant amount of jobs to local residents.

Small business development. Manchester's workforce already contains a high percentage of small business employees (less than 10 employees). The City should continue to support small businesses by regular interaction with these establishments.

Increase quality of life. An important part of attracting new business and retaining existing businesses is to improve the quality of life in Manchester. Quality of life depends on things such as; arts and culture, entertainment, aesthetic appearance and the trail system.

Enhance manufacturing industry. Manchester was once a manufacturing hub but even though this sector has declined it still represents a significant portion of the City's economy. To ensure economic prosperity, emphasis should remain on the manufacturing industry of Manchester.

Improve transportation opportunities. Investments in transportation infrastructure are pivotal to the economic development of a region. Commuter rail service will draw employees from Massachusetts to the City. Interstate 93 widening will allow for easier commuter access to and from the City during peak hours.

The Manchester Economic Development Office offers a comprehensive relocation assistance program to private businesses seeking a move to the City. Alternatively, the Masiello Group offers an additional relocation assistance program.

The City of Manchester has designated areas with commercial and industrial businesses, such as the downtown and airport areas, as Economic Revitalization Zones. Businesses that are new or expanding in the City are eligible to apply for tax credits against the New Hampshire Business Profits Tax and/or the Business Enterprise Tax.

## **Discussion**

In summary, economic development is a high priority for the city and in terms of the city's community development and housing needs; there are several major areas and economic development projects of major importance. These include: workforce development and training, jobs in the sciences and healthcare sectors, higher education, passenger rail, and improved quality of life.

With regard to job training and employment, the New Hampshire Employment Program (NHEP) is an employment support program that provides cash assistance to eligible families with able-bodied parents and assists those parents in becoming self-sufficient by promoting work through the provision of employment and training services.

The Manchester Community Research Center (MCRC) is licensed by the State of New Hampshire Post Secondary Education to offer a variety of short-term career training opportunities. Partnering with local businesses, the MCRC provides unique employment/training services to immigrants, refugees and other individuals with language and cultural barriers to employment. MCRC also offers employment related support such as job search tools, public computer lab, faxing, scanning, resume writing software, internet and notary services.

Manchester provides a valuable alternative to the expensive technology market in the Boston area. Unlike its Massachusetts counterparts, Manchester can offer emerging tech companies incentives such as no sales tax and an extremely low personal tax burden. Commercial real estate is also much more cost efficient in New Hampshire compared to Massachusetts, something that can be a huge advantage for startup companies. Continuation of growth in the technological sector of Manchester's economy should prove beneficial to the economy in the long term.

## **MA-50 Needs and Market Analysis Discussion**

**Are there areas where households with multiple housing problems are concentrated?  
(include a definition of "concentration")**

The 2010 Census provides housing data at the census tract and block level identifying the location and condition of older housing stock based upon the year the structure was built and if the structure is complete or not with plumbing and kitchen facilities. Also provided is the number of occupants per room and monthly housing costs as a percentage of household income. Utilizing the 2007-2011 CHAS IDIS Mapping tool, the City of Manchester has identified concentrations of Extremely Low, Low and Moderate Income households experiencing Severe Housing Problems (Please refer to the Maps attached in Section NA-20). Severe Housing Problems have been identified as any one of the following conditions: 1. Lacks complete kitchen facilities; 2. Lacks complete plumbing facilities; 3. More than 1.5 person per room; and 4. Cost Burden greater than 50%.

According to the 2009-2013 ACS five-year estimates, 40.3% of all occupied housing units in the city were built prior to 1940. Within these older housing structures, approximately 49.2% of the units are owner-occupied and 50.8% of the units are renter-occupied. Roughly 80% of all the dwellings located in six center city census tracts were built prior to 1940. These census tracts are all located within with the Consolidated Plan 2015-2019 Neighborhood Revitalization Strategy Area (see Map Grantee Unique Appendices). Also see Map showing the location and percentage of occupied housing stock in the city built prior to 1950 with childhood elevated blood lead levels.

**Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")**

The City of Manchester has prepared a series of maps identifying locations and geographic patterns and concentrations of Low/Moderate Income Population as well as race and ethnic minorities by income in the City. For the purposes of this plan, an area of racial concentration is defined as one where the percentage of a specific race in a census tract is double or more what the City's overall total percentage is for that race. Individual racial concentrations are illustrated on maps 2 through 6.

Map 1 identifies 2010 Census Tracts having 51% + concentration of Low/Moderate Income Population. These census tracts include: 2.01, 2.02, 3, 4, 5, 6, 8, 9.01, 10, 11, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 24 and 25.

Map 2 identifies 2010 Census Tracts having a significant (4%+) Black or African American Population. These census tracts include: 2.02, 2.04, 6, 9.02, 13, 14, 15, 16, 17, 19, 20, 21, 24 and 2004.

Map 3 identifies 2010 Census Tracts having a significant (4%+) Asian Population. These census tracts include: 1.02, 2.03, 2.04, 13, 14, 15, 16, 20 and 26.

Map 4 identifies 2010 Census Tracts having a significant (4%+) Hispanic or Latino Origin Population. These census tracts include: 2.02, 3, 8, 9.02, 13, 15, 17, 19, 21, 24, 2004, 2.04, 6, 9.01, 12, 14, 16, 18, 20, 23 and 25.

Map 5 identifies 2010 Census Tracts having a significant (4%+) "Some Other Race" population. These census tracts include: 13, 14, 15, 16, 17, 18, 19 and 20.

Map 6 identifies 2010 Census Tracts having a significant (4%+) "Two or More Races" population. These census tracts include: 13, 15, 16 and 20.

These maps clearly illustrate that many areas of minority concentrations in Manchester also overlap with concentrations and neighborhoods of low-moderate income households. The majority of low-moderate income areas are concentrated near the center of the city and on the west side.

### **What are the characteristics of the market in these areas/neighborhoods?**

Real estate and market conditions within these census tracts and neighborhoods are generally poor with low assessed valuations and market values. Despite low values and poor market conditions, many housing providers, rental agencies and real estate management companies have indicated that the existing supply and availability of affordable housing units are in high demand. This is especially true for seniors and renters. Southern New Hampshire Services has indicated that they have an extensive waiting list of over 100 seniors for their units and have had to recently close it to new applicants. Typically they rent out their apartments within 30 days.

A similar story is reported by Red Oaks, a large apartment owner on the west side. They currently do not have any low-income housing available and their apartments are going quickly and are usually rented out within two weeks or less.

Neighborworks of Southern New Hampshire has offered similar comments. Vacancies are way down and affordable units are scarce and hard to find. Despite the current upbeat rental market conditions for rental providers, home ownership and sales on the other hand are very slow and have been drastically impacted by many poorly maintained and deteriorating buildings and blighted housing conditions, including un-healthy substandard housing, a number of condemned and vacant abandoned buildings, high crime rates and poor infrastructure, including streets and sidewalks. All of these blighted conditions place a strain on the stability and overall market values of many of the City's low income neighborhoods which is particularly the case for owner-occupants and owner-occupied housing. In recent years, the City has emphasized neighborhood stabilization and revitalization. Specific activities have included: the removal of abandoned and burned out buildings; housing rehabilitation programs; affordable housing development; crime prevention and police enforcement and comprehensive neighborhood infrastructure upgrades. The City has also been committed to housing code enforcement and eliminating lead and other health hazards in much of the older housing stock which exist in these areas.

### **Are there any community assets in these areas/neighborhoods?**

There are many community assets located within the City's low/moderate income neighborhoods and areas of minority concentration. Numerous assisted housing facilities including; elderly housing, family housing, handicap accessible housing, and transitional housing are strategically located in these areas to offer assistance and support to low income individuals, families and households.

In addition to these assets, the city's low income neighborhoods contain many businesses, personal services and places of employment, religious organizations and churches, as well as a variety of community service organizations such as the Boys and Girls Club, Easter Seals, American Red Cross, Families in Transition, Child and Family Services, The Way Home, Manchester Senior Center, Manchester Community Resource Center, the Mental Health Center of Greater Manchester, Manchester Community Health Center, Serenity Place, the Farnum Center, Manchester Housing and Redevelopment Authority, Neighbor Works Southern New Hampshire, the Catholic Medical Center and Elliot Hospital and its new Urgent Care Centers. There are also numerous elementary, middle and high schools and other public facilities, including recreational facilities, police and fire stations, community centers and libraries within or in close proximity to the city's low income neighborhoods.

Perhaps the greatest community asset that the City has to offer are the residents of Manchester, volunteer organizations and the community non-profits that work day to day to improve economic conditions, increase affordable housing opportunities, provide health care and other social services that improve the lives of city residents.

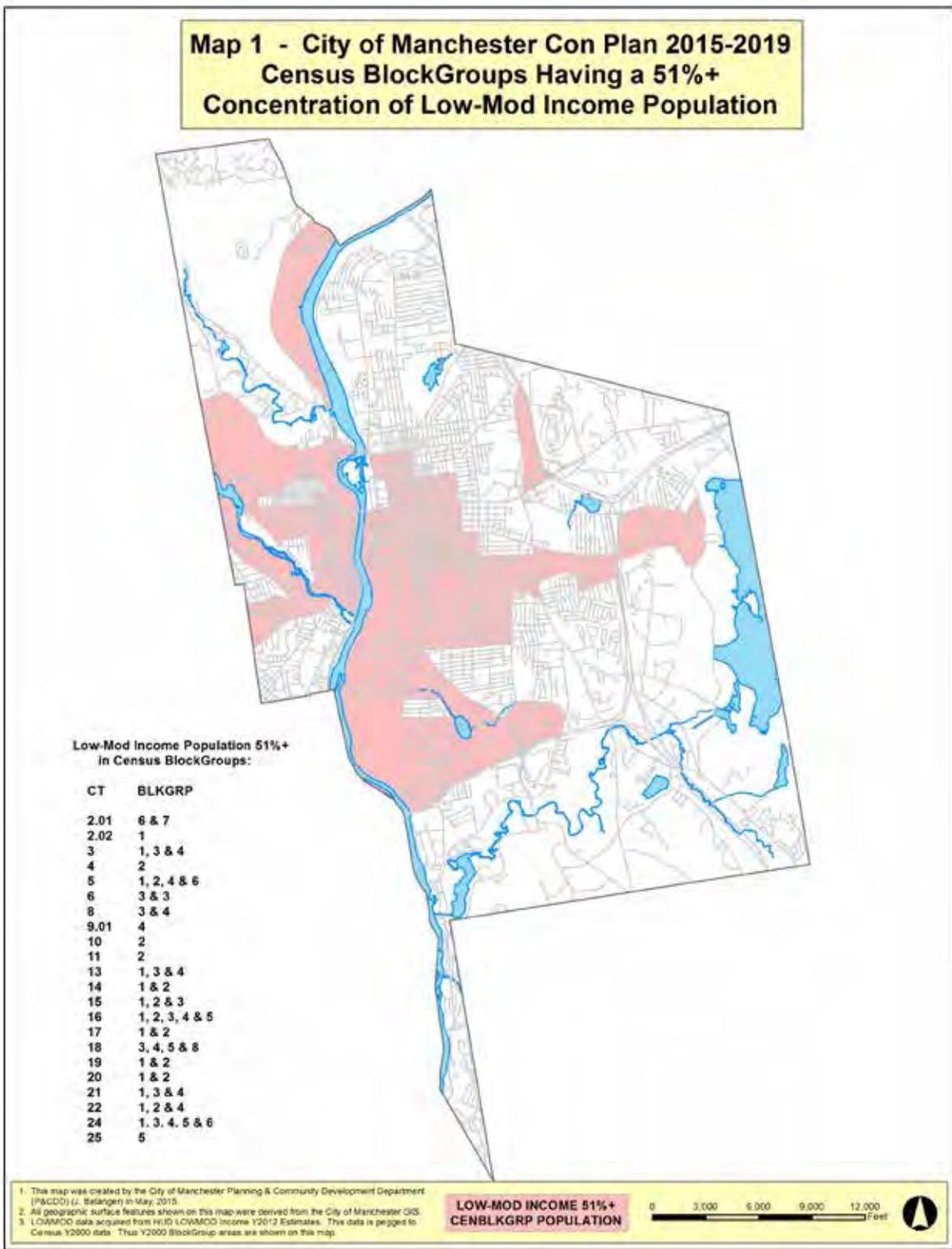
### **Are there other strategic opportunities in any of these areas?**

There are many strategic opportunities and initiatives currently in place to improve the City of Manchester and the city's low income neighborhoods. The City has in place a central neighborhood infrastructure and capital improvement program which is working to fund and reconstruct streets, sewers, sidewalks, drainage, including the installation of street and traffic lighting for safety and aesthetic purposes. This program is aimed to improve the appeal of the inner city neighborhoods, create greater opportunities for local businesses and to make the city a more attractive place to live and work. In addition, the City is actively working to implement its Neighborhood Revitalization Strategy by focusing program assistance, infrastructure improvements and improving affordable housing within the designated strategy or target areas (see Neighborhood Revitalization Strategy Area Map in the Appendices of this Plan).

In addition to these programs, the City has implemented an effective Neighborhood Watch Program which allows residents to work with the Manchester Police Department in the detection and prevention of crime. There are a number of watch groups in place throughout the city and the city's low income neighborhoods; however these watch groups could be expanded within the Gossler Park neighborhood and other similar low income areas which currently do not have coverage.

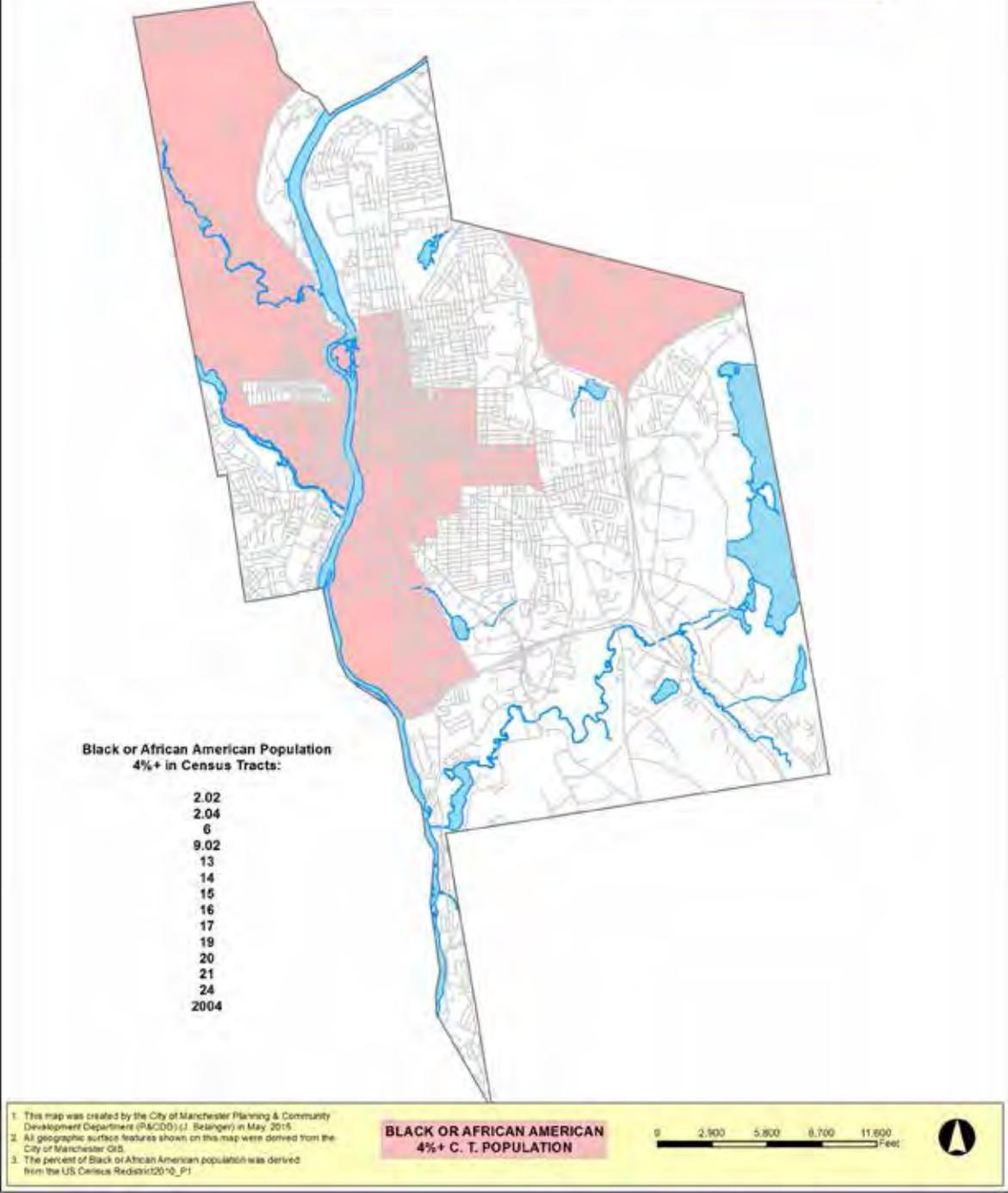
A number of other strategic opportunities to improve Manchester's low income neighborhoods were also identified during the citizen participation and focus group meetings held in developing this plan. Senior citizens identified the need for a more dispersed transportation system and more bus stop locations which would help the elderly access their basic needs and improve their mobility. Another opportunity identified is ensuring that children under the age of five with disabilities receive adequate assistance and preparation for attending school. There are limited programs currently available in the City to accommodate "full day" services for these children. Other issues and needs include addressing the city's growing poverty rate, health care issues such as mental, oral and drug abuse (especially heroin), prostitution, childhood education needs, improving employment opportunities, addressing the housing cost burden and high mortgage rates through down payment assistance and rehab loans, rental assistance and expanding public housing opportunities, including demolishing blighted structures. All of these opportunities need to be strategically approached in a comprehensive and cost effective manner.

**Map 1 - City of Manchester Con Plan 2015-2019  
Census BlockGroups Having a 51%+  
Concentration of Low-Mod Income Population**



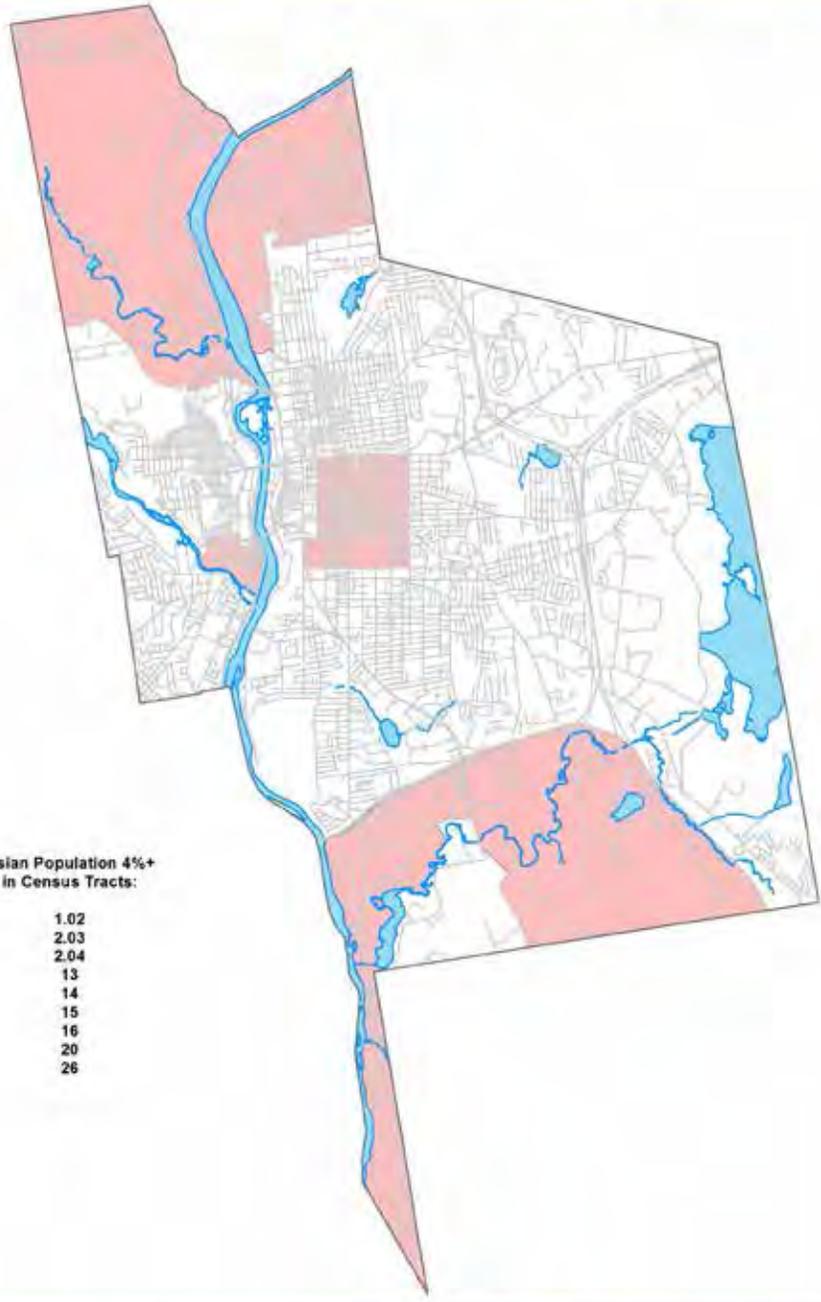
Map 1: Census BlockGroups Having a 51% + Concentration of Low-Mod Income Population

**Map 2 - City of Manchester Con Plan 2015 - 2019  
2010 Census Tracts Having a Significant (4%+) Black  
or African American Population**



Map 2: 2010 Census Tracts Having a Significant (4%+) Black or African American Population

**Map 3 - City of Manchester Con Plan 2015 - 2019  
2010 Census Tracts Having a Significant (4%+) Asian Population**



**Asian Population 4%+  
in Census Tracts:**

- 1.02
- 2.03
- 2.04
- 13
- 14
- 15
- 16
- 20
- 26

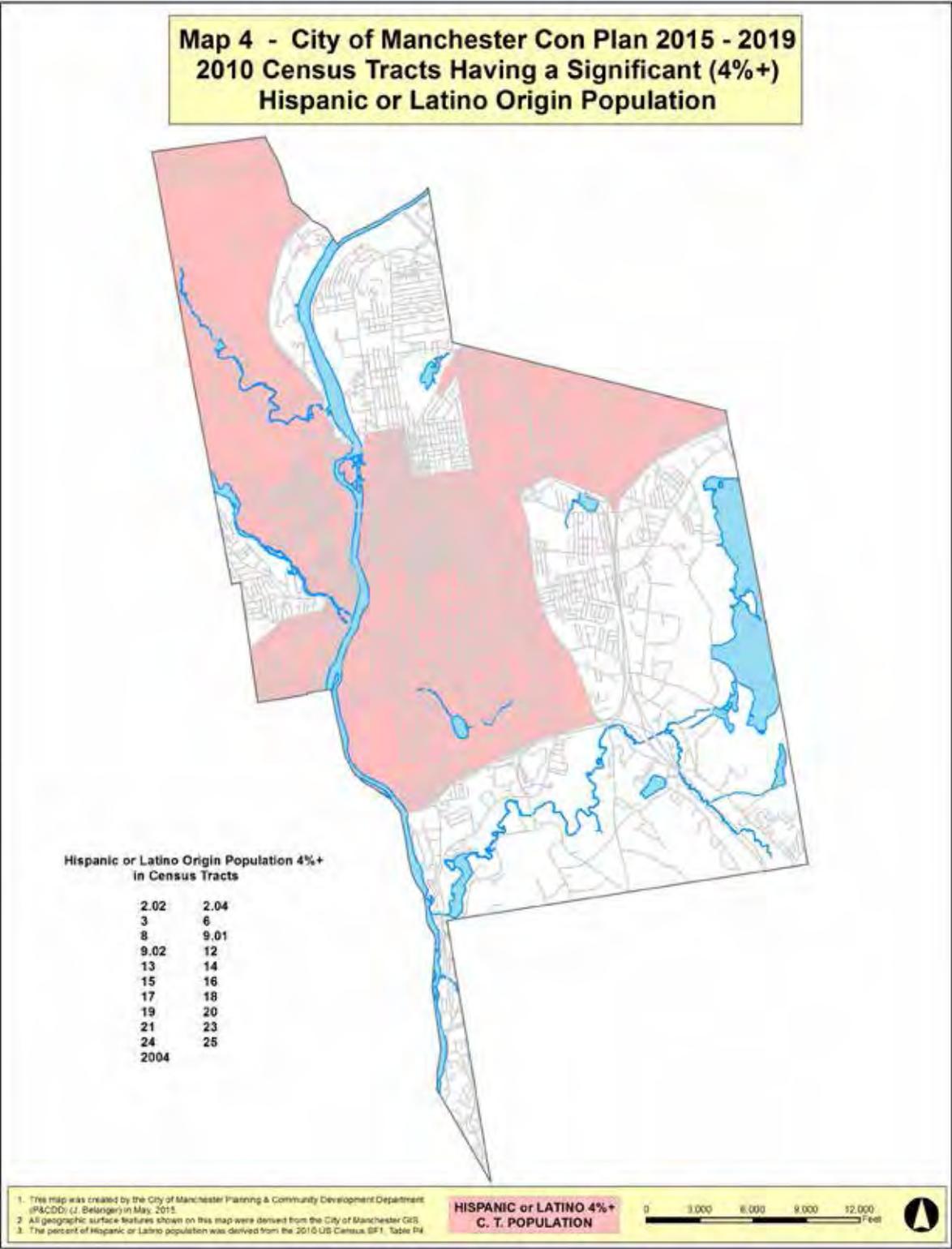
1. This map was created by the City of Manchester Planning & Community Development Department (P&CDD) (J. Berger) in May, 2015.  
2. All geographic surface features shown on this map were derived from the City of Manchester GIS.  
3. The percent of Asian population was derived from the US Census Redistrict:2010\_P1.

**ASIAN 4%+  
C. T. POPULATION**

0 2,900 5,800 8,700 11,600 Feet

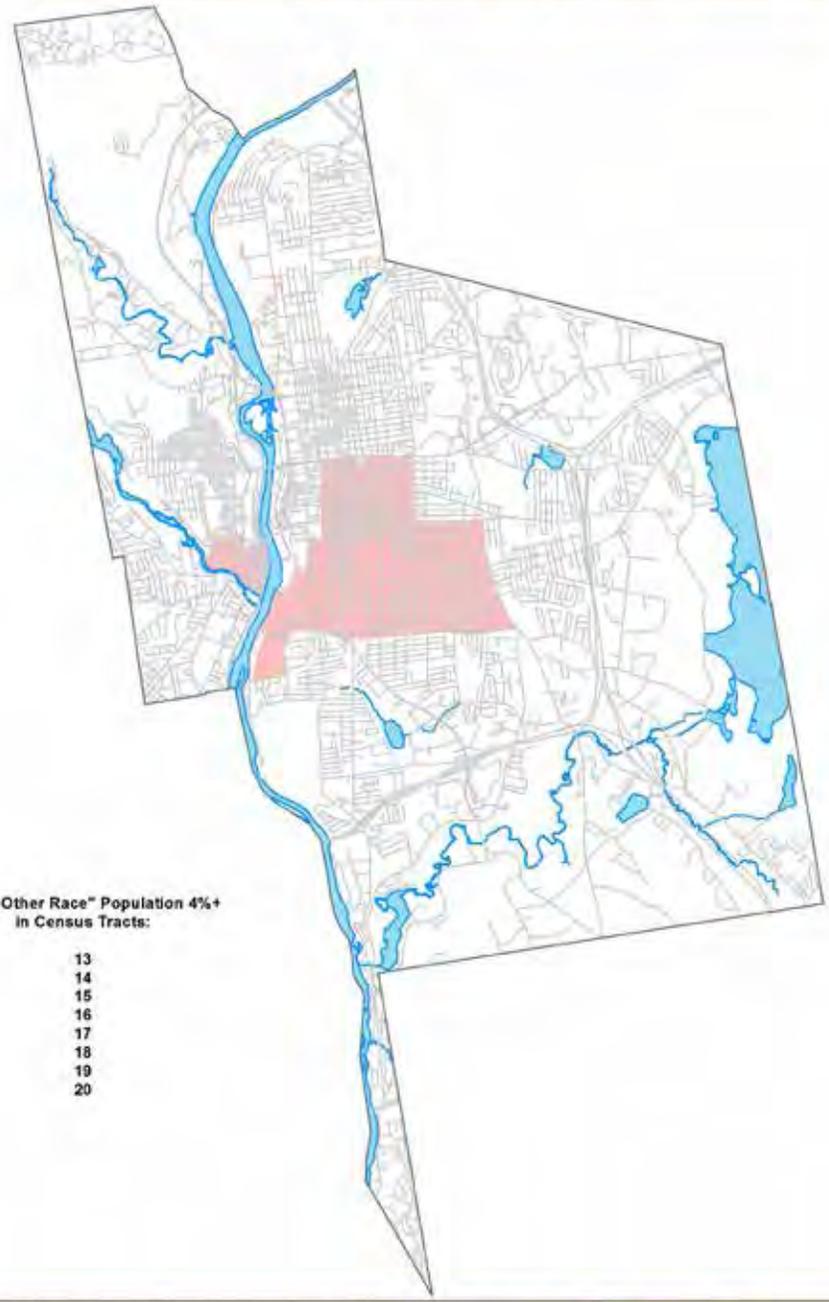
**Map 3: 2010 Census Tracts Having a Significant (4%+) Asian Population**

**Map 4 - City of Manchester Con Plan 2015 - 2019  
2010 Census Tracts Having a Significant (4%+) Hispanic or Latino Origin Population**



Map 4: 2010 Census Tracts Having a Significant (4%+) Hispanic or Latino Origin Population

**Map 5 - City of Manchester Con Plan 2015 - 2019  
2010 Census Tracts Having a Significant (4%+)  
"Some Other Race" Population**



**"Some Other Race" Population 4%+  
in Census Tracts:**

- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

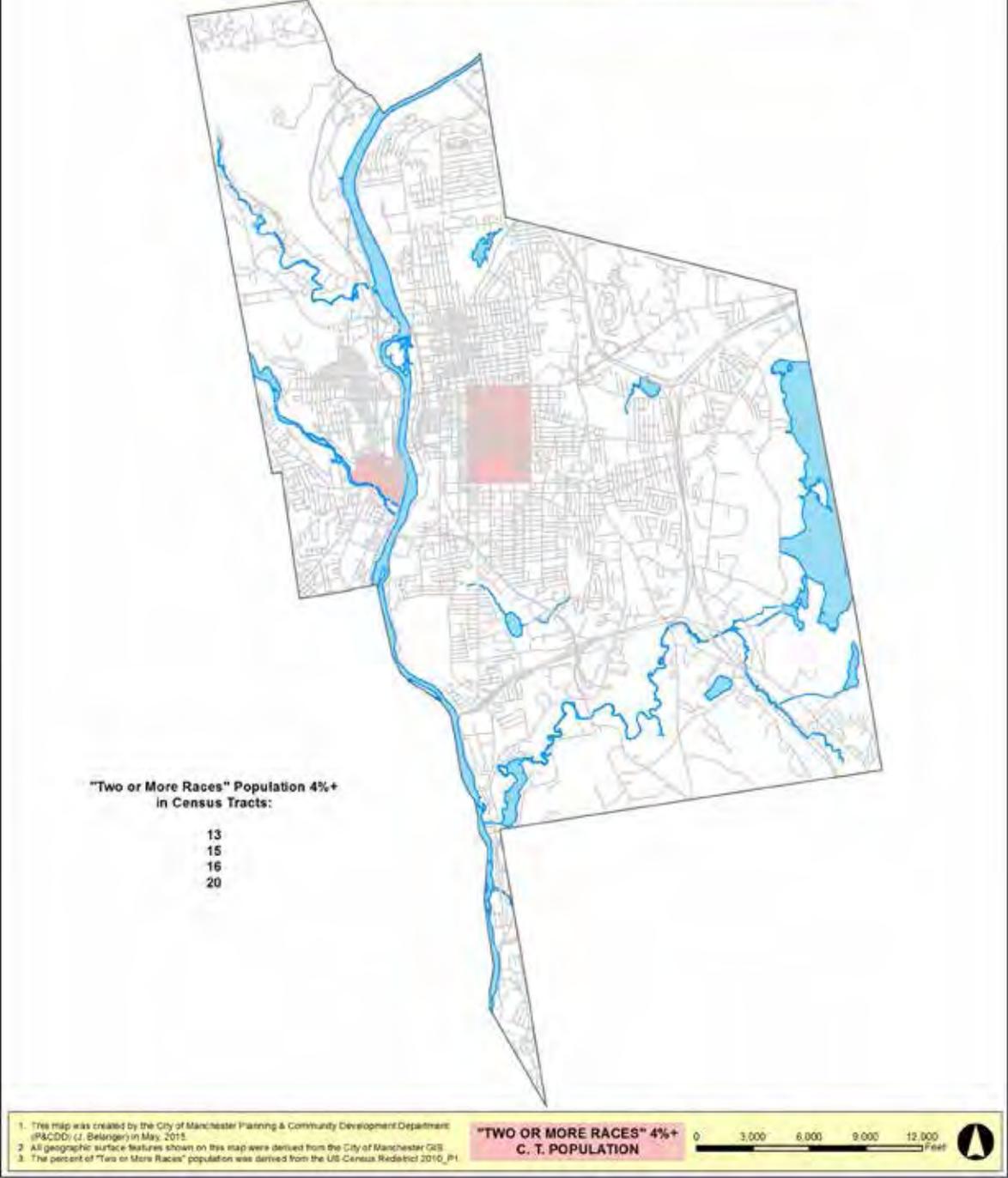
1. This map was created by the City of Manchester Planning & Community Development Department (P&CDD) (J. Belonger) in May, 2015.  
2. All geographic surface features shown on this map were derived from the City of Manchester GIS.  
3. The percent of "Some Other Race" population was derived from the US Census Redistricting 2010, P1.

**"SOME OTHER RACE" 4%+  
C. T. POPULATION**

0 3,000 6,000 9,000 12,000 Feet

Map 5: 2010 Census Tracts Having a Significant (4%+) "Some Other Race" Population

**Map 6 - City of Manchester Con Plan 2015 - 2019  
2010 Census Tracts Having a Significant (4%+)  
"Two or More Races" Population**



Map 6: 2010 Census Tracts Having a Significant (4%+) "Two or More Races" Population



# Strategic Plan

## SP-05 Overview

### Strategic Plan Overview

The Consolidated Plan is the result of a collaborative process designed to establish a unified vision for the City of Manchester's community development actions for the next five years. The plan presents an opportunity to shape the City's various housing and community development programs into effective, coordinated neighborhood and community development strategies. It also provides an opportunity for strategic planning and citizen participation to take place in a comprehensive context designed to reduce duplication of efforts.

In response to the input received from the citizen participation process and the demands associated with Manchester's diverse low-income population, the following Needs and Goals were established for the 2015-2019 Consolidated Plan.

### Priority Needs

1. Affordable Housing
2. Provide Fair Housing Counseling and Representation
3. To Provide Emergency Shelter
4. To Provide Outreach to Individuals Living in Streets
5. To Provide Tenant Based Rental Assistance
6. To Provide Transitional Housing
7. To Provide Rapid Re-Housing Opportunities
8. For all applicable Agencies to Use HMIS System
9. To Provide Homeless Prevention Activities
10. Provide Home Ownership Down Payment Assistance
11. Safe and Sanitary Housing
12. Supportive Neighborhood Living Environments
13. To Prevent Youth from Engaging in Crime
14. Youth Counseling, Programming and Supportive Service
15. Provide Elderly Independent Living Support Service
16. Provide Childcare Options for Working Parents
17. Access to Health Care
18. Access to Supportive Services that Target Refugees
19. Provide Support to Abused/Neglected Children
20. Economic Wellbeing for all Manchester Citizens
21. Provide Support to Manchester Businesses
22. Provide Youth and Summer Recreation Programming

23. Safe and Affordable Places for Physical Activity
24. ADA Access to Sidewalks, Streets, etc.
25. To Address Deteriorating Streets, Sidewalks, Etc.
26. Address Deteriorating Conditions in City Buildings
27. Effective Administration of State/Federal Programs
28. To Implement Various Planning Studies
29. To Teach Job Skills Through Classroom & Training

## Goals

1. Increase the Number of Affordable Housing Units
2. Equal Access to Affordable Housing Opportunities
3. Address Homelessness Issues
4. Increase Community Supportive Living Environments
5. Increase Manchester High School Graduation Rate
6. Perpetuate the Independent Living of the Elderly
7. Increase Access/Availability to Affordable Childcare
8. Support Health Care Activities for Underinsured
9. Assimilate Refugees Into The Community
10. Decrease the Number of Abused/Neglected Children
11. Increase Manchester Employment Opportunities
12. Increase Recreation Programming for Low/Mod Youth
13. Increase Year Round Access to Recreation Facilities
14. To Create a Universally Accessible City
15. Support the City's Infrastructure System
16. Improve Condition of Buildings Accessed by Public
17. Facilities Efficient Planning/Public Management
18. Prepare Individuals for Gainful Employment

## Neighborhood Health Improvement Strategy

As a complement to the needs and goal setting process, the City has a "Neighborhood Health Improvement Strategy" (NHIS), which was developed in 2014 by the Manchester Health Department. The NHIS focuses on a more comprehensive and cohesive delivery of services (municipal, school, health, built environment, social services, etc.). The strategy implementation period is over the near-to-mid-terms, commencing with the most vulnerable areas of the City: Beech St. catchment area, Gossler Park catchment area and Bakersville catchment area. The Planning Department as well as key funders such as the Granite United Way have been meeting and will continue to collaborate together to assess where different sources of funding and appropriate interventions will overcome gaps in the structure and service delivery system. As the City gains experience with this Strategy, additional neighborhoods and activities will be added to the priority focus of community improvement.

The Neighborhood Health Improvement Strategy (NHIS) Leadership Team has identified the following as priority recommendations for action in launching the Neighborhood Health Improvement Strategy:

- Create resident leadership training opportunities for youth and families to be engaged and empowered to lead/participate in efforts to improve neighborhood safety and quality of life.
- Establish a coalition of key stakeholders to conduct an asset mapping and gap analysis of local resources essential for supporting economic self-sufficiency on the individual level as well as community economic development.
- Create a coordinated and sustainable “Healthy Homes” system comprised of multi-disciplinary partnerships and approaches that effectively and efficiently address living conditions which impact resident health, safety and well-being.
- Ensure that all children and families have the early developmental support that they need for a healthy start, including intensive programs that promote healthy child development, school readiness, and parental skill development.
- Strategically align and connect the health care delivery system with community and public health services to improve individual outcomes and overall neighborhood health through care coordination/ case management in the elementary school environment.
- Strengthen the focus on behavioral and mental health care by co-locating providers in the elementary school environment.
- Provide intensive community services and programming for at-risk, elementary-aged youth and their families to prevent truancy and promote attendance.

# SP-10 Geographic Priorities – 91.215 (a)(1)

## Geographic Area

Table 48 - Geographic Priority Areas

1	<b>Area Name:</b>	Citywide/CDBG-eligible CT-BG
	<b>Area Type:</b>	Citywide/CDBG-eligible CT-BG
	<b>Other Target Area Description:</b>	Citywide/CDBG-eligible CT-BG
	<b>HUD Approval Date:</b>	
	<b>% of Low/ Mod:</b>	
	<b>Revital Type:</b>	
	<b>Other Revital Description:</b>	
	<b>Identify the neighborhood boundaries for this target area.</b>	
	<b>Include specific housing and commercial characteristics of this target area.</b>	
	<b>How did your consultation and citizen participation process help you to identify this neighborhood as a target area?</b>	
	<b>Identify the needs in this target area.</b>	
	<b>What are the opportunities for improvement in this target area?</b>	
	<b>Are there barriers to improvement in this target area?</b>	
2	<b>Area Name:</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Area Type:</b>	Strategy area
	<b>Other Target Area Description:</b>	
	<b>HUD Approval Date:</b>	7/28/2005
	<b>% of Low/ Mod:</b>	
	<b>Revital Type:</b>	
	<b>Other Revital Description:</b>	
	<b>Identify the neighborhood boundaries for this target area.</b>	
	<b>Include specific housing and commercial characteristics of this target area.</b>	
	<b>How did your consultation and citizen participation process help you to identify this neighborhood as a target area?</b>	
<b>Identify the needs in this target area.</b>		

	<b>What are the opportunities for improvement in this target area?</b>	
	<b>Are there barriers to improvement in this target area?</b>	

**General Allocation Priorities**

Describe the basis for allocating investments geographically within the jurisdiction (or within the EMSA for HOPWA)

**Geographic Area**

All funds are proposed to be available on a citywide basis in Community Development Block Grant (CDBG)-eligible census tracts and block groups, with a focus on the Center City and the Manchester Neighborhood Revitalization Strategy Area (NRSA).

CDBG and HOME funds will be available to all agencies within the City, however adherence to all income eligibility requirements must be met and documented. Public service activities will be citywide, and CBDO Special Activities will be solely undertaken in the City’s proposed, continued NRSA discussed later in this section.

HUD’s Emergency Solutions Grant Program (ESG) sets specific guidelines as to the allocation, which is not focused geographically, except that the funds will be distributed to agencies working and serving Manchester. The specified caps on certain activities will be adhered to.

**Request for Continued Approval of Neighborhood Revitalization Strategy Area**

In 2005, the City of Manchester requested approval of its neighborhood revitalization strategy as part of its 2005 Consolidated Plan submission. At that time, the City’s Neighborhood Revitalization Strategy Area (NRSA) included census tract block groups in the core of the downtown and primarily east side neighborhoods. Each of those block groups are within the upper quartile of block groups that comprise the highest average number of households whose incomes are below 80% of the Area median Income (AMI), as per the 2000 U.S. Census Data.

Subsequent to the original approval of the City’s NRSA, the 2010 Census data and the most recent income information data assembled by HUD resulted in a shift of the upper quartile of the lowest income block groups. The shift includes additional west side neighborhood areas and an expansion into southern areas of the City.

As the City submitted its Annual Action Plan for 2014, it also requested that HUD allow for realignment of the NRSA to include the upper quartile of the most impoverished block groups, as indicated by the most recent income data. This realignment was approved by HUD on July 29, 2014 and will expire on June 30, 2015.

With the submission of this 2015-2019 Five Year Consolidated Plan, the City requests a renewed five year approval of its NRSA as it was defined in 2014. See attached City of Manchester Neighborhood Revitalization Strategy Area Submitted with 2015-2019 Consolidated Plan.

See the table entitled "Summarized Low and Moderate Income Data-Manchester, NH" included in the attachments in AD-25 Grantee Unique Appendices that shows 25% of the City's census tract block groups that are the most impoverished. The table also indicates the total number of persons in each block group and what percentage of the total population is comprised of individuals whose household income is below 80% of AMI. Per HUD's guidance (Notice CPD-96-01), one block group was excluded from the realigned, revised NRSA due to it being noncontiguous with the other census tract block groups in the defined area.

## SP-25 Priority Needs - 91.215(a)(2)

### Priority Needs

Table 49 – Priority Needs Summary

1	<b>Priority Need Name</b>	Affordable Housing
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Associated Goals</b>	Increase the Number of Affordable Housing Units Equal Access to Affordable Housing Opportunities
	<b>Description</b>	Affordable housing continues to be a challenge for those families in Manchester that are earning less than 80% of the median family income. Identifying affordable housing opportunities for this population continues to be a priority need.
	<b>Basis for Relative Priority</b>	According to the 2014 New Hampshire Housing Finance Authority Rental Survey, the average rent for a two-bedroom apartment in Manchester is \$1,099/month. The estimates of affordability stated in the Rental Survey concluded that only 20% of the two-bedroom units surveyed in Hillsborough County would be affordable to a 3-person household earning 80% of the median income. The very low-income families at 30% of the median income are earning \$22,950/year. Based on their income, an affordable unit would need to be \$574/month. Unfortunately, the average rent for a two-bedroom apartment in Manchester is \$1,099/month leaving an income gap of \$525.

2	<b>Priority Need Name</b>	Provide Fair Housing Counseling and Representation
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Equal Access to Affordable Housing Opportunities
	<b>Description</b>	In conjunction with the 2013 Analysis of Impediments to Fair Housing, survey results revealed that the majority of Manchester residents do not know where to find fair housing information and/or what their rights are in regards to fair housing. Discrimination data analyzed revealed that there is a need for continued outreach and education to property owners/managers and landlords to increase awareness of fair housing laws and to reduce discriminatory practices.
	<b>Basis for Relative Priority</b>	2013 Manchester, NH Analysis of Impediments to Fair Housing Choice.
3	<b>Priority Need Name</b>	To Provide Emergency Shelter
	<b>Priority Level</b>	High

	<b>Population</b>	Extremely Low Low Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Victims of Domestic Violence Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Address Homelessness Issues
	<b>Description</b>	In accordance with the strategy element - Emergency Shelter , Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to provide emergency shelter to Manchester's homeless.
	<b>Basis for Relative Priority</b>	Manchester has the largest adult shelter in the state of New Hampshire-New Horizons. It is also the state's only wet shelter. It is available to men and women. The shelter has 76 beds and routinely has over that many clients in the winter months as authorized by the Manchester Fire Department. Overflow space is also available at the Manchester Homeless Services Center. There is also a separate shelter for women-Angie's with 16 beds.  Families in Transition and the Manchester Welfare department co-run a family shelter with 19 beds. Families in Transition has added case management and greater access to supportive services at this shelter over the last year and is frequently able to move shelter clients into one of their housing programs from the shelter. Families in Transition also has a specialty shelter for single women and families with 22 beds.
4	<b>Priority Need Name</b>	Provide Outreach to Individuals Living in Streets
	<b>Priority Level</b>	High

	<b>Population</b>	Extremely Low Low Large Families Families with Children Elderly Chronic Homelessness Individuals Mentally Ill Chronic Substance Abuse veterans Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Address Homelessness Issues
	<b>Description</b>	In accordance with the strategy element - Emergency Shelter , Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to provide outreach to individuals living in the streets.
	<b>Basis for Relative Priority</b>	No one living on the streets is one of the eight overarching goals in Manchester's Plan to End Homelessness. The Manchester Continuum of Care (MCoC) has an outreach team which includes a registered nurse, a Projects for Assistance in Transition from Homelessness (PATH) worker, shelter staff, youth outreach, and volunteers that go places known to have camps. They routinely check in on people, work to engage them in services and advise them of shelter options. Manchester Police have also been part of outreach and seek to connect unsheltered homeless to MCoC services. The Homeless Services Center offers a variety of basic needs, including showers, laundry and hot lunch. This Center also creates opportunities for outreach workers and service providers to help people connect to resources they need to (re)gain stable housing. Services onsite include: VA, healthcare, mental health, Goodwill job training, reading program and housing assistance.
5	<b>Priority Need Name</b>	To Provide Tenant Based Rental Assistance
	<b>Priority Level</b>	Low

	<b>Population</b>	Extremely Low Low Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Victims of Domestic Violence
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Address Homelessness Issues
	<b>Description</b>	In accordance with the strategy element - Emergency Shelter, Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to provide tenant based rental assistance.
	<b>Basis for Relative Priority</b>	According to the 2014 New Hampshire Housing Finance Authority Rental Survey, the average rent for a two-bedroom apartment in Manchester is \$1,099/month. The estimates of affordability stated in the Rental Survey concluded that only 20% of the two-bedroom units surveyed in Hillsborough County would be affordable to a 3-person household earning 80% of the median income. The very low-income families at 30% of the median income are earning \$22,950/year. Based on their income, an affordable unit would need to be \$574/month. Unfortunately, the average rent for a two-bedroom apartment in Manchester is \$1,099/month leaving an income gap of \$525.
6	<b>Priority Need Name</b>	To Provide Transitional Housing
	<b>Priority Level</b>	Low

	<b>Population</b>	Extremely Low Low Large Families Families with Children Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Address Homelessness Issues
	<b>Description</b>	In accordance with the strategy element - Emergency Shelter, Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to provide transitional housing units.
	<b>Basis for Relative Priority</b>	According to the 2014 New Hampshire Housing Finance Authority Rental Survey, the average rent for a two-bedroom apartment in Manchester is \$1,099/month. The estimates of affordability stated in the Rental Survey concluded that only 20% of the two-bedroom units surveyed in Hillsborough County would be affordable to a 3-person household earning 80% of the median income. The very low-income families at 30% of the median income are earning \$22,950/year. Based on their income, an affordable unit would need to be \$574/month. Unfortunately, the average rent for a two-bedroom apartment in Manchester is \$1,099/month leaving an income gap of \$525.
7	<b>Priority Need Name</b>	To Provide Rapid Re-Housing Opportunities
	<b>Priority Level</b>	High

<b>Population</b>	Extremely Low Low Large Families Families with Children Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Victims of Domestic Violence
<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
<b>Associated Goals</b>	Address Homelessness Issues
<b>Description</b>	In accordance with the strategy element - Emergency Shelter, Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to provide Rapid Re-Housing Opportunities.

	<b>Basis for Relative Priority</b>	<p>Rapid Rehousing activities for individuals and families who are literally homeless – qualifying under paragraph (1) of the Homeless Definition – will include housing relocation and stabilization activities/services.</p> <p><i>Services</i> - In accordance with the Federal Notice of Outcome Performance Measurement System for CPD Formula Grant Programs (March 7, 2006), this activity meets the objective of decent housing and outcome of availability/accessibility. ESG funding allocated under this category will support housing relocation and stabilization services such as assessing needs and establishing housing assistance plan; budget counseling and coaching on steps to increase income and reduce expenses; tenant education, apartment inspections and landlord negotiations; assistance to work with community resources such as donated food, clothes; IDs; credit repair; legal services and other programs offered by Manchester CoC and other social service agencies. Participants are assisted in obtaining appropriate supportive services and connecting to mainstream benefits.</p> <p>Rapid rehousing services also include case management to assist homeless individuals and families to find safe, affordable housing and connect to appropriate supportive services and mainstream benefits. Participants must meet with a case manger at least one time per month to assess progress and address any potential setbacks</p>
8	<b>Priority Need Name</b>	For All Applicable Agencies To Use HMIS System
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Large Families Families with Children Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG

	<b>Associated Goals</b>	Address Homelessness Issues
	<b>Description</b>	In accordance with the strategy element - Emergency Shelter, Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to support the HMIS Data System.
	<b>Basis for Relative Priority</b>	In accordance with the Federal Notice of Outcome Performance Measurement System for CPD Formula Grant Programs (March 7, 2006), this activity meets the objective of decent housing and outcome of availability/accessibility. The HEARTH Act requirements bring training and support needs to agencies that are administering eligible ESG activities. All ESG recipients must utilize HMIS, with the exception that victim service providers and legal services providers may use ESG funds to pay the costs of establishing and operating a comparable database. ESG monies allocated under this category will fund HMIS training and support for Manchester programs receiving ESG funding.
9	<b>Priority Need Name</b>	To Provide Homeless Prevention Activities
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Victims of Domestic Violence Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Address Homelessness Issues

	<b>Description</b>	In accordance with the strategy element - Emergency Shelter, Transitional Housing & Strategies For the Homeless, the City's 10-Year Plan to End Homelessness, the Manchester Continuum of Care Goals and the HEARTH Act Performance Measures, the City will utilize its Entitlement Funding to support homeless prevention activities.
	<b>Basis for Relative Priority</b>	The City recognizes the importance of prevention efforts as does the MCoC. Programs divert people through other supports if possible. City funded partner and MCoC member agency, The Way Home, is a solid resource for prevention assistance and utilizes budget and life skills training as part of this. 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. Clients are also educated on the many resources available within the community to help them keep their housing, grocery and other costs down. 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.
10	<b>Priority Need Name</b>	Provide Home Ownership Down Payment Assistance
	<b>Priority Level</b>	Low
	<b>Population</b>	Moderate Middle Large Families Families with Children
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase the Number of Affordable Housing Units
	<b>Description</b>	In response to the findings of various Task Forces on Affordable Housing and recommendations of the Master Plan, the City will continue to make every effort to produce a balanced housing market that provides opportunities for all City residents ranging from upscale market rate housing to affordable housing. The City's Homeownership and Affordable Housing Strategy will continue to support program elements that will support the creation of a balanced housing market in terms of a variety of housing types and income ranges, in ownership versus rental units, in housing production, and in density. Down payment assistance for first time home buyers is a program element that has been prioritized.

	<b>Basis for Relative Priority</b>	According to the Housing Needs in New Hampshire Study published March 2014 by the New Hampshire Center for Public Policy Studies, Financing is a barrier to entry for first-time buyers. "In New Hampshire, starter homes priced at about \$179,000 are still priced at about \$179,000 are still not selling because first time buyers have difficulty getting financing for the purchase. Potential buyers often cannot qualify because of a credit blemish. This could include high student debt, or other debts which can push a potential buyer over the debt-to-income limits required for new loans. In other cases, first time buyers cannot afford a 20 percent down payment now required by most lenders. Difficulties in getting potential buyers into the ownership market, in turn, results in increased rents and declining rental vacancies."
11	<b>Priority Need Name</b>	Safe and Sanitary Housing
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Community Supportive Living Environments
	<b>Description</b>	Stablize and improve existing housing conditions increasing the number of safe and sanitary rental housing opportunities in low/moderate income areas.
	<b>Basis for Relative Priority</b>	US Census, 2000 data indicates that 37,180 (73%) of the City's 50,820 housing units were constructed before 1979. 17,486 (34% of the City's Housing Stock) of those units were constructed before 1940. To promote the preservation of Manchester's aging housing stock and the revitalization of existing neighborhoods, the City will continue to emphasize the operation of Concentrated Code Enforcement, Housing Rehabilitation, Lead Hazard Control and Energy Efficiency programs.
12	<b>Priority Need Name</b>	Supportive Neighborhood Living Environments
	<b>Priority Level</b>	High

<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Non-housing Community Development
<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG
<b>Associated Goals</b>	Increase Community Supportive Living Environments
<b>Description</b>	One of the over arching goals of the Division of Chronic Disease Prevention and Neighborhood Health within the Manchester Health Department, and the Community Policing Unit of the Manchester Police Department, is to actively engage residents in community health and quality of life improvement activities. Various initiatives include but are not limited to the following: create a coordinated and sustainable "Healthy Homes": system comprised of multi-disciplinary partnerships and approaches that effectively and efficiently address living conditions which impact resident health, safety and wellbeing; improve streetscape design to support access to key goods and services such as healthy foods, and access to neighborhood destinations for recreation, walkability and livability; invest resources in improving municipal parks/trails/school playgrounds and indoor recreational facilities to increase year round access to safe and affordable places for physical activity for residents of all ages; employ policy,systems and environmental change strategies to improve the availability, accessibility, affordability of healthy foods in all neighborhoods; and intentionally design neighborhoods with affordable public transportation systems that help neighbors connect to each other and to the services that they need. As a starting point, the partners have been working collaboratively with other community organizations, to strengthen resident involvement in crime prevention and neighborhood revitalization efforts under the umbrella of the Manchester Weed & Seed strategy.
<b>Basis for Relative Priority</b>	There are multiple, proven advatages of mobilizing resident leaders around neighborhood health and safety, including the ability to capitalize on the knowledge they have about their community, the ownership they hold of where they live and the quality of life they would like for their families and neighbors, and the experience they have acquired from overcoming barriers to care and overturning live challanges into opportunities.

13	<b>Priority Need Name</b>	To Prevent Youth From Engaging in Crime
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Associated Goals</b>	Increase Community Supportive Living Environments
	<b>Description</b>	There is a need for activities and programming that discourage youth from engaging in criminal acts.
	<b>Basis for Relative Priority</b>	Weed & Seed programming is viewed by the Manchester Police Department as a major component in promoting community policing. In addition to providing youth with an attractive activity at a critical time, it promotes positive interaction between youth and police officers. Interaction between youth and police officers result in communication opportunities that would have otherwise not existed; and encourages youth to participate in policing versus being policed. Due in part to the existence of Weed & Seed programming; the number of delinquencies perpetrated by youth has decreased, as well as victimization among the same age group.
14	<b>Priority Need Name</b>	Youth Counseling, Programming & Supportive Service
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Public Housing Residents Non-housing Community Development

	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Manchester Highschool Graduation Rate
	<b>Description</b>	In accordance with the input that the City has received as a part of it's Citizen Participation Process, there is a demonstrated need for activities that promote the educational enrichment of Manchester's youth. During, the next five years, the City will make every effort to offer after school tutoring, mentoring and recreational programs to youth residing in low income neighborhoods.
	<b>Basis for Relative Priority</b>	By increasing the graduation rate in Manchester, we will have a positive impact on the community economic development in the area. High school dropouts, on average, earn 40% less than those with a high school degree, are eight times more likely to spend time in jail or prison, and tend to have poorer health than the general population. Increasing the graduation rate will save the city and state millions of dollars. The relative priority for this need has been determined by the number of funding requests that the City has received for this type of service.
15	<b>Priority Need Name</b>	Provide Elderly Independent Living Support Service
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Elderly Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Perpetuate the Independet Living of the Elderly
	<b>Description</b>	In accordance with the need to allow the community's senior citizens to age in place, the City will make every effort to provide supportive services to Manchester's frail elderly. Specific activities will include home maker services and meal delivery.

	<b>Basis for Relative Priority</b>	The relative priority for this need has been determined by the funding requests that the City has received for this type of service. Older adults who are homebound, isolated and lack access, independence and autonomy, experience a greater need for more expensive institutional interventions as well as a higher risk that they will be victimized. As such, there is a need to provide programs that are an effective intervention to alleviate this problem.
16	<b>Priority Need Name</b>	Provide Childcare Options for Working Parents
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Families with Children Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Associated Goals</b>	Increase Access/Availability to Afford. Childcare
	<b>Description</b>	In response to the needs expressed by the community, the City will make every effort to support programs that provide low-income children and families with affordable childcare and high quality early learning opportunities.
	<b>Basis for Relative Priority</b>	The relative priority for this need has been determined by the funding requests that the City has received for this type of service. Families receiving these services will have the opportunity to work, attend job training, earn a GED, or pursue further education while their children are attending affordable childcare. At the same time, the programming is preparing young children for future success.
17	<b>Priority Need Name</b>	Access to Health Care
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development

	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Associated Goals</b>	Support Health Care Activities for Underinsured
	<b>Description</b>	Support timely and appropriate access to health services for the most vulnerable populations, such as low-income children or frail seniors, to reduce costs and improve the quality of care. Enhance access to health insurance and to the supports needed to navigate this complex system
	<b>Basis for Relative Priority</b>	The relative priority for this need has been determined by the funding requests that the City has received for this type of service.
18	<b>Priority Need Name</b>	Access to Supportive Services That Target Refugees
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Associated Goals</b>	Assimilate Refugees Into The Community
	<b>Description</b>	Coordinate and support the implementation of services in a network to provide refugee populations with access to safe housing and all essential services.

	<b>Basis for Relative Priority</b>	The relative priority for this need has been determined by the funding requests that the City has received for this type of service. Manchester continues to be an immigrant and refugee resettlement community. According to Bridging Refugee Youth & Children's Services (BRYCS), there are roughly 10,000 immigrant and refugee families in Manchester, which is drastically different from ten years ago. Numbers of homeless refugees and immigrants are low. However, it is important to note that most of this population is represented by very low-income households that live in substandard housing. Generally, the resettlement agency provides support to the refugee family for two to four months and then the family is expected to be self-sufficient or in need of minimal support. In reality, many of these refugees become dependent upon City and non-profit social services. Primary services to this population through the MCoC comes through homelessness prevention, food pantry usage, special multi-agency collaborative programming and other social services aimed at seeking/maintaining safe housing. There is no funding for these services and it is very time consuming to work through language barriers and cultural differences.
19	<b>Priority Need Name</b>	Provide Support to Abused/Neglected Children
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Non-housing Community Development
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Decrease the number of Abused/Neglected Children
	<b>Description</b>	In accordance with the Health and Human Services strategy element, the City will make every effort to provide services to Manchester's abused and neglected children. Programming associated with this need will help stop the cycle of violence.
	<b>Basis for Relative Priority</b>	Year after year, children remain involved in the child protection and juvenile justice systems awaiting final case resolutions; and scores of additional victimized children come to the courts attention seeking safety and a better future.

20	<b>Priority Need Name</b>	Economic Wellbeing for all Manchester's Citizens
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Manchester Employment Opportunities
	<b>Description</b>	The need for economic wellbeing is consistent with the Key HUD Goal; Expand Economic Opportunities through job creation and retention, support for small businesses, provision of jobs for low-income persons, access to credit and empowering low-income persons to achieve self-sufficiency. Socioeconomic wellbeing has also been shown to be one of the strongest predictors of health status. The evidence tells us that the relationship between income and health is based not just on how economic resources can affect our access to medical care, but also on how they enable us to live in safer homes and time for physical activity, and experience less health-harming stress.
	<b>Basis for Relative Priority</b>	As of February 2014, 4.9% of Manchester's labor force was unemployed.
21	<b>Priority Need Name</b>	Provide Support to Manchester Businesses
	<b>Priority Level</b>	Low

	<b>Population</b>	Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Manchester Employment Opportunities
	<b>Description</b>	The Manchester Economic Development Office has determined that there is a need to provide support to small businesses in the form of technical and financial assistance.
	<b>Basis for Relative Priority</b>	As of February 2014, 4.9% of Manchester's labor force was unemployed
22	<b>Priority Need Name</b>	Provide Youth with Summer Recreation Programming
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Recreation Programming for Low/Mod youth
	<b>Description</b>	In accordance with the City's Recreational Opportunities Strategy , the City will utilize its Entitlement Funding to provide youth with the opportunity to participate in summer recreation programs.

	<b>Basis for Relative Priority</b>	<b>Goal – Recreational Opportunities</b> Support the development and maintenance of Manchester’s existing park system as well as recreational programming. Manchester contains an extensive variety of parks and open spaces for both active – such as soccer, baseball and tennis – and passive activities. In addition to the parks, there are a number of school playgrounds, golf courses and conservation areas that add to the City’s recreational opportunities.
23	<b>Priority Need Name</b>	Safe and Affordable Places for Physical Activity
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Increase Year Round Access to Rec. Facilities
	<b>Description</b>	In conjunction with the City’s Recreational Opportunities Strategy, where ever possible the City will committment CDBG funds to improve municipal parks, trails, school playgrounds and indoor recreational facilities to increase year round access to safe and affordable places for physical activity for residents of all ages.
	<b>Basis for Relative Priority</b>	Enhancing access to places for physical activity involves changes to local environment (i.e., creating walking trails), building exercise facilities, providing access to existing nearby facilities, and reducing the cost of opportunities for physical activity. Moreover, increasing access in conjunction with efforts to address the quality, cleanliness, and potential safety and security of those facilities/sites over the long-term may be even more effective at increasing physical activity levels than increasing access alone.
24	<b>Priority Need Name</b>	ADA Access to Sidewalks, Streets and Buildings
	<b>Priority Level</b>	High

	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Persons with Physical Disabilities
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	To Create a Universally Accessible City
	<b>Description</b>	In conjunction with the City's Infrastructure Improvements strategy element, the City will utilize its Entitlement Funding to make universal accommodations to sidewalks, streets and public buildings.
	<b>Basis for Relative Priority</b>	As of the 2000 Census, it was estimated that 2,449 (2.29% of Manchester population) individuals aged 16 and over have self-care mobility disabilities; the number of people aged 16 and over who are physically disabled is 9,147 (8.55%) (2000 US Census).
25	<b>Priority Need Name</b>	To address Deteriorating Streets, Sidewalks, Etc.
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Support the City's Infrastructure System

	<b>Description</b>	In accordance with the City's Infrastructure Improvements Strategy, the City will utilize its Entitlement Funding to improve its municipal infrastructure.
	<b>Basis for Relative Priority</b>	<p>Where ever possible, the initiatives outlined as a part of this strategy shall be consistent with the following Master Plan goals:</p> <ul style="list-style-type: none"> <li>• Gateways &amp; Corridors - Improve the City of Manchester's "Curb Appeal". A good first impression is important to attract visitors, businesses, investors and can make the residents proud of their community.</li> <li>• Streetscapes - Improve the quality and usability of streetscapes.</li> <li>• Walk ability - Provide and promote wal able neighborhoods.</li> <li>• Alternative Transportation - Support the integration of alternative transportation systems including walking, biking, Segways, buses, taxis, rail and flying.</li> <li>• Traffic Management - Future focus should be place on upgrading of existing streets and meeting demands from increased automotive travel and traffic congestion through the use of intelligent computer-based management systems for the existing roadway structure.</li> <li>• Trails - continue the development of a significant trail system. These trails can be used both for recreational activities as well as alternative transportation.</li> <li>• Greening Manchester - The City should continue to promote green areas for the health and welfare of the residents.</li> <li>• Public Facilities - Upgrade and maintain the City's inventory of Public Facilities.</li> </ul>
26	<b>Priority Need Name</b>	Address Deteriorating Conditions in City Buildings
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Non-housing Community Development

	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Improve Condition of Buildings Accessed By Public
	<b>Description</b>	In accordance with the City's Infrastructure Improvements Strategy, the City will utilize its Entitlement Funding to upgrade public buildings that benefit low and moderate income people.
	<b>Basis for Relative Priority</b>	Where ever possible, the initiatives outlined as a part of this strategy shall be consistent with the following Master Plan goals: <ul style="list-style-type: none"> <li>• Public Facilities - Upgrade and maintain the City's inventory of Public Facilities.</li> </ul>
27	<b>Priority Need Name</b>	Effective Administration of State/Federal Programs
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Other
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Facilitate Efficient Planning/Public Management
	<b>Description</b>	In conjunction with the City's Planning and Public Management Strategy, the Planning and Community Department will utilize Entitlement monies to pay professional staff to effectively administer federally funded HUD programming.
	<b>Basis for Relative Priority</b>	The focus of this need is to effectively administer State and Federally funded programs. Effective management of community development activities is critical to efficient and effective delivery of City services and facilities. As in the past, the HUD funds will be used to leverage larger commitments of funds from other sources to complete elements of the Planning and Public Management strategy.

28	<b>Priority Need Name</b>	To Implement Various Planning Studies
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Other
	<b>Geographic Areas Affected</b>	Citywide/CDBG-eligible CT-BG
	<b>Associated Goals</b>	Facilitate Efficient Planning/Public Management
	<b>Description</b>	In accordance with the City's Planning and Public Management Strategy , the City will utilize Entitlement Funding to support the implementation of various planning studies.
	<b>Basis for Relative Priority</b>	The focus of this Need is to complete planning studies that improve the quality of City services. Effective management of community development activities is critical to efficient and effective delivery of City services and facilities. As in the past, the HUD funds will be used to leverage larger commitments of funds from other sources to complete the elements of the Planning and Public Management Strategy.
29	<b>Priority Need Name</b>	To Teach Job Skills Through Classroom & Training
	<b>Priority Level</b>	Low
	<b>Population</b>	Low Moderate Large Families Families with Children Public Housing Residents Non-housing Community Development
	<b>Geographic Areas Affected</b>	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG

	<b>Associated Goals</b>	Prepare Individuals for Gainful Employment
	<b>Description</b>	In accordance with the Education and Skills Development Strategy , the City will utilize its Entitlement Funding to support job training and skills enhancement programming.

<p><b>Basis for Relative Priority</b></p>	<p>The general needs for economic development were taken from the Community Economic Development Strategy (CEDS) written in January 2008. Within the CEDS document is economic development research as well as the ideas formulated from this research. Some of the needs generated from the statistics are:</p> <ul style="list-style-type: none"> <li>• To maintain Manchester as a pleasant place to work and live while improving economic performance</li> <li>• Improve lower per capita income and the quality of employment opportunities without impairing those assets [Manchester Airport and the quality of life] and</li> <li>• To attract and strengthen these firms [technology firms], who value a skilled workforce, Manchester needs to improve the performance of its schools and strengthen partnerships with post high school institutions.</li> </ul> <p>The CEDS document developed four categories for economic development and developed goals for each category, what follows are the goals developed in the CEDS which are relevant to this Consolidated Plan:</p> <p><b>I. Downtown Development</b></p> <ul style="list-style-type: none"> <li>• Complete the River’s Edge development</li> <li>• Redevelopment of the Rockwell Site</li> <li>• Warehouse District &amp; South Elm Street Improvements</li> <li>• Improve Infrastructure in the Gaslight District</li> </ul> <p><b>II. Infrastructure Improvements</b></p> <ul style="list-style-type: none"> <li>• The Capital Corridor. Improvements for the Rail transit system running between Lowell and Manchester</li> <li>• Downtown Park and Ride and Intermodal Facility.</li> <li>• Develop a strategy to keep the workforce trained and growing through partnerships with existing educational systems and the creation of new training and employment recruitment programs</li> <li>• Improve access to transportation</li> </ul> <p><b>IV. Housing</b></p> <p>Increase the development of housing in downtown Manchester and the Millyard, including housing aimed at downtown workers, young professionals and others.</p>
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**Narrative (Optional)**

## SP-30 Influence of Market Conditions – 91.215 (b)

### Influence of Market Conditions

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Tenant Based Rental Assistance (TBRA)	<p>TBRA can assist low-income households pay rent, utility costs, security deposits, and utility deposits. Typically this type of rental assistance moves with the tenant and is not a program that subsidizes any particular rental project. In Manchester the program is best served by residents with special housing needs and special needs populations, such as homeless families with children, chronically homeless persons, and victims of domestic violence. 14.2% of Manchester's population is below poverty level and 23.9% of all families in the City with children under 5 years old are below poverty. As the City has gotten progressively poorer its demographic makeup has changed becoming more diverse and assimilating many new immigrants from all over the world. While home values and contract rents have increased in the past few years, the number of residents in Manchester earning a low-moderate income is now over half of the city's population. In addition two out of every five households has a housing cost burden greater than 30% of median area income. Estimates of affordability in the 2014 NHHFA Rental Survey indicate that only 20% of the two-bedroom units surveyed in Hillsborough County would be affordable to a 3-person household earning 50% of the median income. Households with very low incomes at 30% of the median income are earning \$20,700/year. The average rent for a two-bedroom apartment in Manchester is now \$1,099/month leaving an income gap of \$581. This gap widens when taking in account the need for a security deposit and other upfront costs. Recent community outreach feedback and current market trends support the need for rental and homeownership assistance for the city's poor.</p>
TBRA for Non-Homeless Special Needs	

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
New Unit Production	<p>As discussed in MA-05 and MA-15, both median home values and contract rents in Manchester today are significantly higher than they were 15 years ago. Manchester's housing market is stabilizing and recovering from the national recession when home values and rents plummeted and foreclosures spiked. While the cost of housing is increasing, household income is stagnant and falling and not keeping pace with current housing market values and conditions. Unless incomes improve, affordable housing over the next five years is anticipated to continue to be difficult to obtain. The City's high housing cost burden and low availability of housing units for the very low and low income households and families are drivers for the City to continue to develop and rehab housing units. In an effort to target these populations the use of HOME funds will enable the City to create additional units to increase supply.</p>
Rehabilitation	<p>Low-moderate income families and households in Manchester earning less than 80% of the area median income, the homeless and persons at risk of homelessness, as well as the elderly are all in need of affordable housing. The City of Manchester's population is also growing older which impacts housing market needs and conditions. Also both of the City's affordable housing providers, Neighborworks Southern NH (NSNH) and Manchester Housing and Redevelopment Authority (MHRA) report long waiting lists for low income and affordable housing. NSNH currently has a 3-4 month waiting list for their garden style apartments and 1-2 years for their townhouse units. MHRA's waiting list totals 8,939 applicants. These extensive waiting lists indicate that there is significant need and demand for housing in Manchester that is affordable in accordance with HUD guidelines. In addition, the severity of the City's affordable housing needs are not just limited to waiting lists. Many of the City's older/existing housing stock contain lead-based paint hazards and are substandard containing unsanitary housing conditions, lack of kitchens and plumbing, overcrowded rooms, as well as variety of indoor air contamination and pest infestation problems which do not meet the City's Housing Code. In addition, CDBG funding can be provided to low-moderate homeowner's to take on improvement projects to bring their properties into compliance with the City's Housing Code as well as assist non-profit developer's wishing to rehab buildings to create affordable housing units.</p>

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Acquisition, including preservation	<p>Federal statutes and regulations govern the use of CDBG funds to acquire real property. To be considered for acquisition, the City must have a permanent interest in the property and a clear use defined following the acquisition. Examples can include clearance to eliminate specific conditions of blight or physical decay; removal of deteriorated buildings in slum/blighted areas as well as dilapidated property used as a “crack house” as well as severely damaged properties in a flood zone. Other examples could include purchasing land to be used as a park serving a residential neighborhood of low-moderate income households; buying a building to be converted into a shelter for the homeless or buying an apartment house to provide units to low-moderate income households where 51% of the units are for low-moderate income. The housing market and housing conditions in Manchester are representative of many of these examples and such needs exist from time to time. This is particularly true considering about 73% of all housing units in the City were built before 1980, Moreover, about 50% of pre-1950 housing units are renter-occupied units and HUD estimates that 90% of all pre 1940 homes in the city contain lead paint hazards. The age of the city’s housing stock is a significant contributing reason and influence on why many of the housing units in the city are in poor shape and have one or more of the following severe housing conditions: lack of plumbing facilities; lack of complete kitchen facilities; an average of 1.01 or more occupants per room; or owners or tenants with an housing cost burden of over 30% of household income.</p>

Table 50 – Influence of Market Conditions

## SP-35 Anticipated Resources - 91.215(a)(4), 91.220(c)(1,2)

### Introduction

The City has recently re-evaluated the needs of the community and revised the corresponding priority needs and goals in accordance with the adopted Citizen Participation Plan. This exercise was completed as part of the City's Consolidated Planning Process to yield a new, updated 5 year plan for HUD funding that accurately addresses those identified needs. As a component of this Consolidated Plan, the City's Annual Action Plan for FFY 2015/City FY2016, identifies a proposed listing of projects to directly address the priority needs that have recently been improved with a more current needs assessment.

The City plans to use its annual entitlement funding of CDBG, ESG, and HOME to address these needs and goals over the next 5 years. In addition, many projects are able to leverage other public or private funding sources to supplement the Federal funding. The City will not have the resources to allocate Cash to any projects in the upcoming Fiscal Year. Bonding is a financial instrument that the City tends to use annually for larger scale projects with a longer return on investment.

**Anticipated Resources**

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	1,680,761	64,000	296,655	2,041,416	6,128,248	During the budget process each agency submits an application for funding that identifies the leveraged resources that are available for their specific project or agency should federal funding be secured. The leveraged resources are identified in the application and are included as part of this plan for each project identified for funding. Additionally, each Subrecipient Agreement identifies the cumulative cost per unit and the HUD cost per unit. This calculation allows CIP staff to perform a cost benefit analysis based on HUD resources and all additionally leveraged resources for the program.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	470,143	36,800	0	506,943	1,520,829	In accordance with the HOME requirements, the City continues to meet and exceed the 25% match commitment for all funds drawn down for affordable housing development. The City submits an annual match report in September as part of the CAPER to document the fulfillment of this requirement. The match requirement is included in both the City's Subrecipient and Developer's Agreements. HOME matching funds come from both non-profit housing developers and non-profit organizations that operate the City's tenant based rental assistance programs. All sources of HOME match are documented in accordance with CPD Notice 97-03.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
ESG	public - federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid re-housing (rental assistance) Rental Assistance Services Transitional housing	147,944	0	0	147,944	443,832	In accordance with ESG requirements, the City ESG funding assistance to Subrecipients is on a dollar for dollar matching basis. As such, Subrecipients are required to provide the match and will submit to the City documentation of cash contributions or in-kind calculations as match evidence for eligible expenses. Match sources come from various sources including private donations, foundation awards and/or state grant awards.

Table 51 - Anticipated Resources

**Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied**

During the budget process each agency submits an application for funding that identifies the leveraged resources that are available for their specific project or agency should federal funding be secured. The leveraged resources are identified in the application and are included as part of this plan for each project identified for funding. Additionally, each Subrecipient Agreement identifies the cumulative cost per unit and the HUD

cost per unit. This calculation allows CIP staff to perform a cost benefit analysis based on HUD resources and all additionally leveraged resources for the program.

In accordance with the HOME requirements, the City continues to meet and exceed the 25% match commitment for all funds drawdown for affordable housing development. The City submits an annual match report in September as part of the CAPER to document the fulfillment of this requirement. The match requirement is included in both the City's Subrecipient and Developer's Agreements. HOME matching funds come from both non profit housing developers and non profit organizations that operate the City's tenant based rental assistance programs. All sources of HOME match are documented in accordance with CPD Notice 97-03.

In accordance with ESG requirements, the City ESG funding assistance to Subrecipients is on a dollar for dollar matching basis. As such, Subrecipients are required to provide the match will submit to the City documentation of cash contributions or in-kind calculations as match evidence for eligible expenses. Match sources come from various sources including private donations, foundation awards and/or state grant awards.

**If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan**

With the exception of publically owned park facilities, there are currently two city owned properties that are being used to address the needs that are identified in the 2015 Annual Action Plan. 11 Liberty Street is a three family home City owned property that is currently being leased for one dollar to Manchester Emergency Housing Services to provide emergency shelter to homeless families. The newly renovated Odd Fellows Hall located at 434 Lake Avenue is a City owned four-story 20,000 square foot building that is being utilized as a Human Service Center. The building is currently occupied by three non-profit organizations that provide various services that benefit low and moderate-income households.

**Discussion**

Inasmuch as the priorities and needs of the community far outweigh the annual HUD entitlement, not all of the key strategies identified within this Action Plan will be addressed through projects funded with HUD entitlement funding. Rather, some of these strategies and activities will be realized through projects and programs that use a variety of non-HUD resources, including local property tax generated dollars, state funding and other federal funds. Not all of the strategies noted are targeted towards activities that strictly benefit low and moderate income City residents. However, the projects that have been designated to receive funding are intended to address a myriad of needs of the community, these being social and health services, education, recreation, infrastructure, transportation, housing and public safety. While some of these

activities are not specifically targeted towards low and moderate-income residents, the resulting impacts from improvements realized will also benefit this segment of Manchester's citizenry. These strategies are contained within this document as the development of the HUD Consolidated Plan and also in the ensuing Annual Action Plan. Both documents are in effect part and parcel of the City's process for the development of the Community Improvement Program Budget. The HUD funded activities represent one element of the entire Community Improvement Program.

## SP-40 Institutional Delivery Structure – 91.215(k)

Explain the institutional structure through which the jurisdiction will carry out its consolidated plan including private industry, non-profit organizations, and public institutions.

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
THE WAY HOME	Non-profit organizations	Homelessness Rental	
FAMILIES IN TRANSITION	Non-profit organizations	Homelessness Ownership Rental	
Neighborworks Southern NH	CHDO	Ownership Rental	
MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY	Redevelopment authority	Ownership Public Housing Rental	
21st Century Learning Center	Non-profit organizations	public services	
BIG BROTHERS BIG SISTERS	Non-profit organizations	public services	
CHILD AND FAMILY SERVICES	Non-profit organizations	Homelessness public services	
COURT APPOINTED SPECIAL ADVOCATES	Non-profit organizations	public services	
GIRLS INC	Non-profit organizations	public services	
Granite United Way	Non-profit organizations	Non-homeless special needs public services	
Health Department	Departments and agencies	public services	
Holy Cross Family Learning Center	Non-profit organizations	public services	
MANCHESTER COMMUNITY RESOURCE CENTER	CBDO	public services	
City of Manchester- Economic Development	Departments and agencies	Economic Development	
NEW HORIZONS SHELTER	Non-profit organizations	Homelessness	

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
Palace Theatre	Non-profit organizations	public services	
Manchester Police Department	Departments and agencies	public services	
DPW-Highway Department	Departments and agencies	neighborhood improvements public facilities	
DPW-Parks and Recreation Division	Departments and agencies	neighborhood improvements public facilities public services	
Serenity Place	Non-profit organizations	public services	
Child Advocacy Center	Non-profit organizations	public services	
MANCHESTER COMMUNITY HEALTH CENTER	Non-profit organizations	public services	
YWCA OF MANCHESTER, NH	Non-profit organizations	Homelessness public services	
BOYS & GIRLS CLUB OF MANCHESTER	Non-profit organizations	public services	
CITY YEAR	Non-profit organizations	public services	
ST JOSEPH COMMUNITY SERVICES	Non-profit organizations	public services	
THE SALVATION ARMY	Non-profit organizations	public services	
YMCA OF GREATER MANCHESTER	Non-profit organizations	public services	
Manchester Development Corporation	Non-profit organizations	Economic Development	

Table 52 - Institutional Delivery Structure

### Assess of Strengths and Gaps in the Institutional Delivery System

Manchester's institutional delivery system is rooted in collaborative relationships across private industry, non-profit organizations, and government agencies. The City Planning Department works closely with local community based development organizations, public housing, community housing

development organizations as well as with state-level community development and financing/housing and homelessness bureaus.

Through the public participation process, gaps in the delivery system were raised and the City will assess ways to improve upon those gaps. The identified gaps are as follows:

- Multi planning and collaborative approach documents have been developed and need to work to have a unifying plan across all the stakeholders.
- Some key stakeholders are not always involved in the most relevant planning and evaluation of resources and strategies, e.g. Manchester Development Corp, School District, private industry, employers, private higher education systems.
- Funders and private industry/developers need to be involved more cohesively in the planning and funding process, especially when identifying gap funding opportunities.
  
- Need for more centralized data and information made available to the public and need for neighborhood groups, pride, civic participation.

**Availability of services targeted to homeless persons and persons with HIV and mainstream services**

Homelessness Prevention Services	Available in the Community	Targeted to Homeless	Targeted to People with HIV
<b>Homelessness Prevention Services</b>			
Counseling/Advocacy	X	X	
Legal Assistance	X	X	
Mortgage Assistance	X	X	
Rental Assistance	X	X	
Utilities Assistance	X	X	
<b>Street Outreach Services</b>			
Law Enforcement	X	X	
Mobile Clinics	X	X	
Other Street Outreach Services	X	X	
<b>Supportive Services</b>			
Alcohol & Drug Abuse	X	X	
Child Care	X	X	
Education	X	X	
Employment and Employment Training	X	X	
Healthcare	X	X	
HIV/AIDS	X	X	X
Life Skills	X	X	
Mental Health Counseling	X	X	

Transportation	X	X	
Other			

Table 53 - Homeless Prevention Services Summary

**Describe how the service delivery system including, but not limited to, the services listed above meet the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)**

In addition the services noted in the table above, the Healthcare for the Homeless program offers free primary and specialty medical care, behavioral health, health education, substance abuse counseling and outreach. Manchester's Mental Health Center has a PATH grant and connects people with mental illness to all levels of care needed. Strong collaborations also exist with job training organizations, Homeless Liaisons in every school in the district, VA and other Veterans programs/services, SNAPs assistance workers, DHHS, area landlords, substance abuse treatment programs and other assistance programs. HIV/AIDS services are provided by the City's Health Department, State programs and nonprofit agencies such as Greater Manchester AIDS Project.

Chronically homeless individuals and families. Manchester has increased its permanent supportive housing beds dedicated for chronically homeless from 20 in 2009, to 55 in 2012 and to 71 in 2015. The MCoC intends to dedicate an additional 20 beds by the end of 2015 for a total of 91 dedicated CH beds. All MCoC organizations funded through the NOFA have agreed to prioritize 90% of turnover beds for chronically homeless. In the 2013 CoC NOFA, a new project application was awarded in Tier 2 for Permanent Supportive Housing (PSH) with a Housing First approach for 4 chronically homeless individuals. Outreach workers and places that chronically homeless persons tend to frequent. In 2015 two additional CH beds were added to the City's inventory through New Horizons' Housing First tenant based rental assistance project targeting chronically homeless individuals.

Households with dependent children. The MCoC counted one unsheltered families in the 2015 Point in Time count. The MCoC's permanent housing & rapid rehousing are major assets for families. Homeless prevention for families includes education, positive landlord relationships, City initiatives around lead poisoning, bedbugs or other infestations, and individualized diversion strategies. Outreach is ongoing with the Manchester School District, Child & Family Services and Office of Youth Services. Families in Transition is moving the Manchester Emergency Family Shelter to a new facility that will host a Head Start daycare, health clinic, a food pantry with commercial kitchen, and an intake center. This facility will assist homeless families in a targeted manner by assisting them in (re)gaining stable housing. 2-1-1 NH continues to divert or coordinate services for homeless families.

Veterans. Manchester's homeless veterans count has decreased to 34 in 2015, down from 54 in the 2014 Point in Time Count. New Permanent Supportive Housing within the past two years includes Harbor Homes Somerville Street, 6 units (3 of those are chronically homeless dedicated), veteran single men and women. New Transitional Housing within the past two years includes Harbor Homes Somerville Street, 20 units for veterans of all types (single men/women, men/women with children, intact families, etc.).

Unaccompanied Youth. The City's Homeless Steering Committee Youth Subcommittee has resulted in a more collaborative approach to serving this population. Discharge planning has been greatly enhanced

from the juvenile justice system and key collaborations have been built. Child and Family Services provides runaway, homeless and street youth with a number of youth-specific services including a street outreach program, a transitional housing program, a drop-in center, individual counseling, substance abuse assistance, and additional services as needed.

**Describe the strengths and gaps of the service delivery system for special needs population and persons experiencing homelessness, including, but not limited to, the services listed above**

There are several strengths of the service delivery system. With regards to homelessness, MCoC has provided excellent coordination with all of the homeless providers in bringing timely access to important community based services. Employment training, medical care, mental health and substance abuse counseling, housing and other services facilitate an individual's or family's ability to attain and maintain a stable living environment. Numerous homeless providers in Manchester have been working hard on these issues for many years and are doing exceptional work.

However, there are long waiting lists for those in need and many people are still choosing to live on the streets instead of utilizing available space within the emergency shelter.. Due to the poor economy and the high cost of housing, the demand for homeless services has remained steady. Also it is important to note that the City is seeing an increase in homeless youth population ages 18-25.

There are gaps of the delivery system for issues related to homelessness:

- Need for continued and increased homeless prevention and rapid re-housing activities to assist Manchester residents in gaining housing stability and temporary services to bridge to long-term stability.
- Need additional funding for housing financial assistance and services for this Homeless/At-Risk of Homelessness population.
- Need for more services for individuals with alcohol and other drug addictions.
- Need for respite care for homeless people who are ill or temporarily disabled and requiring more care than shelters can provide.
- The need for shelter for elderly homeless with medical needs is escalating,. There are no shelters/services to fill this service need. The State Bureau of Elderly & Adult Services is sometimes able to help but many times cannot.
- Non compliant parents create the inability for welfare offices and shelters to provide assistance. This creates a need to hotel or transport families to other regions where they are not connected to the community at all and the children may potentially be far from their schools of origin.
- Jail and Prison releases directly into homelessness are escalating.

The strengths of the service delivery systems for special needs population are that multiple agencies and funding sources are in place to provide those services. However, gaps in the system include the need for increased transportation and ease of accessibility to the services offered.

## **Provide a summary of the strategy for overcoming gaps in the institutional structure and service delivery system for carrying out a strategy to address priority needs**

As discussed in the SP-05 Overview section, Manchester's Neighborhood Health Improvement Strategy will focus on a more comprehensive and cohesive delivery of services (municipal, school, health, built environment, social services, etc.). The Planning, Health, Police and Highway Departments as well as key funders such as the Granite United Way will continue to collaborate together to assess where different sources of funding and appropriate interventions will overcome gaps in the structure and service delivery system. As the City gains experience with this Strategy, additional neighborhoods will be added to the priority focus of community improvement.

Also a part of the City's strategic planning toolbox, the City's Master Plan (2009) centers on a balance of a number of elements including: a diversified and resilient economy; a variety of housing opportunities; consumer goods and other services; good schools and higher education; a sound public infrastructure of roads, utilities, sidewalks and municipal buildings; amenities and strong neighborhoods. The Master Plan acknowledges that a community must also be prepared to address major global changes such as climatic change and energy problems, and begins to discuss ways that Manchester can become more sustainable for future generations.

The City's primary strategy for overcoming gaps in the institutional structure and service delivery system for issues affecting homelessness is to maintain coordination between the City and the Manchester Continuum of Care (MCoC) network to ensure that gaps are addressed. The City supports the MCoC's NOFA request for funding of permanent supportive housing and other support programming to be provided by Child and Family Services, Families in Transition, Harbor Homes, Helping Hands, Liberty House, Serenity Place, New Horizons, The Way Home and the YWCA.

The Healthcare for the Homeless program works very closely with City hospitals to ensure homeless individuals be 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. When discharges into homelessness from institutional systems occur, the City is willing and able to get involved at an executive level to correct such discharges.

The City recognizes the importance of prevention and rapid rehousing efforts as does the MCoC. Programs divert people through other supports if possible. City funded partner and MCoC member agency, The Way Home and Families in Transition are solid resources for prevention and rapid rehousing assistance and utilize budget and life skills training as part of this. 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. Clients are also educated on the many resources available within the community to help them keep their housing, grocery and other costs down. 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.

During 2015, the City will continue working with the Manchester Continuum of Care on developing a uniform Coordinated Entry system for the jurisdiction. Currently, uniform coordinated assessment intake forms are being utilized by most ESG-funded agencies.

With regards to overcoming gaps in the structure and delivery system for non-homeless special needs population: the City will continue to coordinate and consult with Manchester Transit Authority and service providers to study transportation and accessibility needs and gaps and identify opportunities to maximize limited resources.

## SP-45 Goals Summary – 91.215(a)(4)

### Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Increase the Number of Affordable Housing Units	2015	2019	Affordable Housing	Citywide/CDBG-eligible CT-BG	Affordable Housing Provide Home Ownership Down Payment Assistance	CDBG: \$400,000 HOME: \$1,475,384	Rental units constructed: 5 Household Housing Unit  Rental units rehabilitated: 25 Household Housing Unit  Homeowner Housing Rehabilitated: 30 Household Housing Unit
2	Equal Access to Affordable Housing Opportunities	2015	2019	Affordable Housing	Citywide/CDBG-eligible CT-BG	Affordable Housing Provide Fair Housing Counseling and Representation	CDBG: \$20,000	Public service activities other than Low/Moderate Income Housing Benefit: 500 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Address Homelessness Issues	2015	2019	Homeless	Citywide/CDBG-eligible CT-BG	To Provide Emergency Shelter Provide Outreach to Individuals Living in Streets To Provide Tenant Based Rental Assistance To Provide Transitional Housing To Provide Rapid Re-Housing Opportunities For All Applicable Agencies To Use HMIS System To Provide Homeless Prevention Activities	HOME: \$360,000 ESG: \$547,396	Tenant-based rental assistance / Rapid Rehousing: 890 Households Assisted  Homeless Person Overnight Shelter: 5465 Persons Assisted  Homelessness Prevention: 600 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Increase Community Supportive Living Environments	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Safe and Sanitary Housing Supportive Neighborhood Living Environments To Prevent Youth From Engaging in Crime	CDBG: \$1,175,220 HOME: \$15,400	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 15025 Persons Assisted  Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit: 38000 Households Assisted  Public service activities other than Low/Moderate Income Housing Benefit: 16000 Persons Assisted  Buildings Demolished: 5 Buildings
5	Increase Manchester Highschool Graduation Rate	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Youth Counseling, Programming & Supportive Service	CDBG: \$1,324,800	Public service activities other than Low/Moderate Income Housing Benefit: 15435 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Perpetuate the Independent Living of the Elderly	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Provide Elderly Independent Living Support Service	CDBG: \$200,800	Public service activities other than Low/Moderate Income Housing Benefit: 1750 Persons Assisted
7	Increase Access/Availability to Afford. Childcare	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Provide Childcare Options for Working Parents	CDBG: \$128,800	Public service activities other than Low/Moderate Income Housing Benefit: 500 Persons Assisted
8	Support Health Care Activities for Underinsured	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area	Access to Health Care	CDBG: \$230,800	Public service activities other than Low/Moderate Income Housing Benefit: 3425 Persons Assisted
9	Assimilate Refugees Into The Community	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area	Access to Supportive Services That Target Refugees	CDBG: \$61,200	Public service activities other than Low/Moderate Income Housing Benefit: 350 Persons Assisted
10	Decrease the number of Abused/Neglected Children	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Provide Support to Abused/Neglected Children	CDBG: \$112,000	Public service activities other than Low/Moderate Income Housing Benefit: 875 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
11	Increase Manchester Employment Opportunities	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Economic Wellbeing for all Manchester's Citizens Provide Support to Manchester Businesses	CDBG: \$200,000	Jobs created/retained: 25 Jobs
12	Increase Recreation Programming for Low/Mod youth	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Provide Youth with Summer Recreation Programming	CDBG: \$131,200	Public service activities other than Low/Moderate Income Housing Benefit: 1500 Persons Assisted
13	Increase Year Round Access to Rec. Facilities	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Safe and Affordable Places for Physical Activity	CDBG: \$900,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 22710 Persons Assisted
14	To Create a Universally Accessible City	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	ADA Access to Sidewalks, Streets and Buildings	CDBG: \$200,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 15715 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
15	Support the City's Infrastructure System	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	To address Deteriorating Streets, Sidewalks, Etc.	CDBG: \$1,204,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 69420 Persons Assisted
16	Improve Condition of Buildings Accessed By Public	2014	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Address Deteriorating Conditions in City Buildings	CDBG: \$128,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 40880 Persons Assisted
17	Facilitate Efficient Planning/Public Management	2015	2019	Planning and Administration	Citywide/CDBG-eligible CT-BG	Effective Administration of State/Federal Programs To Implement Various Planning Studies	CDBG: \$1,332,044 HOME: \$176,988 ESG: \$44,380	Other: 551890 Other
18	Prepare Individuals for Gainful Employment	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	To Teach Job Skills Through Classroom & Training	CDBG: \$420,800	Public service activities other than Low/Moderate Income Housing Benefit: 125 Persons Assisted  Jobs created/retained: 30 Jobs

Table 54 – Goals Summary

## Goal Descriptions

1	<b>Goal Name</b>	Increase the Number of Affordable Housing Units
	<b>Goal Description</b>	Increase the number of quality affordable housing opportunities in the City and insure that they are available to all of Manchester's residents. Initiatives to include the development of new housing units through both new construction and the renovation of existing buildings as well as the rehabilitation of the existing housing stock.
2	<b>Goal Name</b>	Equal Access to Affordable Housing Opportunities
	<b>Goal Description</b>	Enforce fair housing and advocate for individuals who have been discriminated against.
3	<b>Goal Name</b>	Address Homelessness Issues
	<b>Goal Description</b>	Decrease the number of homeless individuals/families in the City of Manchester.
4	<b>Goal Name</b>	Increase Community Supportive Living Environments
	<b>Goal Description</b>	Increase the number of healthy neighborhoods in the City, through activities that: improve neighborhood walkability and livability, provide access to places for physical activities; increase the number of affordable safe and sanitary code compliant housing units; provide access to healthy, affordable food sources; provide access to local transportation systems; and effect physical and social improvements that create and maintain a "Supportive Living Environment".

5	<b>Goal Name</b>	Increase Manchester Highschool Graduation Rate
	<b>Goal Description</b>	Increase the High School graduation rate as a result of providing a portfolio of services that help students K-12 stay on track and get back on track to graduation and life success. Educational and enrichment programming to inspire and empower adolescents to be compassionate, courageous and committed leaders in their communities. Activities include after school tutoring, mentoring, counseling, recreational programming and arts/music theater opportunities for youth residing in low-income neighborhoods.
6	<b>Goal Name</b>	Perpetuate the Independent Living of the Elderly
	<b>Goal Description</b>	Programs that allow elderly residents to continue living independently in their own homes.
7	<b>Goal Name</b>	Increase Access/Availability to Afford. Childcare
	<b>Goal Description</b>	Programming that allows low income families to access high quality early learning opportunities for their children.
8	<b>Goal Name</b>	Support Health Care Activities for Underinsured
	<b>Goal Description</b>	Support programming that provides health care to the City's underinsured residents. Targeting the most vulnerable populations with intensive care management services will enable communities to achieve health equity and improve health outcomes by eliminating health disparities, which is defined as differences in length/quality of life and rates and severity of disease and disability because of social position, race/ethnicity, age, education, or other factors.
9	<b>Goal Name</b>	Assimilate Refugees Into The Community
	<b>Goal Description</b>	Foster an environment in which refugees resettling in Manchester can become productive members of the community
10	<b>Goal Name</b>	Decrease the number of Abused/Neglected Children
	<b>Goal Description</b>	The City will work with applicable agencies such as Court Appointed Special Advocates of NH and The Child Advocacy Center of Hillsborough County to provide services to abused and neglected children. The goal is to provide these children with the best possible services so that they can begin the healing process and stop the cycle of violence.

11	<b>Goal Name</b>	Increase Manchester Employment Opportunities
	<b>Goal Description</b>	Increase the number of employment opportunities in Manchester through various initiatives that create and retain jobs.
12	<b>Goal Name</b>	Increase Recreation Programming for Low/Mod youth
	<b>Goal Description</b>	Increase the number of recreational opportunities for low and moderate income youth residing in the City of Manchester.
13	<b>Goal Name</b>	Increase Year Round Access to Rec. Facilities
	<b>Goal Description</b>	By upgrading existing facilities and investing in new facilities, the City will strive to increase year round access to safe and affordable places for physical activity for residents of all ages.
14	<b>Goal Name</b>	To Create a Universally Accessible City
	<b>Goal Description</b>	Provide universal access to all public streets, sidewalks, parks, etc. in the community.
15	<b>Goal Name</b>	Support the City's Infrastructure System
	<b>Goal Description</b>	A planned program providing for appropriate improvements and necessary expansion of the community's infrastructure. Sound infrastructure is vital to both the City's financial and physical integrity.
16	<b>Goal Name</b>	Improve Condition of Buildings Accessed By Public
	<b>Goal Description</b>	Upgrade Manchester's inventory of public buildings including the elimination of architectural barriers.
17	<b>Goal Name</b>	Facilitate Efficient Planning/Public Management
	<b>Goal Description</b>	Administer and monitor state and federally funded programs in accordance with applicable requirements. Conduct studies and analyses that improve the quality of the City and delivery of services.

18	<b>Goal Name</b>	Prepare Individuals for Gainful Employment
	<b>Goal Description</b>	Assist Manchester residents to attain self-sufficiency by providing access to employment, education, information and referral in a multi-cultural environment. Programs are designed to promote the development of each individual's work-maturity competencies, emotional growth and social development through the acquisition of appropriate job skills, workplace training, knowledge, and attitudes. Activities include adult workforce development, job training and ESL skills development and youth employment programs.

**Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.315(b)(2)**

**For incomes 0-30% of MFI (Extremely Low Income):** It is estimated that Manchester Housing Initiatives Housing Rehabilitation/Lead Hazard Control activities completed by the City will benefit 5 very low-income households. A total of 247 rental households will benefit as a result of Tenant Based Rental Assistance.

**For incomes 31-50% of MFI (Low Income):** It is estimated that Manchester Housing Initiatives Housing Rehabilitation/Lead Hazard Control activities completed by the City will benefit 17 low-income households and a total of 3 low-income rental households will benefit as a result of Tenant Based Rental Assistance. Approximately, 5 low-income households will benefit as a result of the construction of rental housing.

**For incomes 51-80% of MFI:** It is estimated that Manchester Housing Initiatives Housing Rehabilitation/Lead Hazard Control activities completed by the City will benefit 28 moderate-income households and a total of 20 moderate-income rental households will benefit as a result of the construction of rental housing. The construction of home ownership units will benefit approximately 10 moderate-income families while down payment assistance will assist another 40 households.

## **SP-50 Public Housing Accessibility and Involvement – 91.215(c)**

### **Need to Increase the Number of Accessible Units (if Required by a Section 504 Voluntary Compliance Agreement)**

The City of Manchester has a total of 605 accessible units (out of over 3,000 assisted units) that are subsidized with funding from federal sources or New Hampshire Housing, according to NHHFA data. Out of these units, 294 are designated for the elderly, 266 are designated for families, 28 are designated for both the elderly and families, and 17 are designated for people with special needs. The development buildings with the largest number of accessible units are: Meetinghouse at Riverfront (102); Elm Street I (40); and Family Mill (33). In comparison, according to ACS 2013 estimates, New Hampshire's second largest city Nashua (which has about 23,000 less residents than Manchester) has a total of 240 such accessible units. To put these numbers in perspective, Nashua has 80% of the population of Manchester but only 40% of the number of accessible units subsidized with funding from federal sources or through NHHFA.

Other information gathered indicates that approximately 5% of the City's total population has some type of mobility impairment. Discussions with various organizations involved with the needs of persons with disabilities such as the Granite State Independent Living Foundation represented a need for additional affordable, universally accessible units. In response, the City has encouraged the construction of universally accessible units in all of the affordable housing development projects it has supported and has ensured that such units are built at a minimum in accordance with HUD requirements. During the recent modernization of its public housing units, the Manchester Housing and Redevelopment Authority have also been adding additional accessible units to accommodate this identified need. The Manchester Housing and Redevelopment Authority's waiting list identified over 19% (1,704 of 9,085 applications) of the households on the waiting list as including a person with disabilities.

The City continues to work with City departments, businesses, non-profits and developers to ensure universal access for all individuals. Information has been provided on the Americans with Disabilities Act and its application to housing. Disabled individuals have been informed of their rights pertaining to accessible housing units and the requirements placed on affordable (both for profit and nonprofit) housing developers to construct such units. The City strongly encourages such units to be constructed above and beyond the HUD mandates. Due to the efforts of housing developers and accessibility advocates, new universally accessible units are being produced and a network has been established to place individuals or families in those units.

### **Activities to Increase Resident Involvements**

The Manchester Housing and Redevelopment Authority recognizes the importance of resident input to address the concerns and needs of those residing in their public housing units. To gain the perspective of the residents, the MHRA has a resident member of its Board of Commissioners. Furthermore the

MHRA established a Resident Advisory Board to bring forth the concerns shared by the larger population of public housing in the City of Manchester.

**Is the public housing agency designated as troubled under 24 CFR part 902?**

No

**Plan to remove the 'troubled' designation**

Manchester Housing and Redevelopment Authority has not been designated as troubled under 24 CFR part 902.

## **SP-55 Barriers to affordable housing – 91.215(h)**

### **Barriers to Affordable Housing**

The City of Manchester continues to review policies and take action steps in its effort to remove barriers to affordable housing. While the Zoning Ordinance underwent a complete rewrite in 2001, there have been several changes to the ordinance over the intervening years and several additional proposed modifications will be brought forward in 2015. Since 2001, the City has taken advantage of the State Statute governing "Innovative Land Controls". By including uses which can be granted Conditional Use Permits through the Planning Board, the City has, in some cases, removed the need for a developer or landlord to submit applications to multiple land use boards. Currently, the City's regulations do not require new multi-family developments of six units or less be reviewed by the Planning Board.

Unlike some other surrounding communities, Manchester's Zoning Ordinance does not differentiate between affordable, adequate, or luxury housing units. The ordinance does regulate the density of the proposed units and that density varies, depending on the zoning district. That said, the City of Manchester's minimum square-footage requirements for lot area for multi-family units are low, from 500 SF/unit in some zoning districts to 3,500 SF/unit in other zoning districts. Because the majority of the land area of Manchester is serviced by public sewer and water lines, the City is able to reduce the required lot areas, which is not possible when septic systems and private wells are required.

When it comes to building codes, the process for development of new buildings for new housing stock or redevelopment of existing buildings into housing stock is more complex and may present barriers. While the City of Manchester Planning and Community Development Department has adopted the 2006 edition of the International Building Code (IBC), the State has adopted the 2009 edition. The City has adopted the 2009 edition of the International Existing Building Code (IEBC), whereas the State has adopted the 2006 edition. The City enforces the more stringent of the two. The Manchester Fire Department enforces the Life Safety Codes, which sometimes conflicts with the IBC or IEBC. The City should take steps to better coordinate between the Building Codes and the Fire Codes.

City inspectors review all building plans, perform intermittent inspections throughout the construction process, and conduct final inspections prior to issuing a Certificate of Occupancy. All rental property falls under the jurisdiction of the Certificate of Compliance program, which is intended to be pro-active rather than re-active in identifying Building Code issues. Because staffing is limited, the Code Enforcement Officers inspect properties on a 3 year cycle. The City should take steps to reduce the time period for inspections, which would identify issues earlier, require landlords to make necessary corrections earlier, and improve the overall quality of affordable housing.

### **Strategy to Remove or Ameliorate the Barriers to Affordable Housing**

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. Unfortunately, the regulatory requirements are not flexible and require creative work around solutions to be discussed between several members of the Staff in order to implement the needed solutions.

One of the major barriers that were discovered is the City's conflicting Building and Fire Codes. These two documents are designed to ensure the safety of housing throughout the City, so their ability to work together towards this end is crucial in creating and maintaining safe, decent and sanitary housing. Currently, the City Planning Department has begun working with the Fire Department to review Architectural Building Plans together to ensure a seamless blend of requirements and avoiding last minute construction delays and preventing future code violations. Unfortunately, this initiative is only employed for new construction, but in the future efforts can be made to utilize this relationship when existing housing violations are discovered.

In an effort to address the issue of a sub-par inspection cycle, the City has proposed an increase in the Concentrated Code Enforcement Division by adding a second Code Enforcement Officer. This additional employee will help to inspect more units per year and will hopefully allow for the City to reduce the inspection cycle to once every two years. The shorter inspection cycle of residential, multi-family buildings will identify violations earlier and help to maintain the quality of housing before it gets too deteriorated.

The return on residential investment is dramatically impacted by the conditions of the neighborhood. City policies make an effort to ensure structural safety, but it has been several years since funding was targeted at homeowners to assist in the required maintenance. An initiative the City is looking to resurrect is a housing rehab program that will provide low to moderate income homeowners with a grant or loan to address cost prohibitive code violations and improvement projects. This program will augment the other ongoing efforts to address the issues presented in an older housing stock.

## **SP-60 Homelessness Strategy – 91.215(d)**

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

The goal of no one living on the streets continues to be a high priority with the City of Manchester. The MCoC has an outreach team which includes a registered nurse, a Projects for Assistance in Transition from Homelessness (PATH) worker, shelter staff, youth outreach, and volunteers that go places known to have camps. They routinely check in on people, work to engage them in services and advise them of shelter options. Manchester Police have also been part of outreach and seek to connect unsheltered homeless to MCoC services.

Helping Hands, the City Granite United Way and a collaborative management team developed a homeless services center within Helping Hands' facility. The Center original vision began as a place for homeless individuals to receive a variety of basic needs, including showers, laundry and hot lunch, as well as a place for service providers and outreach including: VA, healthcare, mental health, Goodwill job training, reading program and housing assistance. Currently, the City, community stakeholders and the MCoC are reviewing the evolution of the Center and its potential role in the Coordinated Intake/Entry process.

The MCoC's permanent housing and rapid rehousing are major assets for families. Homeless prevention includes education, building/maintaining positive landlord relationships, City initiatives around lead poisoning, bedbugs or other infestations, individualized diversion strategies, and, where appropriate, financial assistance such as rent subsidy or security deposit. Outreach is ongoing with the Manchester School District, Child and Family Services and Manchester Office of Youth Services.

2-1-1 NH continues to divert or coordinate services for homeless families and individuals, and provides referrals to the City's homeless services/providers.

The City and MCoC will continue with these activities and work together to enhance capabilities in engaging homeless people and motivating them to connect with area resources.

The majority of the homeless providers are part of a local Continuum of Care (CoC), which is designed to provide timely access to important community based services. Employment training, medical care, mental health and substance abuse counseling, housing and other services facilitate an individual's or family's ability to attain and maintain a stable living environment. Local funding will focus on the most vulnerable homeless and those providers that offer a comprehensive approach to homelessness. Case management will reach out and assess the individual needs of the homeless persons, providing to facilitate the transition from homeless to permanent housing, health, employment, mental health and substance abuse referrals, food and clothing. Shelters serving families include service linkages with other family service providers including childcare, education, immunization, wellness programs and family counseling. Some of the specific strategies include: support the organizations that provide shelter, food and the services required to meet the needs of Manchester's homeless; participate in the Continuum of Care process to access available resources to meet the needs of Manchester's Homeless; and offer outreach to homeless individuals that do not access services from the traditional shelter setting.

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

In addressing the emergency and transitional housing needs of homeless persons, Manchester has a large emergency shelter network of providers. The City has the largest adult shelter in the state of New Hampshire -- New Horizons for New Hampshire where emergency shelter is available to men and women. The main shelter has 76 beds and routinely has over that many clients in the winter months as authorized by the Manchester Fire Department. Overflow space has been made available at Helping Hands building 140 Central Street, also known as the Manchester Homeless Services Center. There is also a separate shelter for women-Angie's- with 16 beds, which is operated by New Horizons.

Families in Transition and the Manchester Welfare Department co-run a family shelter with 19 beds. Families in Transition has added case management and greater access to supportive services at this shelter over the last year and is frequently able to move shelter clients into one of their housing programs from the shelter. Families in Transition also has a specialty shelter for single women and families with 22 beds.

There is a domestic violence shelter operated by the YWCA in Manchester with 11 beds. 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 three safe house shelter beds for children under the age of 18 and at least one bed at a professional facility, Webster House, for children in crisis

Families in Transition is developing a new facility for a family emergency shelter that will host a Head Start daycare, health clinic, a food pantry with commercial kitchen and an intake center. This facility will assist homeless families in a targeted manner by assisting them in (re)gaining stable housing.

Transitional housing is available for homeless youth aged 18-22, veterans, families and individuals throughout the City.

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

Besides providing safe, temporary living accommodations for homeless men, women and families, the continuum network also provides linkages with other family service providers, including childcare, education, immunization, wellness programs and family counseling.

Without emergency shelter, the most vulnerable of the homeless would be forced to live on the streets subject to the severity of the elements and potential victimization. Emergency shelters refer individuals to transitional housing programs when it is determined that there is a high likelihood that the individual or family is prepared to move along the continuum of care to permanent housing.

Specific strategic elements include: support the organizations that provide shelter, food and the services required to meet the needs of Manchester's homeless; develop housing to accommodate homeless individuals transitioning from shelters into permanent apartments; continue to collaborate with non-profit organizations to operate a security deposit program; continue to participate in the Continuum of Care process to access available resources to meet the needs of Manchester's Homeless.

**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.**

Manchester has made great strides in 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. Within the MCoC, approximately 90 percent of people exit to some form of permanent housing, which reduces the extent to which recidivism occurs. In addition to ensuring that people exit to stable housing destinations, all MCoC- 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 MCoC utilizes HMIS to monitor and measure recidivism through the use of a report that lists all clients who exits 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, landlord relationships with the City/agencies help to increase opportunities for affordable housing.

Families in Transition, which operates many of the MCoC's transitional housing (TH) programs, incorporated a Case Management Needs Identifier into programming in Jan, 2014 that informs an action plan participants entering TH. Immediate goals are set to progress through a 3-phase housing readiness model. Each participant is re-evaluated every 3 months on progress toward achieving goals. Child & Family Services TH is a 12-18 month program that provides supportive housing, life skills, and support services to youth (18-22 years old) who are homeless or transitioning out of foster care. The program promotes self-sufficiency and reduces the risk of future homelessness. The adult emergency shelter, New Horizons, utilizes a Tier System to monitor/encourage success and offer enhanced living accommodations. They also partner with MCoC outreach and Helping Hands/Homeless Services Center in getting clients connected to services to enhance capabilities to secure solid housing.

As previously discussed, Manchester has increased its permanent supportive housing beds dedicated for chronically homeless from 20 in 2009, to 55 in 2012 and to 71 in 2015. All MCoC organizations funded through HUD's Continuum of Care Notice of Funding Availability ("NOFA") have agreed to prioritize 90% of turnover beds for chronically homeless in the next year. In the 2013 NOFA, a new project application was submitted in Tier 2 for Permanent Supportive Housing (PSH) with a housing first approach for four chronically homeless individuals, and in 2015 two additional CH beds were dedicated through a Housing First Model administered by New Horizons.

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

**Help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and private agencies that address housing, health, social services, employment, education or youth needs**

Manchester will continue to help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and 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 will continue to stay in close communication with shelters and the MCoC Homeless Liaison committee to ensure this does not happen. The Healthcare for the Homeless program works very closely with City hospitals to ensure homeless individuals be 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 and rapid rehousing efforts as does the MCoC. Programs divert people through other supports if possible. City funded partner and MCoC member

agency, The Way Home, is a solid resource for prevention and rapid rehousing assistance and utilizes budget and life skills training as part of this. 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. Clients are also educated on the many resources available within the community to help them keep their housing, grocery and other costs down. 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.

The City will continue to fund homeless prevention and rapid rehousing activities, which may include financial assistance for rent and/or security deposits. The MCoC is working to incorporate prevention and diversion strategies into the coordinated assessment system, and the City is assisting with the coordinated assessment/centralized intake planning.

## **SP-65 Lead based paint Hazards – 91.215(j)**

### **Actions to address LBP hazards and increase access to housing without LBP hazards**

While the manufacture of lead paint for residential use has been banned for over thirty-five years, lead-based paint still poisons, sometimes with significant long-term effects, nearly 100 New Hampshire children every year, with 286 total poisonings between 2010 and 2012. When compared to the rest of the state, the City of Manchester experiences about three times as many cases of lead poisoning for every child under the age of 6 years, and 33% of the state's total number of cases of lead poisoning. Between 2010 and 2012, about 1.1% children screened under the age of 6 had an elevated Blood Lead Level (BLL). The determinants and risk factors for lead poisoning specific to Manchester, include the following:

Approximately 34% of all dwellings were built prior to 1940, with several city tracts containing 75% or more pre-1940 dwellings. HUD estimates that 90% of all pre 1940 homes in the city contain Lead Paint Hazards, which amounts to about 13,500. Manchester children are almost twice more likely to live in poverty than children in the state. According to the 2009-2013 ACS 5-year estimates, approximately 14.2% of the total Manchester population and 22.3% of children live in poverty. In 2012, only 75.2% of 1 year old children and 47.3% of 2 year old children received lead screenings. Since 2009 rates have decreased, despite the Center for Disease Control and Prevention's recommendation that all 1 and 2 year olds residing in Manchester be tested. The majority of newly resettled families are placed in the area of the City with the highest concentration of pre-1978 housing units. The Manchester Health Department reported in FY13 that among the 69 children with lead poisoning 16 (23%) were refugees or U.S. born children of refugees.

In response to these risks and health hazards, the City of Manchester has been actively involved in preventing childhood lead poisoning since the 1970's when the Manchester Health Department (MHD) began studying the extent and nature of Lead-Paint Poisoning in the city. Manchester was identified as a high risk community for lead poisoning by the NH Department of Health and Human Services in 1997, since then, the City has implemented a comprehensive approach designed to eliminate the hazards of lead based paint through a community process of planning, education and action to protect children.

MHD has recently spearheaded two separate initiatives to reduce the hazards and risks of Lead-Paint poisoning. First, they are coordinating and working together with property owners by sending notifications about children living in their properties who have elevated blood lead levels. Second, MHD also has someone who provides clinical case management services to city families and is incorporating the city's Lead program into its Healthy Homes model.

The basis of the City's comprehensive lead hazard control plan which was developed during 2002 by the GMPALP when it completed a 2002-2010 strategic planning document: Preventing Childhood Lead Poisoning in Manchester, New Hampshire, Recommendations for the Community. Develop systems to assist owners with financing and to reduce costs of lead abatement, Increase the availability of qualified

work crews to make housing lead-safe, Promote regulatory / financial incentives for owners to certify their housing is lead-safe, Update state legislation and local ordinances to prevent poisoning, Improve lead-screening rates among 1 and 2 year old children in greater Manchester, Outreach and promotion for Greater awareness of the Lead Hazard Program

### **How are the actions listed above related to the extent of lead poisoning and hazards?**

Below is a how Manchester is currently implementing the city's comprehensive lead hazard control plan and the six actions set forth by the GMPALP.

Develop systems to assist owners with financing and to reduce costs of lead abatement - Between 2002-2009, Manchester was able to achieve the following results as a result of its first two grants: 4,500 individual families were able to protect their children with the help of in-home education, use of HEPA vacuums and lead-dust cleaning supplies, referrals for screening and supportive services of transportation and Spanish translation. Lead prevention information was distributed to the homes of over 3,000 Manchester households. 2,524 young children screened for LBP poisoning. Lead case management services were provided to an average of 500 children and their families. Lead hazards were remediated in over 400 LMI apartments and homes. Prevention and intervention in-services were established for 4 primary health care practices. Community stakeholders were convened through the GMPALP. At least 120 property owners and tenants were matched with community resources to reduce exposure to lead hazards. Education and public awareness on lead poisoning prevention was provided through workshops, information displays and public television broadcasts.

Increase the availability of qualified work crews to make housing lead-safe - As result of HUD funding, the number of pre-qualified Lead Abatement Contractors bidding on Manchester projects has ranged from 8-12. Currently, there are 4 pre-qualified, licensed Risk Assessors. The City also has a pool of qualified contractors to do necessary work.

Promote regulatory / financial incentives for owners to certify their housing is lead-safe - The ongoing effort to create a Lead-Safe Registry for Manchester continues in order to provide free marketing for proactive property owners, and information for families in the community looking for safe housing. The City plans to continue working on the development of a Lead-Safe Registry that will meet the needs of all parties involved. The Manchester Health Department and the Code Enforcement Division of the Planning and Community Development in concert with the Manchester Housing Initiatives Program all collaborate on Manchester properties to provide a full net of services to distressed properties. While the CED and the MHI staff do not possess the full knowledge of Healthy Homes inspections, they are trained to identify signals that will cause future issues. In those cases, the MHD's trained Healthy Homes Specialists will inspect the property and address healthy homes issues.

Update state legislation and local ordinances to prevent poisoning - As of Jan 2008, when a child is poisoned in a property, and the State Environmental Inspector finds lead hazards in the unit, they are allowed to inspect all units in the building, and if hazards are found in those units, to place them under

an order of lead hazard reduction, as well. Rehab projects on properties built before 1978 are required to be renovated by RRP Certified Firms. Lead hazard reduction projects are being performed by licensed lead abatement workers and supervisors.

Improve lead-screening rates among 1 and 2 year old children in greater Manchester - Working with our partners at the City and State level, Manchester Housing Initiatives and HUD are working steadily to increase Manchester screening rates, identify target areas, and remediate these lead hazards as quickly and permanently as funds allow.

Outreach and promotion for Greater awareness of the Lead Hazard Program - Repeat news articles and notices in the Union Leader and Hippo Press. WMUR News story Distributed over 3000 Program Brochures with direct mailings. Public TV show regarding program Landlord mailing to over 600 landlords Distribution of over 800 Program Brochures to Section 8 owners through the Manchester Housing Authority.

### **How are the actions listed above integrated into housing policies and procedures?**

The City is fortunate to have an active Health Department and experienced agencies working together in close cooperation offering a strong health and human services network for Manchester residents. The City's Community Improvement Program manages the HUD Lead Hazard Reduction Demonstration Program grant, monitors compliance with regulations, and insures consistency with the City's Consolidated Plans, Annual Action Plans and Impediments to Fair Housing Plan. The Manchester Health Department provides community health nurse services and helps monitor project outcomes related to child and environmental health risk factors.

To maximize impact, the City has increased its designated target area from eleven to fifteen contiguous census tracts. These census tracts contain the City's highest concentration of pre-1940 housing, housing with deteriorating lead paint, low income families with young children, lead poisoned children & children with elevated blood lead levels and at-risk minority and refugee families. The City was unsuccessful in securing funding through the 2014 application, but are hopeful they will receive funding in 2015. Some of the goals identified in the 2015 application are:

Focused lead hazard control activities in a target area identified with high lead hazard risk factors. Paint inspections/risk assessments in about 175 units exhibiting high lead hazard risk factors. Training for at least 170 individuals, with 160 being low-income, in 4 lead-safe renovator classes and 3 lead abatement worker/contractor courses. Improved blood lead level screening of children in the designated high-risk neighborhoods. Outreach/education to at least 100,000 community members including concentrated efforts within the target communities.

Depending upon the eligibility requirements of HUD, the City plans to apply to HUD in the summer of 2015 for additional Lead Hazard Control Grant funds to continue measures that will result in the

mitigation of lead based paint hazards. In the absence of Lead Hazard Control grant funds the City will utilize CDBG and Affordable Housing Trust funds to continue to work toward these goals.

## **SP-70 Anti-Poverty Strategy – 91.215(j)**

### **Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families**

Addressing poverty is important because over 32,000 Manchester residents live in poverty. While no single agency in Manchester is in charge of an overall “anti-poverty strategy”, many programs operate under the premise of mitigating poverty and making significant improvements in these residents’ lives. The city’s effort to increase the supply of affordable housing, services and jobs is critical to this “anti-poverty” strategy.

One important City goal is to increase employment opportunities in Manchester by fostering economic development. On this front, there are several projects happening in Manchester, some of which Mayor Gatsas highlighted in his 2016 Budget Address. Ashbrook furniture is constructing a 69,000 square foot building in the retail district; Burlington Coat Factory and Michael’s will occupy the former Stop & Shop site; Anthem has moved their workforce downtown; a new Super Walmart is under construction on Gold St.; and Brady-Sullivan has added 300 living units downtown. These initiatives attract employers and jobs for many skill-level workers, and increase revenue for current businesses.

Another key goal of this plan is to prepare individuals for gainful employment. Towards this end, the City has provided funding for a wide array of services that assist individuals in their efforts to obtain and maintain employment. This support includes day care and after school recreational programs that allows parents to work or obtain job training. For newer City residents with language barriers, the City supports several organizations that provide English lessons and other support services. Further, a Job Corps facility has been completed and will open when it receives a final DOL approval.

While increasing employment is important, it is vital that Manchester increases its high school graduation rates so that its citizens can be better prepared to handle a more diversified work sector. According to NH Department of Education 2012 data, the graduation rate for all high school students is at around 75% while the low-income high school student graduation rate from public schools is at 57%.

The City has begun to tackle this issue by implementing several initiatives. They are increasing the number of students pursuing degrees in science, technology, engineering, arts and mathematics fields; assisting struggling students get back on track to graduate by helping improve their attendance and behavior; helping refugee and immigrant students succeed in school; and providing a supportive and engaging environment for children to learn and succeed in an after school setting.

In addition to employment, providing job skills and workforce training, and increasing graduation rates, it is clear that efforts to increase the supply of affordable housing and services is equally 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 do not have the ability to pay for other essential needs, such as food, utilities and healthcare.

The City is supporting affordable housing developers and advocacy organizations in order to increase the availability of affordable housing. Because vacant land in Manchester is not easily stumbled upon, the City is rehabilitating existing properties and revitalizing real estate to increase affordable housing. Further, in order to create and maintain healthy vacancy rates, the City plans for the housing development to continue to occur. The City is also going to continue, and should increase, the incentives it gives to property owners in order to encourage them to improve their housing units.

### **How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan**

The city's goals, programs and policies are coordinated with this affordable housing plan in several ways. First, the City is supporting the creation of a balanced housing market in terms of housing types and income ranges. Second, the City is focusing future housing development in areas of redevelopment, rehabilitation, and infill. Third, the City is encouraging mixed-use buildings, particularly by mixing residential uses with certain retail and office uses. Such mixed use is aimed at downtown and certain neighborhood center areas. Fourth, the City is supporting the development of energy efficient and sustainable housing. Finally, the City's partners are providing foreclosure prevention seminars and one-on-one foreclosure counseling.

There are several elements to these strategies. First, the City aims to continue allocating funds toward developing affordable rental housing units. Second, the City is increasing the supply of decent, safe and affordable housing units through the renovation and rehabilitation of existing housing stock. Third, HUD Lead funding has been used to conduct hundreds of Lead Inspection Risk Assessments and to eliminate lead hazards in scores of houses. Finally, the City is continuing to focus on housing code violation inspections. Annually, the City performs inspections on nearly 250 buildings to ensure existing housing is meeting minimum life safety standards.

Thus, the City is ensuring that poverty is combated through these existing strategies and initiatives. Combating poverty is inextricably tied to fighting the deterioration of the housing stock and to maintaining a healthy number of affordable housing units. The City recognizes that past initiatives have been successful, but that more funding and projects are needed in order to sure that housing conditions are safe and that affordable housing is accessible to all income levels of individuals and families.

## **SP-80 Monitoring – 91.230**

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

In order to ensure compliance by operating agencies, the City Planning Department Community Improvement Program Staff uses its comprehensive project monitoring system to physically monitor entitlement funded activities. Through site visits and project progress reports, the CIP staff strives to ensure that all applicable regulations and procedures are complied with by the administering operating agency/city department. A systematic monitoring of the projects further serves to assist the departments and administering agencies through an identification of problems and potential delays, and in the realization of the expected impact of their project within the schedules established at project inception. All HUD funded operating agencies and city departments shall be monitored a minimum of one time annually. CIP staff will utilize both "desk audits" and "on-site" monitoring to assess the quality of program performance over the duration of the agreement or contract.

Monitoring of operating agencies and city departments shall evaluate program, financial and regulatory performance. In conducting a monitoring review, program staff will primarily rely on information obtained from the operating agency or the city department. That information will include but not be limited to the following; performance reports, records, audits, allowed costs, review of financial reports, eligibility and number of beneficiaries served, compliance with federal regulations and City program requirements.

The CIP staff emphasizes monitoring new operating agencies who may be unfamiliar with the reporting requirements. These subrecipients ultimately require much more technical assistance due to their unfamiliarity with the system and the unique federal requirements.

## Expected Resources

### AP-15 Expected Resources – 91.220(c)(1,2)

#### Introduction

The City has recently re-evaluated the needs of the community and revised the corresponding priority needs and goals in accordance with the adopted Citizen Participation Plan. This exercise was completed as part of the City's Consolidated Planning Process to yield a new, updated 5 year plan for HUD funding that accurately addresses those identified needs. As a component of this Consolidated Plan, the City's Annual Action Plan for FFY 2015/City FY2016, identifies a proposed listing of projects to directly address the priority needs that have recently been improved with a more current needs assessment.

The City plans to use its annual entitlement funding of CDBG, ESG, and HOME to address these needs and goals over the next 5 years. In addition, many projects are able to leverage other public or private funding sources to supplement the Federal funding. The City will not have the resources to allocate Cash to any projects in the upcoming Fiscal Year. Bonding is a financial instrument that the City tends to use annually for larger scale projects with a longer return on investment.

#### Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	1,680,761	64,000	296,655	2,041,416	6,128,248	During the budget process each agency submits an application for funding that identifies the leveraged resources that are available for their specific project or agency should federal funding be secured. The leveraged resources are identified in the application and are included as part of this plan for each project identified for funding. Additionally, each Subrecipient Agreement identifies the cumulative cost per unit and the HUD cost per unit. This calculation allows CIP staff to perform a cost benefit analysis based on HUD resources and all additionally leveraged resources for the program.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	470,143	36,800	0	506,943	1,520,829	In accordance with the HOME requirements, the City continues to meet and exceed the 25% match commitment for all funds drawn down for affordable housing development. The City submits an annual match report in September as part of the CAPER to document the fulfillment of this requirement. The match requirement is included in both the City's Subrecipient and Developer's Agreements. HOME matching funds come from both non-profit housing developers and non-profit organizations that operate the City's tenant based rental assistance programs. All sources of HOME match are documented in accordance with CPD Notice 97-03.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
ESG	public - federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid re-housing (rental assistance) Rental Assistance Services Transitional housing	147,944	0	0	147,944	443,832	In accordance with ESG requirements, the City ESG funding assistance to Subrecipients is on a dollar for dollar matching basis. As such, Subrecipients are required to provide the match and will submit to the City documentation of cash contributions or in-kind calculations as match evidence for eligible expenses. Match sources come from various sources including private donations, foundation awards and/or state grant awards.

Table 55 - Expected Resources – Priority Table

**Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied**

During the budget process each agency submits an application for funding that identifies the leveraged resources that are available for their specific project or agency should federal funding be secured. The leveraged resources are identified in the application and are included as part of this plan for each project identified for funding. Additionally, each Subrecipient Agreement identifies the cumulative cost per unit and the HUD cost per unit. This calculation allows CIP staff to perform a cost benefit analysis based on HUD resources and all additionally leveraged resources

for the program.

In accordance with the HOME requirements, the City continues to meet and exceed the 25% match commitment for all funds drawdown for affordable housing development. The City submits an annual match report in September as part of the CAPER to document the fulfillment of this requirement. The match requirement is included in both the City's Subrecipient and Developer's Agreements. HOME matching funds come from both non profit housing developers and non profit organizations that operate the City's tenant based rental assistance programs. All sources of HOME match are documented in accordance with CPD Notice 97-03.

In accordance with ESG requirements, the City ESG funding assistance to Subrecipients is on a dollar for dollar matching basis. As such, Subrecipients are required to provide the match will submit to the City documentation of cash contributions or in-kind calculations as match evidence for eligible expenses. Match sources come from various sources including private donations, foundation awards and/or state grant awards.

**If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan**

With the exception of publically owned park facilities, there are currently two city owned properties that are being used to address the needs that are identified in the 2015 Annual Action Plan. 11 Liberty Street is a three family home City owned property that is currently being leased for one dollar to Manchester Emergency Housing Services to provide emergency shelter to homeless families. The newly renovated Odd Fellows Hall located at 434 Lake Avenue is a City owned four-story 20,000 square foot building that is being utilized as a Human Service Center. The building is currently occupied by three non-profit organizations that provide various services that benefit low and moderate-income households.

**Discussion**

Inasmuch as the priorities and needs of the community far outweigh the annual HUD entitlement, not all of the key strategies identified within this Action Plan will be addressed through projects funded with HUD entitlement funding. Rather, some of these strategies and activities will be realized through projects and programs that use a variety of non-HUD resources, including local property tax generated dollars, state funding and other federal funds. Not all of the strategies noted are targeted towards activities that strictly benefit low and moderate income City residents. However, the projects that have been designated to receive funding are intended to address a myriad of needs of the community, these being social and health services, education, recreation, infrastructure, transportation, housing and public safety. While some of these activities are not specifically targeted towards low and moderate-income residents, the resulting impacts from improvements realized will also benefit this segment of Manchester's citizenry. These strategies are contained within this document as the development of the HUD Consolidated Plan and also in the ensuing Annual Action Plan. Both documents are in effect part and parcel of the City's process for the development of the Community Improvement Program Budget. The HUD funded activities represent one element of the entire Community Improvement Program.

## Annual Goals and Objectives

### AP-20 Annual Goals and Objectives

#### Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Increase the Number of Affordable Housing Units	2015	2019	Affordable Housing	Citywide/CDBG-eligible CT-BG	Affordable Housing Provide Home Ownership Down Payment Assistance	CDBG: \$100,000 HOME: \$368,846	Rental units constructed: 1 Household Housing Unit Rental units rehabilitated: 5 Household Housing Unit Homeowner Housing Rehabilitated: 6 Household Housing Unit
2	Equal Access to Affordable Housing Opportunities	2015	2019	Affordable Housing	Citywide/CDBG-eligible CT-BG	Provide Fair Housing Counseling and Representation	CDBG: \$4,000 HOME: \$0 ESG: \$0	Public service activities other than Low/Moderate Income Housing Benefit: 100 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Address Homelessness Issues	2015	2019	Homeless	Citywide/CDBG-eligible CT-BG	To Provide Emergency Shelter Provide Outreach to Individuals Living in Streets To Provide Tenant Based Rental Assistance To Provide Transitional Housing To Provide Rapid Re-Housing Opportunities For All Applicable Agencies To Use HMIS System To Provide Homeless Prevention Activities	HOME: \$90,000 ESG: \$136,849	Tenant-based rental assistance / Rapid Rehousing: 178 Households Assisted Homeless Person Overnight Shelter: 1093 Persons Assisted Homelessness Prevention: 60 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Increase Community Supportive Living Environments	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Safe and Sanitary Housing Supportive Neighborhood Living Environments To Prevent Youth From Engaging in Crime	CDBG: \$293,805 HOME: \$3,850	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 3005 Persons Assisted Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit: 7600 Households Assisted Public service activities other than Low/Moderate Income Housing Benefit: 3200 Persons Assisted Buildings Demolished: 1 Buildings
5	Increase Manchester Highschool Graduation Rate	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Youth Counseling, Programming & Supportive Service	CDBG: \$331,200	Public service activities other than Low/Moderate Income Housing Benefit: 3087 Persons Assisted
6	Perpetuate the Independent Living of the Elderly	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Provide Elderly Independent Living Support Service	CDBG: \$50,200	Public service activities other than Low/Moderate Income Housing Benefit: 350 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
7	Increase Access/Availability to Afford. Childcare	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area	Provide Childcare Options for Working Parents	CDBG: \$32,200	Public service activities other than Low/Moderate Income Housing Benefit: 100 Persons Assisted
8	Support Health Care Activities for Underinsured	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	Access to Health Care	CDBG: \$57,700	Public service activities other than Low/Moderate Income Housing Benefit: 685 Persons Assisted
9	Assimilate Refugees Into The Community	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Access to Supportive Services That Target Refugees	CDBG: \$15,300	Public service activities other than Low/Moderate Income Housing Benefit: 70 Persons Assisted
10	Decrease the number of Abused/Neglected Children	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Provide Support to Abused/Neglected Children	CDBG: \$28,000	Public service activities other than Low/Moderate Income Housing Benefit: 175 Persons Assisted
11	Increase Manchester Employment Opportunities	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Economic Wellbeing for all Manchester's Citizens Provide Support to Manchester Businesses	CDBG: \$50,000	Jobs created/retained: 5 Jobs
12	Increase Recreation Programming for Low/Mod youth	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Provide Youth with Summer Recreation Programming	CDBG: \$32,800	Public service activities other than Low/Moderate Income Housing Benefit: 300 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
13	Increase Year Round Access to Rec. Facilities	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Safe and Affordable Places for Physical Activity	CDBG: \$225,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 4542 Persons Assisted
14	To Create a Universally Accessible City	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	ADA Access to Sidewalks, Streets and Buildings	CDBG: \$50,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 3143 Persons Assisted
15	Support the City's Infrastructure System	2015	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	To address Deteriorating Streets, Sidewalks, Etc.	CDBG: \$301,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 13884 Persons Assisted
16	Improve Condition of Buildings Accessed By Public	2014	2019	Non-Housing Community Development	Citywide/CDBG-eligible CT-BG	Address Deteriorating Conditions in City Buildings	CDBG: \$32,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 8176 Persons Assisted
17	Facilitate Efficient Planning/Public Management	2015	2019	Planning and Administration	Citywide/CDBG-eligible CT-BG	Effective Administration of State/Federal Programs To Implement Various Planning Studies	CDBG: \$333,011 HOME: \$44,247 ESG: \$11,095	Other: 110378 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
18	Prepare Individuals for Gainful Employment	2015	2019	Non-Housing Community Development	Manchester Neighborhood Revitalization Strategy Area Citywide/CDBG-eligible CT-BG	To Teach Job Skills Through Classroom & Training	CDBG: \$105,200	Public service activities other than Low/Moderate Income Housing Benefit: 25 Persons Assisted Jobs created/retained: 6 Jobs

Table 56 – Goals Summary

### Goal Descriptions

1	<b>Goal Name</b>	Increase the Number of Affordable Housing Units
	<b>Goal Description</b>	Increase the number of quality affordable housing opportunities in the City and insure that they are available to all of Manchester's residents. Initiatives to include the development of new housing units through both new construction and the renovation of existing buildings as well as the rehabilitation of the existing housing stock.
2	<b>Goal Name</b>	Equal Access to Affordable Housing Opportunities
	<b>Goal Description</b>	Enforce fair housing and advocate for individuals who have been discriminated against.
3	<b>Goal Name</b>	Address Homelessness Issues
	<b>Goal Description</b>	Decrease the number of homeless individuals/families in the City of Manchester.

4	<b>Goal Name</b>	Increase Community Supportive Living Environments
	<b>Goal Description</b>	Increase the number of healthy neighborhoods in the City, through activities that: improve neighborhood walkability and livability, provide access to places for physical activities; increase the number of affordable safe and sanitary code compliant housing units; provide access to healthy, affordable food sources; provide access to local transportation systems; and effect physical and social improvements that create and maintain a "Supportive Living Environment".
5	<b>Goal Name</b>	Increase Manchester Highschool Graduation Rate
	<b>Goal Description</b>	Increase the High School graduation rate as a result of providing a portfolio of services that help students K-12 stay on track and get back on track to graduation and life success. Educational and enrichment programming to inspire and empower adolescents to be compassionate, courageous and committed leaders in their communities. Activities include after school tutoring, mentoring, counseling, recreational programming and arts/music theater opportunities for youth residing in low-income neighborhoods.
6	<b>Goal Name</b>	Perpetuate the Independent Living of the Elderly
	<b>Goal Description</b>	Programs that allow elderly residents to continue living independently in their own homes.
7	<b>Goal Name</b>	Increase Access/Availability to Afford. Childcare
	<b>Goal Description</b>	Programming that allows low-income families to access high quality early learning opportunities for their children.
8	<b>Goal Name</b>	Support Health Care Activities for Underinsured
	<b>Goal Description</b>	Support programming that provides health care to the City's underinsured residents. Targeting the most vulnerable populations with intensive care management services will enable communities to achieve health equity and improve health outcomes by eliminating health disparities, which is defined as differences in length/quality of life and rates and severity of disease and disability because of social position, race/ethnicity, age, education, or other factors.
9	<b>Goal Name</b>	Assimilate Refugees Into The Community
	<b>Goal Description</b>	Foster an environment in which refugees resettling in Manchester can become productive members of the community.

10	<b>Goal Name</b>	Decrease the number of Abused/Neglected Children
	<b>Goal Description</b>	The City will work with applicable agencies such as Court Appointed Special Advocates of NH and The Child Advocacy Center of Hillsborough County to provide services to abused and neglected children. The goal is to provide these children with the best possible services so that they can begin the healing process and stop the cycle of violence.
11	<b>Goal Name</b>	Increase Manchester Employment Opportunities
	<b>Goal Description</b>	Increase the number of employment opportunities in Manchester through various initiatives that create and retain jobs.
12	<b>Goal Name</b>	Increase Recreation Programming for Low/Mod youth
	<b>Goal Description</b>	Increase the number of recreational opportunities for low and moderate-income youth residing in the City of Manchester.
13	<b>Goal Name</b>	Increase Year Round Access to Rec. Facilities
	<b>Goal Description</b>	By upgrading existing facilities and investing in new facilities, the City will strive to increase year round access to safe and affordable places for physical activity for residents of all ages.
14	<b>Goal Name</b>	To Create a Universally Accessible City
	<b>Goal Description</b>	Provide universal access to all public streets, sidewalks, parks, etc. in the community.
15	<b>Goal Name</b>	Support the City's Infrastructure System
	<b>Goal Description</b>	A planned program providing for appropriate improvements and necessary expansion of the community's infrastructure. Sound infrastructure is vital to both the City's financial and physical integrity.
16	<b>Goal Name</b>	Improve Condition of Buildings Accessed By Public
	<b>Goal Description</b>	Upgrade Manchester's inventory of public buildings including the elimination of architectural barriers.

17	<b>Goal Name</b>	Facilitate Efficient Planning/Public Management
	<b>Goal Description</b>	Administer and monitor state and federally funded programs in accordance with applicable requirements. Conduct studies and analyses that improve the quality of the City and delivery of services.
18	<b>Goal Name</b>	Prepare Individuals for Gainful Employment
	<b>Goal Description</b>	Assist Manchester residents to attain self-sufficiency by providing access to employment, education, information and referral in a multi-cultural environment. Programs are designed to promote the development of each individual's work-maturity competencies, emotional growth and social development through the acquisition of appropriate job skills, workplace training, knowledge, and attitudes. Activities include adult workforce development, job training and ESL skills development and youth employment programs.

# Projects

## AP-35 Projects – 91.220(d)

### Introduction

The City of Manchester plans to undertake the following projects in federal FY 2015 (City FY 2016), which are aligned with the strategies in its Five Year Consolidated Plan.

### Projects

#	Project Name
1	21st Century Learning Centers - Project iSucceed
2	Big Brothers Big Sisters - One-to-One Mentoring for Manchester At-Risk Youth
3	Child and Family Services - In Home Care Program
4	CASA of NH - Operating Support to Abused & Neglected Children
5	Girls Inc.of NH - Girls Center
6	Granite United Way - B.R.I.N.G. I.T.!
7	Health Department - Saturday Night Teen Program
8	Holy Cross Family Learning Center - ESL/Citizenship/Civic/Operations
9	Manchester Community Resource Center - Adult Workforce Development
10	Manchester Community Resource Center - CBDO Special Activities in the NRSA
11	Manchester Economic Development Office - Small Business Assistance Program
12	New Horizons for NH, Inc. - Capital Improvements
13	Palace Theatre - Operations
14	Planning & Community Development - Community Development Initiatives
15	Planning & Community Development - Concentrated Code Enforcement 2
16	Planning & Community Development - Dilapidated Building
17	Planning & Community Development - Housing Rehabilitation
18	Police Department - Weed & Seed Officer Support
19	Police Department - Weed & Seed Teen Night
20	Public Works-Highway - Infrastructure ADA Access Improvements
21	Public Works-Highway - Municipal Infrastructure
22	Public Works-Highway - School Sidewalk Program
23	Public Works-Highway - Traffic Signal Upgrade Projects
24	Public Works-Parks - Dupont Pool Replacement Splash Pad
25	Public Works-Parks - Fun-In-The-Sun
26	Public Works-Parks - Green Streets
27	Serenity Place - Crisis Services (Detox) Program
28	The Child Advocacy Center of Hillsborough County - Forensic Interviews

#	Project Name
29	The Mental Health Center of Greater Manchester - Community Security Enhancement Project
30	The Way Home - Tenant Based Rental Assistance
31	Planning & Community Development - Planning & Administration
32	Planning & Community Development - HOME Housing Initiatives
33	Planning & Community Development - HOME CHDO Set-Aside
34	Planning & Community Development - Concentrated Code Enforcement 1
35	New Horizons for NH, Inc. - Housing First
36	Families in Transition - Tenant Based Rental Assistance
37	ESG15 Manchester
38	Planning & Community Development - Fair Housing Activities

**Table 57 – Project Information**

**Describe the reasons for allocation priorities and any obstacles to addressing underserved needs**

Due to the demand and the need for social services demonstrated by non profit organizations, the City has prioritized the appropriation of its CDBG funding to support these activities. Approximately \$428,000 of funds was sub-granted to MCRC to support activities that were consistent with the CBDO's mission. In addition to CBDO activities, approximately \$321,600 of CDBG funding was appropriated to 11 non profit organizations and 3 City Departments to provide public service activities.

The City was able to allocate funding to all of the goals and objectives identified in the Annual Action Plan.

**AP-38 Project Summary**  
**Project Summary Information**

1	<b>Project Name</b>	21st Century Learning Centers - Project iSucceed
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate
	<b>Needs Addressed</b>	Youth Counseling, Programming & Supportive Service
	<b>Funding</b>	CDBG: \$22,500
	<b>Description</b>	After school education and enrichment programs for youth in the NRSA.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 100 youth will benefit from the 21st Century Community Learning Center's iSucceed programming.
	<b>Location Description</b>	21 Century Community Learning Centers iSucceed programming is located in Bakersville, Beech, Wilson, Gossler, and McDonough Elementary Schools and McLaughlin Middle School in Manchester.
<b>Planned Activities</b>	Planned activities include homework assistance, and enrichment classes which cover art, music, and recreational activities.	
2	<b>Project Name</b>	Big Brothers Big Sisters - One-to-One Mentoring for Manchester At-Risk Youth
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate
	<b>Needs Addressed</b>	Youth Counseling, Programming & Supportive Service
	<b>Funding</b>	CDBG: \$9,000
	<b>Description</b>	One-to-One Mentoring Program for at-risk youth to increase the well-being, self-esteem and instill responsible social values in children in need of sound guidance and meaningful companionship in the NRSA.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 60 low to moderate income school aged children will benefit from proposed Big Brothers Big Sisters programming.
	<b>Location Description</b>	Activities will take place citywide.
<b>Planned Activities</b>	Mentoring activities for at-risk youth.	

3	<b>Project Name</b>	Child and Family Services - In Home Care Program
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Perpetuate the Independent Living of the Elderly
	<b>Needs Addressed</b>	Provide Elderly Independent Living Support Service
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Medical home care and homemaker services for the frail and homebound individuals living in the NRSA.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 100 low to moderate income elderly persons will benefit from the In Home Care program.
	<b>Location Description</b>	Services take place at elderly residences within the NRSA.
	<b>Planned Activities</b>	Planned activities include assistance with cleaning, cooking, grocery shopping, transportation to and from medical appointments and personal hygiene.
4	<b>Project Name</b>	CASA of NH - Operating Support to Abused & Neglected Children
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Decrease the number of Abused/Neglected Children
	<b>Needs Addressed</b>	Provide Support to Abused/Neglected Children
	<b>Funding</b>	CDBG: \$13,000
	<b>Description</b>	Training of volunteers to serve as guardians ad litem (children's advocates) for Manchester's abused and neglected children.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 75 children who are victims of abuse and neglect will benefit from guardian ad litem advocate support funded through this program. Beneficiaries are presumed benefit - extremely low income.
	<b>Location Description</b>	Some of the activities will take place in various places within the City of Manchester. Funding for this project is targeted for guardian ad litem training and support, which will primarily take place at the Court Appointed Special Advocates of New Hampshire offices at 138 Coolidge Ave., Manchester, NH 03102.

	<b>Planned Activities</b>	Training and support for guardian ad litem advocates who represent child victims of abuse and neglect.
5	<b>Project Name</b>	Girls Inc.of NH - Girls Center
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate
	<b>Needs Addressed</b>	Youth Counseling, Programming & Supportive Service
	<b>Funding</b>	CDBG: \$12,500
	<b>Description</b>	After school program to teach young girls about financial independence, peer pressure, healthy habits and to invoke an interest in technical areas -- all focused on breaking the cycle of poverty that the girls have been exposed to.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 160 low to moderate income girls will benefit from after school program services held at Girls Inc. Girls Center.
	<b>Location Description</b>	The Girls Inc. Girls Center is located in the City's west side neighborhood at 340 Varney St., Manchester, NH 03102.
	<b>Planned Activities</b>	Girls Center after school programming activities include mentoring, recreation, classes, a healthy snack, and a supportive environment to teach young girls about financial independence, peer pressure, healthy habits and to invoke an interest in technical areas.
6	<b>Project Name</b>	Granite United Way - B.R.I.N.G. I.T.!
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate
	<b>Needs Addressed</b>	Youth Counseling, Programming & Supportive Service
	<b>Funding</b>	CDBG: \$12,000
	<b>Description</b>	Open-enrollment drop-in center offering academic assistance and recreational activities for youth.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 70 low-moderate income at-risk youth will benefit from the proposed activities.
	<b>Location Description</b>	B.R.I.N.G. I.T.! program activities will take place at Hillside Middle School in Manchester, NH. CDBG-income eligible students will be transported by bus from schools to the program location.
	<b>Planned Activities</b>	Program activities will include after school tutoring, sports, and other enrichment activities.
7	<b>Project Name</b>	Health Department - Saturday Night Teen Program
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Increase Community Supportive Living Environments
	<b>Needs Addressed</b>	To Prevent Youth From Engaging in Crime
	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	Funding to provide staff and operating costs to run Saturday Teen Night at the Salvation Army.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 100 at-risk teenage youth (13-18 years old) will benefit from the Saturday Night Teen Program.
	<b>Location Description</b>	Program will take place at The Salvation Army's 121 Cedar St., Manchester, NH location.
<b>Planned Activities</b>	Saturday Teen Night will provide a safe place for Manchester's at-risk youth on weekend evenings. Age appropriate activities and mentoring will be provided.	
8	<b>Project Name</b>	Holy Cross Family Learning Center - ESL/Citizenship/Civic/Operations
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Assimilate Refugees Into The Community
	<b>Needs Addressed</b>	Access to Supportive Services That Target Refugees To Teach Job Skills Through Classroom & Training
	<b>Funding</b>	CDBG: \$15,300

	<b>Description</b>	Funding to support staffing and operational costs for the Family Learning Center, which includes ESL/Citizenship and other services for low income persons.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 70 low to moderate income individuals will benefit from this project.
	<b>Location Description</b>	The project is located on the City's west side at 438 Dubuque St.
	<b>Planned Activities</b>	Activities will include citizenship, sewing and ESL classes for the City's newest refugees and immigrants.
9	<b>Project Name</b>	Manchester Community Resource Center - Adult Workforce Development
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Prepare Individuals for Gainful Employment
	<b>Needs Addressed</b>	To Teach Job Skills Through Classroom & Training
	<b>Funding</b>	CDBG: \$60,000
	<b>Description</b>	Program to provide employment related services including: resume and cover letter writing workshops, innovative job search resources, and additional short-term job training programs.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 6 low to moderate income individuals will benefit from the proposed activities.
	<b>Location Description</b>	The activities will take place at 434 Lake Ave., Manchester, NH 03103
	<b>Planned Activities</b>	Job training, skills development, computer training, access to job books, computers, fax, resume help.
10	<b>Project Name</b>	Manchester Community Resource Center - CBDO Special Activities in the NRSA
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area

	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate Perpetuate the Independent Living of the Elderly Increase Access/Availability to Afford. Childcare Support Health Care Activities for Underinsured Prepare Individuals for Gainful Employment
	<b>Needs Addressed</b>	To Prevent Youth From Engaging in Crime Youth Counseling, Programming & Supportive Service Provide Elderly Independent Living Support Service Provide Childcare Options for Working Parents Access to Health Care Provide Youth with Summer Recreation Programming To Teach Job Skills Through Classroom & Training
	<b>Funding</b>	CDBG: \$428,000
	<b>Description</b>	Funding for CBDO Special Activities in the NRSA carried out by Manchester Community Resource Center or its subcontractors.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 2,100 low to moderate income individuals will benefit from the proposed Special Activities in the NRSA, which will be carried out directly by the Community Based Development Organization or subcontracted by the CBDO to agencies working in the NRSA.
	<b>Location Description</b>	434 Lake Avenue and on site at agencies' locations where services are provided for individuals in the NRSA.
	<b>Planned Activities</b>	Activities may include: youth education and enrichment, job training and skills development, after school care, child care, health care, immigrant and refugee services, elderly services and at-risk youth programming.
11	<b>Project Name</b>	Manchester Economic Development Office - Small Business Assistance Program
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Manchester Employment Opportunities
	<b>Needs Addressed</b>	Economic Wellbeing for all Manchester's Citizens Provide Support to Manchester Businesses
	<b>Funding</b>	CDBG: \$50,000
	<b>Description</b>	Matching Grant Program to assist small businesses with improvements to a building's facade or upgrades necessary to bring business locations into compliance with minimum building and life safety codes.

	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 5 jobs will be created through the Small Business Assistance Program.
	<b>Location Description</b>	This project is available city-wide.
	<b>Planned Activities</b>	Planned Activities include assisting small businesses with improvements to a building's facade or upgrades necessary to bring business locations into compliance with minimum building and life safety codes.
12	<b>Project Name</b>	New Horizons for NH, Inc. - Capital Improvements
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Improve Condition of Buildings Accessed By Public
	<b>Needs Addressed</b>	Address Deteriorating Conditions in City Buildings
	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	The funding would be used to modify one portion of our food pantry so clients can wait inside (not outside in the inclement weather) and to construct a ramp system for easier access for handicapped and elderly.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 3,600 people would benefit from this project.
	<b>Location Description</b>	This Capital Improvements project is located at 199 Manchester St., Manchester, NH.
	<b>Planned Activities</b>	Planned activities include the construction a ramp and enclosed waiting area for participants at the shelter.
13	<b>Project Name</b>	Palace Theatre - Operations
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Increase Manchester Highschool Graduation Rate
	<b>Needs Addressed</b>	Youth Counseling, Programming & Supportive Service
	<b>Funding</b>	CDBG: \$20,000

	<b>Description</b>	Funding for operational costs for delivering professional, educational theater for Manchester's elementary schools located in low-moderate area income locations primarily in the NRSA.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 1875 low to moderate income school aged children, primarily from elementary schools located in the NRSA will benefit from free theatre performance tickets throughout the school year.
	<b>Location Description</b>	Activities will take place at the Palace Theatre located at 80 Hanover St., Manchester, NH 03101.
	<b>Planned Activities</b>	Free theatre performance tickets will be distributed to elementary aged children attending Beech, Wilson, Bakersville, and other low-income schools.
14	<b>Project Name</b>	Planning & Community Development - Community Development Initiatives
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Facilitate Efficient Planning/Public Management
	<b>Needs Addressed</b>	Effective Administration of State/Federal Programs To Implement Various Planning Studies
	<b>Funding</b>	CDBG: \$15,000
	<b>Description</b>	Funds to be used for consultant services and associated costs of community development, management and facilitation of programs.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	This is an Administration activity which will benefit the entire City (110,378).
	<b>Location Description</b>	The activity will be carried out by the City of Manchester - Planning and Community Development Department located in City Hall.
	<b>Planned Activities</b>	Funds to be used for consultant services and associated costs of community development, management and facilitation of programs.
15	<b>Project Name</b>	Planning & Community Development - Concentrated Code Enforcement 2
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Community Supportive Living Environments

	<b>Needs Addressed</b>	Safe and Sanitary Housing Supportive Neighborhood Living Environments
	<b>Funding</b>	CDBG: \$58,655
	<b>Description</b>	An expansion of the local code enforcement program created to stabilize and improve conditions increasing the rental housing opportunities in low/moderate income areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	A minimum of 3600 low/moderate households will benefit as a result of code compliance inspections.
	<b>Location Description</b>	Code compliance inspections will take place in Census tracts in which the percentate of low/moderate income households exceeds 51%.
	<b>Planned Activities</b>	Code enforcement inspections.
16	<b>Project Name</b>	Planning & Community Development - Dilapidated Building
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Community Supportive Living Environments
	<b>Needs Addressed</b>	Supportive Neighborhood Living Environments
	<b>Funding</b>	CDBG: \$15,000
	<b>Description</b>	Funding used to secure compliance with demolition orders directed to owners of dilapidated buildings and also fund demolitions of City owned structures eliminating blight and safety hazards. A minimum of one structure will be removed.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 1 structures will be demolished as part of the proposed project.
	<b>Location Description</b>	Activity will be undertaken on a City-wide basis.
	<b>Planned Activities</b>	Planned activities include following the demolition orders directed to owners of dilapidated buildings and also fund demolitions of City owned structures eliminating blight and safety hazards for a minimum of 1 structure.

17	<b>Project Name</b>	Planning & Community Development - Housing Rehabilitation
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase the Number of Affordable Housing Units
	<b>Needs Addressed</b>	Affordable Housing Safe and Sanitary Housing
	<b>Funding</b>	CDBG: \$100,000
	<b>Description</b>	Funding to assist property owners at a maximum of \$15,000 per unit to perform rehab improvements on their property. Units will need to be occupied by income eligible families or if vacant rented in the future to income eligible families.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	To assist a minimum of 6 property owners at a maximum rate of \$15,000 each to address significant code compliance or life safety issues in the homes of low to moderate income in the City.
	<b>Location Description</b>	City wide program.
	<b>Planned Activities</b>	To distribute a maximum of \$15,000 per property owner in the form of a 0% interest free loan to address significant code compliance issues and/or life safety concerns.
18	<b>Project Name</b>	Police Department - Weed & Seed Officer Support
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Increase Community Supportive Living Environments
	<b>Needs Addressed</b>	Supportive Neighborhood Living Environments To Prevent Youth From Engaging in Crime
	<b>Funding</b>	CDBG: \$72,000
	<b>Description</b>	Operational funding for positions to collaborate with Federal, State and local agencies, organizations and individuals to combat violent crime, drug abuse, and gang activity in specific areas of Manchester, with a targeted focus in the NRSA.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that approximately 3000 residents of the NRSA will benefit from Weed and Seed activities such as community meetings; over 5,000 residents living the NRSA area will benefit (LMA benefit) from police presence and coordination.
	<b>Location Description</b>	All CDBG-funded activities will take place in NRSA neighborhoods.
	<b>Planned Activities</b>	Police officer presence, community meetings, coordination with other safety departments within the City and with appropriate federal and state agencies.
19	<b>Project Name</b>	Police Department - Weed & Seed Teen Night
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Increase Community Supportive Living Environments
	<b>Needs Addressed</b>	Supportive Neighborhood Living Environments To Prevent Youth From Engaging in Crime
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Funding to provide Police Department staffing to operate Teen Night at the Salvation Army.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 100 at risk youth aged 14-21 will benefit from the proposed activities.
	<b>Location Description</b>	Saturday Teen Night will take place at the Salvation Army located at 121 Cedar St., Manchester, NH 03101.
	<b>Planned Activities</b>	Saturday Teen Night will provide a safe place for Manchester's at-risk youth on weekend evenings. Age appropriate activities and mentoring will be provided.
20	<b>Project Name</b>	Public Works-Highway - Infrastructure ADA Access Improvements
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	To Create a Universally Accessible City
	<b>Needs Addressed</b>	ADA Access to Sidewalks, Streets and Buildings
	<b>Funding</b>	CDBG: \$50,000

	<b>Description</b>	Construct pedestrian ramps and other access improvements in identified areas of the City in order to address accessibility issues on City sidewalks and walkways. Each project is reviewed and approved by the Access Manchester Disability Advocacy Committee. Streets selected for this program are generally located within the Neighborhood Revitalization Strategy Area and will improve pedestrian access with low-moderate income areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	The accessibility improvements will directly benefit the mobility impaired residents of Manchester by granting them access to City sidewalks and walkways.
	<b>Location Description</b>	City wide basis.
	<b>Planned Activities</b>	To perform ADA accessibility curb cut-outs allowing the mobility impaired residents of Manchester to access City streets and walkways.
21	<b>Project Name</b>	Public Works-Highway - Municipal Infrastructure
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Support the City's Infrastructure System
	<b>Needs Addressed</b>	To address Deteriorating Streets, Sidewalks, Etc.
	<b>Funding</b>	CDBG: \$91,000
	<b>Description</b>	To improve City infrastructure for enhanced traffic flow and safety that may include street reconstruction, sidewalk renovation, curbing, drainage improvements, and other upgrades.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that these improvements will benefit 1,188 people.
	<b>Location Description</b>	Improvements will be targeted in the City's CDBG eligible areas.
	<b>Planned Activities</b>	To improve City infrastructure for enhanced traffic flow and safety that may include street reconstruction, sidewalk renovation, curbing, drainage improvements, and other upgrades.
22	<b>Project Name</b>	Public Works-Highway - School Sidewalk Program

	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Community Supportive Living Environments Support the City's Infrastructure System
	<b>Needs Addressed</b>	Supportive Neighborhood Living Environments To address Deteriorating Streets, Sidewalks, Etc.
	<b>Funding</b>	CDBG: \$100,000
	<b>Description</b>	Continuation of the sidewalk construction and/or reconstruction program to and from schools and along key routes in the City, based on input provided by CIP, Police, Schools and the general public.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated about 3,005 individuals will benefit from a new or substantially improved access to sidewalks along major routes to City schools.
	<b>Location Description</b>	Sidewalk creation or continuation will take place around one of the City's schools located in the CDBG eligible areas.
	<b>Planned Activities</b>	To continue existing sidewalks or substantially rehab sidewalks that are located on key routes to a City school within the CDBG eligible areas.
23	<b>Project Name</b>	Public Works-Highway - Traffic Signal Upgrade Projects
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Support the City's Infrastructure System
	<b>Needs Addressed</b>	To address Deteriorating Streets, Sidewalks, Etc.
	<b>Funding</b>	CDBG: \$150,000
	<b>Description</b>	Replace or upgrade guy wire traffic signals at various locations. Install new conduits, steel mast arms, pedestrian signals, Opticom, and sidewalk ramps.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	The traffic signalization upgrades will directly benefit about 9.676 City residents that reside in the immediate areas of the upgrade.

	<b>Location Description</b>	Traffic signal upgrades will take place in eligible census tracts including: Hanover St. and Union St., Bridge St. and Union St., Valley St. and Wilson St., and Valley St. and Union St.
	<b>Planned Activities</b>	Traffic signalization upgrades at eligible city intersections.
24	<b>Project Name</b>	Public Works-Parks - Dupont Pool Replacement Splash Pad
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Year Round Access to Rec. Facilities
	<b>Needs Addressed</b>	Safe and Affordable Places for Physical Activity
	<b>Funding</b>	CDBG: \$225,000
	<b>Description</b>	Replace Dupont Pool with a spray park. This location serves mid to low income families in Manchester.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that about 4,542 low to moderate income in the area surrounding the spray park will access the facility.
	<b>Location Description</b>	Spray park to replaces the existing pool located at 207 Mason St., Manchester, NH 03102.
	<b>Planned Activities</b>	To replace Dupont Pool with a spray park for area residents.
25	<b>Project Name</b>	Public Works-Parks - Fun-In-The-Sun
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Recreation Programming for Low/Mod youth
	<b>Needs Addressed</b>	Provide Youth with Summer Recreation Programming
	<b>Funding</b>	CDBG: \$32,800
	<b>Description</b>	Organized summer recreation and enrichment program providing services to inner-city youth.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 300 low-moderate income children will benefit from Fun in the Sun summer programming.
	<b>Location Description</b>	The activities will take place at JFK Stadium in Manchester, NH.

	<b>Planned Activities</b>	Summer youth recreation activities include organized games, crafts, and sports.
26	<b>Project Name</b>	Public Works-Parks - Green Streets
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Support the City's Infrastructure System
	<b>Needs Addressed</b>	To address Deteriorating Streets, Sidewalks, Etc.
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Urban forestry program to plant trees on City owned lots. Funding also supports program to plant along right-of-ways when the cost is shared with the property owner.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	A minimum of 15 trees will be planted.
	<b>Location Description</b>	Trees to be planted in income eligible areas throughout the City.
	<b>Planned Activities</b>	To plant a minimum of 15 trees in CDBG eligible areas.
27	<b>Project Name</b>	Serenity Place - Crisis Services (Detox) Program
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Support Health Care Activities for Underinsured
	<b>Needs Addressed</b>	Access to Health Care
	<b>Funding</b>	CDBG: \$7,500
	<b>Description</b>	Operational support for detox facility.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 100 individuals will receive detox/crisis center services.
	<b>Location Description</b>	Activities will take place at Serenity Place's recovery/detox facility in Manchester, NH.
	<b>Planned Activities</b>	Substance abuse detox services and transitional living.
28	<b>Project Name</b>	The Child Advocacy Center of Hillsborough County - Forensic Interviews

	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Decrease the number of Abused/Neglected Children
	<b>Needs Addressed</b>	Provide Support to Abused/Neglected Children
	<b>Funding</b>	CDBG: \$15,000
	<b>Description</b>	Project to facilitate forensic interviews and supportive services to child victims of crime.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 100 children from low to moderate income families will benefit from the proposed activities.
	<b>Location Description</b>	The training and support will take place at 960 Auburn Street.
	<b>Planned Activities</b>	Funds will support coordinated forensic interview process and staffing for child victims/witnesses of crime in Manchester.
29	<b>Project Name</b>	The Mental Health Center of Greater Manchester - Community Security Enhancement Project
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Improve Condition of Buildings Accessed By Public
	<b>Needs Addressed</b>	Address Deteriorating Conditions in City Buildings
	<b>Funding</b>	CDBG: \$12,000
	<b>Description</b>	Funds will be used to cover the purchase and installation of exterior security cameras and related monitoring devices for three of our facilities currently serving 4,576 disabled individuals.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 4,576 disabled residents that access the facilities at the Mental Health Center.
	<b>Location Description</b>	Three facilities located at: 9 Blodgett St., Manchester, NH, 1555 Elm St., Manchester, NH, and 1228 Elm St., Manchester, NH.
	<b>Planned Activities</b>	To purchase and install exterior security cameras at 3 of the 4 Mental Health Center's facilities within the City.

30	<b>Project Name</b>	The Way Home - Tenant Based Rental Assistance
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Address Homelessness Issues
	<b>Needs Addressed</b>	To Provide Tenant Based Rental Assistance
	<b>Funding</b>	HOME: \$25,000
	<b>Description</b>	HOME funds for rental assistance to help very low income tenants secure and remain in safe, affordable housing.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 35 families will benefit from the proposed activities.
	<b>Location Description</b>	Activity will be undertaken on a City-wide basis.
	<b>Planned Activities</b>	Tenant based rental subsidies provided to income eligible families seeking rental assistance.
31	<b>Project Name</b>	Planning & Community Development - Planning & Administration
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Facilitate Efficient Planning/Public Management
	<b>Needs Addressed</b>	Effective Administration of State/Federal Programs
	<b>Funding</b>	CDBG: \$318,011 HOME: \$44,247
	<b>Description</b>	Funding of CIP staff/expenses for administration of CIP program.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	This is an Administration activity which will benefit the entire City (110,378).
	<b>Location Description</b>	N/A - Planning and Administration activity.
	<b>Planned Activities</b>	
32	<b>Project Name</b>	Planning & Community Development - HOME Housing Initiatives
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG

	<b>Goals Supported</b>	Increase the Number of Affordable Housing Units
	<b>Needs Addressed</b>	Affordable Housing
	<b>Funding</b>	HOME: \$298,946
	<b>Description</b>	Funding to increase the supply of decent, safe and affordable housing units through rehabilitation of existing housing stock to include remediation of lead-based paint and other improvements necessary to bring these properties into compliance with minimum codes. Funds to be used to operate the Manchester Housing Initiatives Program.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	To produce 4 units of affordable housing by partnering with a local developer.
	<b>Location Description</b>	Determined by developer and the outcome of the underwriting procedures to ensure housing is properly placed in the City for the target audience to access
	<b>Planned Activities</b>	Funding to increase the supply of decent, safe and affordable housing units through rehabilitation of existing housing stock to include remediation of lead-based paint and other improvements necessary to bring these properties into compliance with minimum codes. Funds to be used to operate the Manchester Housing Initiatives Program.
33	<b>Project Name</b>	Planning & Community Development - HOME CHDO Set-Aside
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase the Number of Affordable Housing Units
	<b>Needs Addressed</b>	Affordable Housing
	<b>Funding</b>	HOME: \$69,900
	<b>Description</b>	HOME Community Housing Development Organization (CHDO) set aside to support the development of affordable housing units
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	2 households are estimated to benefit from this activity.

	<b>Location Description</b>	Specific project still to be determined and underwritten.
	<b>Planned Activities</b>	HOME Community Housing Development Organization (CHDO) set aside to support the development of affordable housing units
34	<b>Project Name</b>	Planning & Community Development - Concentrated Code Enforcement 1
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Increase Community Supportive Living Environments
	<b>Needs Addressed</b>	Safe and Sanitary Housing Supportive Neighborhood Living Environments
	<b>Funding</b>	CDBG: \$73,150 HOME: \$3,850
	<b>Description</b>	Continuation of code enforcement program created to stabilize and improve conditions increasing the rental housing opportunities in low/moderate income areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	A minimum of 4000 low/moderate households will benefit as a result of code compliance inspections.
	<b>Location Description</b>	Code compliance inspections will take place in Census tracts in which the percentage of low/moderate income households exceeds 51%.
	<b>Planned Activities</b>	Code enforcement inspections.
35	<b>Project Name</b>	New Horizons for NH, Inc. - Housing First
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Address Homelessness Issues
	<b>Needs Addressed</b>	To Provide Tenant Based Rental Assistance
	<b>Funding</b>	HOME: \$15,000
	<b>Description</b>	HOME funds for rental assistance to help extremely/very low income homeless individuals secure and remain in safe, affordable housing.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Two very low income households will benefit from the proposed activities.
	<b>Location Description</b>	Activity will be undertaken on a City-wide basis.
	<b>Planned Activities</b>	Tenant based rental assistance will be provided to homeless individuals in the Housing First model. Additional support will be given to this project through the Manchester Continuum of Care and ESG technical assistance.
36	<b>Project Name</b>	Families in Transition - Tenant Based Rental Assistance
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Address Homelessness Issues
	<b>Needs Addressed</b>	To Provide Tenant Based Rental Assistance
	<b>Funding</b>	HOME: \$30,000
	<b>Description</b>	HOME funds for rental assistance to help very low income tenants secure and remain in safe, affordable housing.
	<b>Target Date</b>	
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	42 very low to low income families will benefit as a result of receiving monthly rent subsidies.
	<b>Location Description</b>	Activity will be undertaken on a City-wide basis
	<b>Planned Activities</b>	Distribute rental subsidies to very low and low income families allowing them to secure decent, safe, and sanitary affordable housing.
37	<b>Project Name</b>	ESG15 Manchester
	<b>Target Area</b>	Citywide/CDBG-eligible CT-BG
	<b>Goals Supported</b>	Address Homelessness Issues Facilitate Efficient Planning/Public Management

	<b>Needs Addressed</b>	To Provide Emergency Shelter Provide Outreach to Individuals Living in Streets To Provide Tenant Based Rental Assistance To Provide Transitional Housing To Provide Rapid Re-Housing Opportunities For All Applicable Agencies To Use HMIS System To Provide Homeless Prevention Activities Effective Administration of State/Federal Programs
	<b>Funding</b>	HOME: \$20,000 ESG: \$147,944
	<b>Description</b>	City of Manchester's ESG Program.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 1252 people will benefit from the ESG15 Manchester program.
	<b>Location Description</b>	Proposed activities are citywide.
	<b>Planned Activities</b>	Emergency shelters for individuals and families; rapid rehousing and homeless prevention activities including relocation and stabilization services and financial assistance; shelter for women fleeing domestic violence; street outreach (youth only); data collection and support; administrative support staff.
38	<b>Project Name</b>	Planning & Community Development - Fair Housing Activities
	<b>Target Area</b>	Manchester Neighborhood Revitalization Strategy Area
	<b>Goals Supported</b>	Equal Access to Affordable Housing Opportunities
	<b>Needs Addressed</b>	Provide Fair Housing Counseling and Representation
	<b>Funding</b>	CDBG: \$4,000
	<b>Description</b>	Funding used to carry out informational sessions to identify fair housing practices for tenants and landlords.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	150 low-mod households will benefit from the proposed activities.

	<b>Location Description</b>	Activities will take place in the Manchester Neighborhood Revitalization Strategy Area.
	<b>Planned Activities</b>	Informational sessions will be held to identify fair housing practices for tenants and landlords.

## AP-50 Geographic Distribution – 91.220(f)

### Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

All funds are proposed to be available on a citywide basis in CDBG-eligible census tracts and block groups, with a focus on the Center City and the NRSA.

CDBG and HOME funds will be available to all agencies, however adherence to all eligibility requirements in regards to income must be documented. Public service activities will be targeted to CDBG-eligible census tracts and block groups throughout the City, and CBDO Special Activities will be solely undertaken in the City's NRSA.

ESG funding sets specific guidelines as to the allocation, which is not focused geographically except that the funds will be distributed to agencies working and serving Manchester. The specified caps on certain activities will be adhered to.

### Geographic Distribution

Target Area	Percentage of Funds
Manchester Neighborhood Revitalization Strategy Area	68
Citywide/CDBG-eligible CT-BG	32

Table 58 - Geographic Distribution

### Rationale for the priorities for allocating investments geographically

The City aims to direct these resources to low and moderate income individuals and families, and to provide benefits in areas identified as low-moderate income census tract and block groups. Targeting public services to persons in the NRSA ensures that resources are directed to the most impoverished areas of the City. Locating affordable housing units in areas that are integrated and accessible to other services, networks is a rationale for investing in particular geographic neighborhoods.

### Discussion

In 2005 the City of Manchester requested approval of its neighborhood revitalization strategy as part of its 2005 Consolidated Plan submission. The resulting Neighborhood Revitalization Strategy Area (NRSA) included census tract block groups in the core of the downtown and primarily east side neighborhoods. Each of those block groups were within the upper quartile of block groups that comprise the highest average number of households whose incomes are below 80% of the Area median Income (AMI), as per the 2000 U.S. Census Data.

Subsequent to the original approval of the City's NRSA, the 2010 Census data and the most recent

income information data assembled by HUD resulted in a shift of the upper quartile of the lowest income block groups. The shift includes additional west side neighborhood areas and an expansion into southern areas of the City. In 2014, the City submitted its Annual Action Plan and requested that HUD allow for realignment of the NRSA to include the upper quartile of the most impoverished block group, as indicated by the most recent data.

HUD approved the City's realigned 2014 NRSA, and with the submission of the City's 2015 Five Year Consolidated Plan, the City requests continued designation and approval of its NRSA as approved by HUD in 2014.

The table included in SP-10 entitled "Realigned Neighborhood Revitalization Strategy Area" shows 25% of the City's census tract block groups that are the most impoverished. The table indicates the total number of persons in each block group and what percentage of the total population is comprised of individuals whose household income is below 80% of AMI. Per HUD's guidance (Notice CPD-96-01), one block group was excluded from the realigned, revised NRSA due to it being noncontiguous with the other census tract block groups in the defined area.

# Affordable Housing

## AP-55 Affordable Housing – 91.220(g)

### Introduction

Affordable housing continues to be a challenge for those families in Manchester that are earning less than 80% of the median income. Although we have seen rents stabilizing, two of the City's affordable housing providers, Neighborworks Southern NH (NSNH) and Manchester Housing and Redevelopment Authority (MHRA) report waiting lists. NSNH currently has a 3-4 month waiting list for their garden style apartments and 1-2 years for their townhouse units. MHRA's waiting list totals 8,939 applicants. The extensive waiting lists of these two agencies indicate a significant demand for housing that is affordable in accordance with HUD standards.

The FY2015 Action Plan will fund projects that strive to achieve production and/or rehabilitation of 6 affordable housing units, focus projects to address the low income neighborhoods within the Neighborhood Revitalization Strategy Area, and provide 37 units with rental subsidies. Recent community outreach feedback and market trends support the need for a Homeownership Assistance Program to support new, first time homebuyers. The program will provide down payment and closing cost assistance to 10 qualified homebuyers that have been successfully underwritten and deemed capable of owning and maintaining their own home.

One Year Goals for the Number of Households to be Supported	
Homeless	79
Non-Homeless	22
Special-Needs	0
Total	101

Table 59 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	79
The Production of New Units	6
Rehab of Existing Units	6
Acquisition of Existing Units	10
Total	101

Table 60 - One Year Goals for Affordable Housing by Support Type  
Discussion

A few of the contributing factors for the need of affordable housing are current rent amounts and foreclosure rates. For example, according to the 2014 New Hampshire Housing Finance Authority Rental Survey, the average rent for a two-bedroom apartment in Manchester is \$1,099/month. The estimates of affordability stated in the Rental Survey concluded that only 20% of the two-bedroom units surveyed

in Hillsborough County would be affordable to a 3-person household earning 50% of the median income. The very low-income families at 30% of the median income are earning \$20,700/year. Based on their income, an affordable unit would need to be \$518/month. Unfortunately, the average rent for a two-bedroom apartment in Manchester is \$1,099/month leaving an income gap of \$581. This gap would only be widened with the need for a security deposit and other upfront costs. Another contributing factor is the amount of foreclosures seen in the past few years. For January 2015, Realtytract.com reported the following: 1 in every 1,859 housing units in Manchester received a foreclosure filing, compared to 1 in every 2,114 housing units in the State of New Hampshire. Foreclosures are still an issue in the City that contributes to a greater need for affordable housing.

The affordability and availability of units for the very low and low income are drivers for the City to continue to develop and rehab housing units. In an effort to target this population, these activities are primarily focused in the Neighborhood Revitalization Strategy Area. The use of HOME funds will enable the City to provide rental subsidies to make existing housing affordable and to create additional units to increase supply. Additionally, HOME funds will assist the qualified homebuyer to purchase a home and reduce upfront out of pocket expenses to keep acquisition costs affordable.

## **AP-60 Public Housing – 91.220(h)**

### **Introduction**

The mission of the Manchester Housing and Redevelopment Authority (MHRA), the public housing authority for the City of Manchester, is to provide and sustain affordable, secure, quality living environments for low income families and individuals and to provide personal and economic enrichment and independence opportunities for residents. In pursuit of this mission, MHRA offers housing and housing assistance, as well as associated supportive services to its residents. MHRA owns and manages 1,270 units of public housing which are available to families, the elderly and persons with disabilities who earn within 80% of the area median income. In addition to public housing, MHRA has developed 132 units of service-assisted housing for very low income (50% median income) elderly and people with disabilities using funds from the Low Income Housing Tax Credit Program (LIHTC) and from City, as well as state, federal and private resources. MHRA's larger developments have community centers and on-site maintenance staff and all housing has 24-hour emergency maintenance service for all housing residents. All MHRA housing is maintained in good physical condition and is inspected annually by MHRA inspectors and randomly by inspectors from the U.S. Department of Housing and Urban Development (HUD) and by inspectors representing other interested parties.

MHRA also provides rental assistance for households with incomes below 50% of the area median income utilizing 1,813 Housing Choice Vouchers (HCV), 104 Veterans Affairs Supportive Housing Vouchers (VASH) for homeless veterans, and 100 vouchers for Non-Elderly Persons with Disabilities. In addition, MHRA also administers 23 units of assistance (at Robinson House) through the Section 8 Moderate Rehabilitation Program for Single Room Occupancy Dwellings for Homeless Individuals (Mod SRO). All voucher and Mod SRO units are inspected initially and annually to assure that they meet local codes and Housing Quality Standards.

MHRA provides a variety of resident initiatives including the Family Self-Sufficiency Program; employment opportunities for residents; activities for youth; Elderly Services, including the Supportive Service Program in MHRA's LIHTC properties; and outreach efforts to assist residents to understand and access various services, including Medicare and Medicaid. Additionally, MHRA partners with local entities to provide various programs for residents.

### **Actions planned during the next year to address the needs to public housing**

MHRA will continue to provide housing and housing assistance through its 1,270 public housing units, 132 Low Income Housing Tax Credit Units, and 2,040 units of rental assistance.

MHRA gets funding from HUD under the Public Housing Capital Fund Program for two areas of activity, (1) management improvements and (2) physical improvements. For FY 2014 MHRA's budget under this grant is \$1,401,117. Management improvements include items to improve public housing management and funding for resident initiatives and training. Planned physical improvements include interior rehabilitation of several scattered sites, heat pipe replacement at Elmwood Gardens, exterior trim and

siding replacement at Elmwood Gardens, repairs to the stairwells at Kelley Falls, roofing replacement at scattered sites, window replacement at Gallen Apartments and elevator upgrades at Burns Apartments.

MHRA continues to look for innovative ways to provide housing and housing assistance and is presently working on a project with the Mental Health Center of Greater Manchester wherein 20 units of service-assisted housing would be developed for people with disabilities that lead to homelessness.

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

Family Self-Sufficiency Program for Housing Choice Voucher residents (with 28 participants currently enrolled).

Employment and MHRA resident employment: MHRA hires, trains and employs residents on government-financed projects. MHRA works with area providers to offer educational/vocational and supportive service programs to public housing residents.

MHRA will continue to work with local non-profits and to participate in coalitions such as GMSA (Greater Manchester Association of Service Agencies) and 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 to encourage public housing residents to become more involved in management and participate in homeownership**

MHRA encourages its residents to participate in management decisions. One public housing resident sits on MHRA's Board of Commissioners. In addition, MHRA has a Resident Advisory Board comprising public housing and the Housing Choice Voucher Program (HCV) residents which reviews and comments on the Annual and the Five Year Plans, as well as on other policies as they arise.

MHRA also provides direct employment opportunities to public housing and HCV residents. Currently, MHRA employs one public housing resident and one participant in the HCV program. 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, 35 families have participated and there are 25 currently enrolled.

**If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance**

N/A

**Discussion**

MHRA has seen challenges and successes over the past year. The greatest challenge has been continued significant federal formula funding reductions which have resulted in strains to both the public housing and Housing Choice Voucher programs. In addition, other funding cuts on the state level resulted in the closure of MHRA's Congregate Services Program (CSP).

Despite the ongoing funding challenges, MHRA remains in solid fiscal standing. Utilizing an energy services contract (where reduced operating costs pay directly for property improvements that improve energy efficiency and lower operating costs) MHRA has recently completed improvements that otherwise would have been out of reach. Such improvements included new high efficiency HVAC systems, high efficiency lighting, and water conserving toilets and appliances.

Also in 2014, MHRA received funding from the Mary Gale Foundation to assist in exterior repairs at Mary Gale Apartments.

In an effort to address the needs of Manchester's low income renters, MHRA will continue to look for non-traditional opportunities to develop new affordable housing.

## **AP-65 Homeless and Other Special Needs Activities – 91.220(i)**

### **Introduction**

No one living on the streets is one of the eight overarching goals in Manchester's Plan to End Homelessness. The City collaborates closely with social service agencies and homeless services providers to support activities benefiting this goal.

### **Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including**

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

The Manchester Continuum of Care (MCoC) has an outreach team which includes a registered nurse, a Projects for Assistance in Transition from Homelessness (PATH) worker, shelter staff, youth outreach, and volunteers that go places known to have camps. They routinely check in on people, work to engage them in services and advise them of shelter options. Manchester Police have also been part of outreach and seek to connect unsheltered homeless to MCoC services. The Homeless Services Center offers a variety of basic needs, including showers, laundry and hot lunch. This Center also creates opportunities for outreach workers and service providers to help people connect to resources they need to (re)gain stable housing. Services onsite include: VA, healthcare, mental health, Goodwill job training, substance abuse counseling and sober housing opportunities and other housing assistance.

The MCoC counted one unsheltered families on the 2015 Point in Time (PIT) count conducted in January 2015 – this is up from zero unsheltered families in the 2014 PIT. The MCoC's permanent housing & rapid rehousing are major assets for families. Homeless prevention includes education, building/maintaining positive landlord relationships, City initiatives around lead poisoning, bedbugs or other infestations, individualized diversion strategies, and, where appropriate, financial assistance such as rent subsidy or security deposit. Outreach is ongoing with the Manchester School District, Child & Family Services and Manchester Office of Youth Services.

2-1-1 NH continues to divert or coordinate services for homeless families and individuals, and provides referrals to the City's homeless services/providers.

The City and MCoC will continue with these activities and work together to enhance capabilities in engaging homeless people and motivating them to connect with area resources.

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

Manchester has the largest adult shelter, available to men and women, in the state of New Hampshire-New Horizons. It is also the state's only wet shelter. It is The shelter has 76 beds and routinely has over that many clients in the winter months as authorized by the Manchester Fire Department. There is also

a separate shelter for women-Angie's with 16 beds. Emergency overflow space is accommodated during extreme weather. Shelter executives plan with other MCoC agencies, the City's Mayor and City department heads from police, health, fire and public works. Families in Transition and the Manchester Welfare department co-run a family shelter with 19 beds. Families in Transition has added case management and greater access to supportive services at this shelter and is frequently able to move shelter clients into one of their housing programs from the shelter. Families in Transition also has a specialty shelter for single women and families with 22 beds.

There is a domestic violence shelter in Manchester with 11 beds. 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 3 safe house shelter beds for children under the age of 18 and a strong collaboration with a professional facility, Webster House, for children under 19 and in crisis.

Families in Transition is moving the Manchester Emergency Family Shelter to a new facility that will host a Head Start daycare, health clinic, a food pantry with commercial kitchen, and an intake center. This facility will assist homeless families in a targeted manner by assisting them in (re)gaining stable housing.

Transitional housing is available for homeless youth 18-22, veterans, families and individuals throughout the city with strong programming.

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

**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**

Within the MCoC, all programs strive to exit 100% of people exit 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, landlord relationships help to increase opportunities for affordable housing.

Families in Transition, which operates many of the CoC's TH programs, incorporated a Case Management Needs Identifier into programming in Jan, 2014 that informs an action plan participants entering TH. Immediate goals are set to progress through a 3-phase housing readiness model. Each participant is re-evaluated every 3 months on progress toward achieving goals. Child & Family Services TH is a 12-18 month program that provides supportive housing, life skills, and support services to youth(18-21) who are homeless or transitioning out of foster care. The program promotes self-sufficiency and reduces the risk of future homelessness. The adult emergency shelter, New Horizons, utilizes a Tier System to monitor/encourage success and offer enhanced living accommodations. They also partner with MCoC outreach and the homeless services center in getting clients connected to services to enhance capabilities to secure solid housing.

The family shelter is now being managed by Families in Transition which opens doors to professional service opportunities for clients. Access to services in addition to connections to housing remain the 2 main goals in reducing lengths of shelter stays.

Manchester has increased its permanent supportive housing beds dedicated for chronically homeless from 20 in 2009, to 55 in 2012 and to 71 in 2015. The City acknowledges that the 2015 Housing Inventory Count (HIC) appears to show a decrease of 20 beds dedicated to chronically homeless (CH) veterans. It was determined in early 2015 that a new permanent supportive housing project located at Hanover and Hall administered through The Way Home may not fully realize those additional CH beds because 20 project-based VASH vouchers were changed over to tenant-based vouchers, and veteran tenants have been more frequently choosing to locate in other housing. In the 2013 NOFA, a new project application was awarded in Tier 2 for Permanent Supportive Housing (PSH) with a housing first approach for 4 chronically homeless individuals. In 2015, two additional CH dedicated beds were added through a Housing First model administered by New Horizons. All MCoC organizations funded through HUD's Continuum of Care Notice of Funding Availability ("NOFA") have agreed to prioritize 90% of turnover beds for chronically homeless in the next year.

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.

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: 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); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

Beginning in 2014 the percentage of homeless people entering the shelter directly from jail and/or prison has escalated greatly. The City and MCoC are investigating what specific systems are failing their inmates in the discharge process. Once a determination is made, the Mayor's office will make initial

inquiries as to why this is happening and what will be done to eliminate it.

The City recognizes the importance of prevention efforts as does the MCoC. Programs divert people through other supports if possible. City funded partner and MCoC member agency, The Way Home, is a solid resource for prevention assistance and utilizes budget and life skills training as part of this. 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. Clients are also educated on the many resources available within the community to help them keep their housing, grocery and other costs down. 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.

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

## **Discussion**

No further discussion.

## **AP-75 Barriers to affordable housing – 91.220(j)**

### **Introduction:**

The City of Manchester continues to review policies and take action steps in its effort to remove barriers to affordable housing. While the Zoning Ordinance underwent a complete rewrite in 2001, there have been several changes to the ordinance over the intervening years and several additional proposed modifications will be brought forward in 2015. Since 2001, the City has taken advantage of the State Statute governing "Innovative Land Controls". By including uses which can be granted Conditional Use Permits through the Planning Board, the City has, in some cases, removed the need for a developer or landlord to submit applications to multiple land use boards. Currently, the City's regulations do not require new multi-family developments of six units or less be reviewed by the Planning Board.

Unlike some other surrounding communities, Manchester's Zoning Ordinance does not differentiate between affordable, adequate, or luxury housing units. The ordinance does regulate the density of the proposed units and that density varies, depending on the zoning district. That said, the City of Manchester's minimum square-footage requirements for lot area for multi-family units are low, from 500 SF/unit in some zoning districts to 3,500 SF/unit in other zoning districts. Because the majority of the land area of Manchester is serviced by public sewer and water lines, the City is able to reduce the required lot areas, which is not possible when septic systems and private wells are required.

When it comes to building codes, the process for development of new buildings for new housing stock or redevelopment of existing buildings into housing stock is more complex and may present barriers. While the City of Manchester Planning and Community Development Department has adopted the 2006 edition of the International Building Code (IBC), the State has adopted the 2009 edition. The City has adopted the 2009 edition of the International Existing Building Code (IEBC), whereas the State has adopted the 2006 edition. The City enforces the more stringent of the two. The Manchester Fire Department enforces the Life Safety Codes, which sometimes conflicts with the IBC or IEBC. The City should take steps to better coordinate between the Building Codes and the Fire Codes.

City inspectors review all building plans, perform intermittent inspections throughout the construction process, and conduct final inspections prior to issuing a Certificate of Occupancy. All rental property falls under the jurisdiction of the Certificate of Compliance program, which is intended to be pro-active rather than re-active in identifying Building Code issues. Because staffing is limited, the Code Enforcement Officers inspect properties on a 3 year cycle. The City should take steps to reduce the time period for inspections, which would identify issues earlier, require landlords to make necessary corrections earlier, and improve the overall quality of affordable housing.

**Actions it planned 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**

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. Unfortunately, the regulatory requirements are not flexible and require creative work around solutions to be discussed between several members of the Staff in order to implement the needed solutions.

One of the major barriers that was discovered is the City's conflicting Building and Fire Codes. These two documents are designed to ensure the safety of housing throughout the City, so their ability to work together towards this end is crucial in creating and maintaining safe, decent and sanitary housing. Currently, the City Planning Department has begun working with the Fire Department to review Architectural Building Plans together to ensure a seamless blend of requirements and avoiding last minute construction delays and preventing future code violations. Unfortunately, this initiative is only employed for new construction, but in the future efforts can be made to utilize this relationship when existing housing violations are discovered.

In an effort to address the issue of a sub-par inspection cycle, the City has proposed an increase in the Concentrated Code Enforcement Division by adding a second Code Enforcement Officer. This additional employee will help to inspect more units per year and will hopefully allow for the City to reduce the inspection cycle to once every two years. The shorter inspection cycle of residential, multi-family buildings will identify violations earlier and help to maintain the quality of housing before it gets too deteriorated.

**Discussion:**

No Further Discussion

## **AP-85 Other Actions – 91.220(k)**

### **Introduction:**

This section consists of actions and strategies to be implemented by the City that will: address obstacles to meeting underserved needs; to foster and maintain affordable housing; to reduce lead based paint hazards; to develop institutional structure and to enhance coordination between public and private housing and social service agencies.

### **Actions planned to address obstacles to meeting underserved needs**

Due to the utilization of approximately \$300,000 of unprogrammed CDBG funds, all of the needs identified in the Action Plan have been addressed. However, due to the continued demand for resources to support social service agencies, there are needs that could be considered underserved. Those underserved needs include: Economic Wellbeing for all Manchester Citizens; Provide Support to Manchester Businesses; To Address Deteriorating Streets, Sidewalks, Etc., Address Deteriorating Conditions in City Buildings; Safe and Affordable Places for Physical Activity; Supportive Neighborhood Living Environments; and Access to Supportive Services That Target Refugees. . Although the City only committed 28% of its Entitlement funding to address these needs, it is important to note that the City leveraged other sources of funding for these initiatives. \$7,072,969 of State, Bond and Enterprise funding has been included in the Mayor's 2016 budget to address the previously discussed underserved needs. The Economic Development Director and his support 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 planned to foster and maintain affordable housing**

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 and CDBG funds to carry out its affordable housing program. The range of activities in the coming year will include but not be limited to the following: homeless prevention counseling, rapid re-housing activities, tenant based rental assistance, fair housing activities, first time home buyer down payment assistance programming, community based development organization affordable housing development and traditional affordable housing development.

### **Actions planned to reduce lead-based paint hazards**

The following provides a description of the strategies in place for the remediation and management of

lead based paint and related health problems in the City.

### **Effectiveness of Lead Hazard Control Program (Manchester Housing Initiatives)**

- Brought over \$6,600,000 in Federal funds into the City
- trained over 1150 NH renovators in lead safe work practices
- Inspected 657 units, creating 637 Lead safe homes

### **Other Program Elements**

The City of Manchester has been actively involved in childhood lead poisoning prevention since the 1970's. Since 1997 when Manchester was identified as a high risk community for lead poisoning, the City has implemented a comprehensive approach designed to eliminate the hazards of lead based paint. In 2011, test results showed that 36% of children under the age of six with elevated Blood Lead Levels resided in Manchester. When compared to the rest of the state, Manchester experiences more than five times as many cases of lead poisoning for a child under the age of 6.

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.

In 2010 the City applied for and was granted a \$3.9 million dollar Lead Hazard Reduction Demonstration Grant. These funds were maximized by bringing program administration in-house and temporarily hiring a team of three individuals for day to day management. At grant closeout, \$3,378,725 of the \$3.9 million was spent and matched with about \$1 million dollars of property owner match, City and State match, and other various sources. These sources yielded 239 units completed and cleared of lead hazards and made safe for Manchester families.

### **Actions planned to reduce the number of poverty-level families**

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
- Energy Assistance
- Domestic Violence Prevention
- Drug and Substance Abuse Treatment
- Crime Prevention
- Immigrant & Refugee Services

**Comprehensive Program Services:**

- Employment and Skills Training
- Vocational and Remedial Education
- Budgeting and Personal Finance
- New Citizen Assimilation Initiatives
- Counseling
- Affordable Housing
- Child Development Programs/Day Care Services
- Elderly Services
- Mental Health and Mental Retardation Services
- Veterans Services
- Rehabilitation Services
- Recreation Programs
- Youth Service

Small Business Assistance Program

**Actions planned to develop institutional structure**

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 units of family and elderly housing in various sites

throughout the City. It also administers 1,813 units of rental assistance under its Housing Choice Voucher (HCV) Program, 104 VASH vouchers, 100 Vouchers for Non-Elderly Persons with Disabilities and assists 23 additional households through the MOD/SRO Program.

### **Actions planned to enhance coordination between public and private housing and social service agencies**

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, Helping Hands, Harbor Homes and New Horizons 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 will help 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.

### **Discussion:**

No further discussion in this section.

## Program Specific Requirements

### AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

#### Introduction:

The following narratives and charts describe the City of Manchester's compliance with CDBG, HOME and ESG program specific requirements.

#### Community Development Block Grant Program (CDBG)

##### Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	64,000
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
<b>Total Program Income:</b>	<b>64,000</b>

#### Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	70.00%

#### HOME Investment Partnership Program (HOME)

##### Reference 24 CFR 91.220(I)(2)

1. A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:

The City does not intend to invest HOME funds in any activity or form that is not described in

Section 92.205(b) of the HOME regulations.

2. A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:

All Home Ownerships projects will be consistent with the provisions of 24 CFR Part 92. The program recapture guidelines shall be as follows:

a) The HOME assistance provided will be in the form of a deferred payment loan to be forgiven upon completion of the affordability period according to 92.254(a)(5)(ii)(1). A Promissory Note/Affordability Period Restriction and Mortgage will be executed to secure the debt. The mortgage with Affordability Period Restriction will be recorded with the Hillsborough County Registry of Deeds and will only be discharged in the event that affordability period has expired or the HOME funding has been recaptured.

b) The affordability period term will be determined by the amount of HOME funds provided:

5 years where the per unit amount of HOME funds provided is less than \$15,000;

10 years where the per unit amount of HOME funds provided is less than \$15,000 to \$40,000; and

15 years where the per unit amount of HOME funds provided exceeds \$40,000.

c) The HOME loan will become due and payable in full upon the following circumstances:

- the borrower ceases to use the property as their principal place of residence before the expiration of the above referenced five, ten, or fifteen year affordability term,

- In the event that the home ownership property includes rental units, the borrower fails to rent the HOME-assisted rental unit(s) to an income-eligible household in accordance with 24 CFR 92.252,

- sale or transfer of the property.

-upon expiration of the five, ten or fifteen year affordability term, as applicable, the loan shall be forgiven.

d) The amount of HOME assistance/HOME investment subject to recapture is the direct subsidy that enabled the homebuyer to purchase the property. The HOME subsidy is defined as the difference between the fair market value of the Property at the date of purchase by the Participating Owners and the affordable purchase price paid by the Participating Owners on that date.

e) If the property is sold before expiration of the affordability term, and if the net proceeds (i.e. the

sales price minus loan repayment, other than HOME funds, and closing costs) are not sufficient to recapture the full HOME investment plus enable the homeowner to recover the amount of the homeowner's Subsidy and any capital improvement investment, the City may choose to divide the net proceeds. The net proceeds may be divided proportionally as set forth in the following formula:

Home Investment X Net Proceeds = HOME Amount to

HOME Investment + Homeowner Investment Recaptured

f) All recaptured funds will be deposited into the City of Manchester's HOME program income account and will be used to carry out additional HOME-eligible activities.

3. A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:

The HOME assistance provided will be in the form of a deferred payment loan with varying repayment terms or forgiveness upon completion of the affordability period according to 92.254(a)(5)(ii)(1). The following documents will be executed and recorded with the Hillsborough County Registry of Deeds in order to secure the debt: Mortgage Deed, Restrictive Covenants, and Promissory Note. Once the affordability period has expired or the HOME funding is recaptured, these documents will be discharged.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

The City has no plans to use HOME funds to refinance existing debt that is secured by multifamily housing that is rehabilitated with HOME funds.

### **Emergency Solutions Grant (ESG) Reference 91.220(l)(4)**

1. Include written standards for providing ESG assistance (may include as attachment)

*See attachment entitled "City of Manchester, NH Written Standards for the Provision of ESG Assistance (May 2014)"*

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

The Manchester Continuum of Care (MCoC) has established a Coordinated Assessment Task Force.

This group which was formed in the summer of 2013 was specifically tasked with developing and updating the Coordinated Assessment Tool along with working toward two centralized assessment locations in the city and ensuring that the entire community is aware of these locations and their function. In addition, this task force is also working on policies and procedures around prioritization for all types of housing within the continuum. The Coordinated Assessment Tool is currently being utilized by all MCoC programs.

The Coordinated Assessment Tool is designed specifically to target diversion options for those that could remain safely housed with short term rental assistance or other targeted assistance. It also has targeted housing, food assistance, mental health, veteran services and other community assets that can potentially keep people housed while they are working on stability. The MCoC is working very closely to identify gaps in diversion abilities and work to get Manchester's very strong faith community to target their support in this area.

The State is planning to create a functional state-wide Coordinated Assessment system by the end of 2015. MCoC Leadership is engaged in this process. The entire system will incorporate 2-1-1 NH.

No later than early 2016, Manchester will have two physical locations for homeless and at risk persons to go to for assistance. Adults will access coordinated entry through the Manchester Homeless Services Center—now the Helping Hands Outreach Center. Families will access coordinated entry at The Family Place, operated by Families in Transition. Both locations provide meals, an excellent variety of supportive services including Goodwill Job Development Resources, Healthcare for the Homeless, mental health access to restrooms and showers.

MCoC and City leaders are attending the Northern New England Region meeting offering the opportunity to learn and ask questions from representatives from USICH, the SNAPS Office, and our CPD representatives on May 7, 2015.

Communication around this will be shared with the community in a variety of ways including signage at places where homeless are known to congregate, outreach to camps, information provided to schools/city resources, City and State welfare offices and all providers.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

Subawards are made through the City's budget process and approved by the Board of Mayor and Alderman. ESG allocations to nonprofit organizations will be made in accordance with the mandated caps in the HEARTH Act. The City strives to ensure that subawards are in line with the City's 10 Year Plan to End Homelessness and that the ESG dollars are maximized to complement other homelessness work being done in the community through other funding sources including the CoC Super NOFA renewal and bonus projects awarded by HUD.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

The City of Manchester meets the homeless participation requirement by soliciting comments and feedback from homeless or formerly homeless individuals primarily through the MCoC and through its public participation process. The MCoC includes formerly homeless individuals in its membership and added one member to the Leadership Committee in August 2014.

The MCoC Homeless Liaison Committee routinely meets with homeless people, performs surveys based on community needs/MCoC data collection around emerging issues for this sector of our community. This resource is available to the City and willing to perform any and all surveys, comments and open communication in an environment where homeless people feel comfortable--camps, shelters, Homeless Services Center. The Homeless Liaison Committee also puts a trusted and expert outreach person in the lead role of ensuring that the homeless persons' voices are heard.

The MCoC conducts an official survey of homeless individuals each summer, which is shared with the City. The survey is filled with much of the ESG HMIS required data, along with additional indicators which aid in the collaborative service delivery system of the MCoC.

5. Describe performance standards for evaluating ESG.

The City and a representative of Manchester Continuum of Care Leadership review the City's ESG subrecipients' Annual Performance Review (APR) reports on a monthly basis. All reports are monitored for data quality. Outcomes are reviewed individually based on program type. Positive outcomes are expected based on program. For example, shelters are reviewed for length of stay, connections to mainstream resources and other HUD goals. Rapid rehousing and prevention programs are expected to achieve higher program outcomes--ultimately permanent supportive housing.

Programs that are funded through the ESG program target participants who are most likely to achieve success with fairly limited assistance over a short time frame (approximately \$3,000/household divided over 6 months in a declining subsidy). Families in Transition and The Way Home, two MCoC member organizations, will continue to be actively involved with Rapid Rehousing through operating Homeless Prevention Rapid Rehousing Programs (in prior years, through the federal Recovery Act) and ESG programs. Their experience with these programs will play a large role in ensuring that the final MCoC-wide policies and procedures target households that are likely to succeed in a RRH program.

The City is routinely in contact with ESG- funded programs on any and all concerns on data quality and poor outcomes. This is conducted through written communications and technical assistance visits. The MCoC is a resource for the City and programs to ensure/build positive outcomes and work

collaboratively to address challenges identified within programs

**Discussion:**

See previous narrative in this section.

## Attachments

## Citizen Participation Comments

### LEGAL NOTICE

(HUD Citizen Participation Meetings)

#### 2016-2020 Five-Year Consolidated Plan/City FY2016 Annual Action Plan

In accordance with the City of Manchester's Citizen Participation Plan, the City will be conducting a series of public hearings to solicit comments on the development of the City's 2016-2020 Five-Year Consolidated Plan. City residents are encouraged to comment on the 2016-2020 Consolidated Plan through attendance at one of the meetings or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community. The topics to be discussed may include healthy neighborhoods, economic development, home ownership & affordable housing development, health and human services, strategies for the homeless, recreational opportunities, infrastructure improvements, planning and public management and education and skills development. HUD funds will be used to support programs and projects identified in the City's Consolidated Plan as addressing a priority need of the community. These funds can be used to support both City and non-profit programs and projects that address community needs. As such, attendance at these meetings or consultation with the City is highly recommended.

Additionally, during the first two public hearings the City will conduct an Annual Action Plan hearing immediately following the Consolidated Plan hearing in order to provide City residents an opportunity to comment specifically on the HUD FY2015 and City FY2016 Community Improvement Program which includes funds allocated through HUD. The CIP serves as the City's capital budget and planning document, and contains funds annually allocated through HUD. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Section 108 and other HUD monies. These hearings will also include discussion and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services. The comments received at these meetings will assist CIP Staff in the development of the City FY2016 Annual Action Plan, an element of the Five-Year Consolidated Plan. The Consolidated Plan, Annual Action Plan, and Public Hearings are mandated by HUD as a condition of the receipt of funds.

The meetings are to be held as follows:

<b>Thursday, January 29, 2015</b>	<b>Odd Fellows Hall 434 Lake Avenue, 4<sup>th</sup> Floor</b>	<b>6:30-8:00 PM</b>
<b>Wednesday, February 4, 2015</b>	<b>William B. Cashin Senior Center 151 Douglas Street</b>	<b>6:30-8:00 PM</b>
<b>Tuesday, February 10, 2015</b>	<b>Bakersville Elementary School 20 Elm Street</b>	<b>6:30-8:00 PM</b>
<b>Thursday, February 19, 2015</b>	<b>Southern NH Planning Commission 438 Dubuque Street</b>	<b>6:30-8:00 PM</b>

For further information, please contact CIP Coordinator Todd Fleming at the Manchester Planning and Community Development Department at 603-624-6450. Individuals requiring special accommodations for access to the hearings are requested to contact this Department at the above number at least 72 hours prior to the hearing.

Signed: Leon L. LaFreniere, AICP  
Director of Planning & Community Development

**LEGAL NOTICE**  
(HUD Citizen Participation Meetings)  
**2016-2020 Five-Year Consolidated Plan**

In accordance with the City of Manchester's Citizen Participation Plan, the City has conducted a series of public hearings to solicit comments on the development of the City's 2016-2020 Five-Year Consolidated Plan. City residents are encouraged to comment on the 2016-2020 Consolidated Plan through attendance at the last upcoming meeting or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community. The topics to be discussed may include healthy neighborhoods, economic development, home ownership & affordable housing development, health and human services, strategies for the homeless, recreational opportunities, infrastructure improvements, planning and public management and education and skills development. HUD funds will be used to support programs and projects identified in the City's Consolidated Plan as addressing a priority need of the community. These funds can be used to support both City and non-profit programs and projects that address community needs. As such, attendance at this meeting or consultation with the City is highly recommended.

The CIP serves as the City's capital budget and planning document, and contains funds annually allocated through HUD. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Section 108 and other HUD monies. This final hearing will also include discussion and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services. The comments received at these meetings will assist CIP Staff in the development of the 2016-2020 Consolidated Plan which will include the City FY2016 Annual Action Plan, The Consolidated Plan, Annual Action Plan, and Public Hearings are mandated by HUD as a condition of the receipt of funds.

The final meeting is to be held as follows:

<b>Wednesday, March 4, 2015</b>	<b>Bakersville Elementary School</b>	<b>6:30-8:00 PM</b>
	<b>20 Elm Street</b>	
<b>(Snow date, if needed)</b>		
<b>Thursday, March 5, 2015</b>	<b>Bakersville Elementary School</b>	<b>6:30-8:00 PM</b>
	<b>20 Elm Street</b>	

A snow date has been scheduled in the event of inclement weather and any cancellation information will be posted on the City of Manchester website, [www.manchesternh.gov](http://www.manchesternh.gov). For further information, please contact CIP Coordinator Todd Fleming at the Manchester Planning and Community Development Department at 603-624-6450. Individuals requiring special accommodations for access to the hearings are requested to contact this Department at the above number at least 72 hours prior to the hearing.

Signed: Leon L. LaFreniere, AICP

Director of Planning & Community Development

## LEGAL NOTICE

(HUD FY 2015-2019 Consolidated Plan and HUD FY 2015 Annual Action Plan)

In accordance with the City of Manchester's Citizen Participation Plan notice is hereby given that as part of the development process of the City's FY2016 Community Improvement Program, the City of Manchester Planning & Community Development Department has prepared drafts of the City's 2015-2019 Five-Year Consolidation Plan and the HUD FY2015 Annual Action Plan for the City Fiscal Year 2016. The drafts will be available for public review during a 30 day comment period beginning Monday, April 13, 2015 at 5:00 p.m. through Wednesday, May 13, 2015 at 5:00 p.m. City residents are encouraged to comment on the Consolidated Plan and Annual Action Plan drafts through attendance at the public hearing being held on Wednesday, May 6, 2015 at 4:30 p.m. in the Aldermanic Chambers at Manchester City Hall or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. The City has recently re-evaluated the needs of the community and revised the corresponding key strategies and goals. This exercise was completed as part of the City's Consolidated Planning Process to yield a new, updated 5 year plan for HUD funding that accurately addresses those identified needs. As a component of this Consolidated Plan, the City's Annual Action Plan for FFY 2015/City FY 2016, identifies a proposed listing of projects to directly address the key strategies that have recently been improved with a more current needs assessment. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs identified in the draft Consolidated Plan.

The Action Plan is an annual element of the five-year Consolidated Plan, which is a prerequisite for the receipt of funding from the U.S. Department of Housing & Urban Development (HUD), including Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME funding. The estimated level of funding for each is as follows: CDBG entitlement funds in the amount of \$1,680,761 with an additional \$356,655 of projected program income/unprogrammed funds; HOME funds in the amount of \$470,143 with an additional \$36,800 of projected program income/unprogrammed funds; and ESG funds in the amount of \$147,944 for a total entitlement funding of \$2,692,303. Submittal to HUD of the City's Federal Fiscal Year 2015 Annual Action Plan will occur upon approval by the Board of Mayor and Aldermen, around May 15, 2015.

The Action Plan includes a number of activities that will primarily benefit low to moderate income City residents, either directly or indirectly. The Action Plan also includes a summary of the consultation process and coordination between the City and the Manchester Continuum of Care to support homelessness needs and services with entitlement funds. Proposed activities encompass (1) Public Services Activities which include day care, health care services, youth outreach, after school and educational and recreational programs, social services and neighborhood safety oriented programs; (2) Homeless Prevention and Homeless Support Services; (3) General Municipal and Community Development Programs including neighborhood and housing revitalization, infrastructure improvements, lead paint hazard remediation; and (4) Planning and Administration to include administrative costs for overall program activities and contingencies.

Copies of the draft Consolidated Plan and Action Plan will be available for public inspection for 30 days beginning on April 13, 2015 at 5:00 p.m. at the following locations during regular business hours:

Planning & Community Development Dept., One City Hall Plaza, Manchester, NH;  
Manchester City Library, 405 Pine Street, Manchester, NH;  
Southern New Hampshire Planning Commission, 438 Dubuque Street, Manchester, NH;

Available digitally at: <http://www.manchesternh.gov/Departments/Planning-and-Comm-Dev/Community-Improvement-Program/HUD-Submittals>

The public is encouraged to submit comments on the proposed Consolidated Plan and Action Plan through May 13, 2015. Comments may be submitted at the public hearing on Wednesday, May 6, 2015 at 4:30 p.m. in the Aldermanic Chambers at City Hall or please submit written comments to the City of Manchester Planning and Community Development Department, Community Improvement Program, One City Hall Plaza, Manchester, NH 03101.

Questions regarding the Consolidated Plan and Action Plan may be addressed to CIP Coordinator, Todd Fleming in the Planning and Community Development Department at 624-6450. Individuals requiring special accommodations for access to the hearing are requested to contact this Department at the above number at least 72 hours prior to the hearing.

Signed: Leon L. LaFreniere, AICP  
Director of Planning and Community Development  
(UL 4/13)

Contact:  
Todd D. Fleming, CIP Coordinator  
City of Manchester  
(603) 624-6450

**HOW CAN THE CITY OF MANCHESTER IMPROVE YOUR COMMUNITY?  
The Community Improvement Program Seeks Citizen Comments on the Development of  
the City's 2016-2020 Consolidated Plan**

MANCHESTER, Jan. 28, 2015—The Community Improvement Program (CIP) will be holding 4 Public Hearings over the next 4 weeks to solicit citizen comments on the development of the City's 2016-2020 Five-Year Consolidated Plan and upcoming City FY16 Annual Action Plan. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community.

The topics to be discussed may include healthy neighborhoods, economic development, home ownership & affordable housing development, health and human services, strategies for the homeless, recreational opportunities, infrastructure improvements, planning and public management and education and skills development.

The Community Improvement Program (CIP) serves as the City's capital budget and planning document, and contains funds annually allocated through Housing and Urban Development (HUD). These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Section 108 and other HUD monies. These hearings will also include discussion and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services.

HUD funds will be used to support programs and projects identified in the City's Consolidated Plan as addressing a priority need of the community. These funds can be used to support both City and non-profit programs and projects that address community needs.

The meetings are to be held as follows:

<b>Thursday, January 29, 2015</b>	<b>Odd Fellows Hall 434 Lake Avenue, 4<sup>th</sup> Floor</b>	<b>6:30-8:00 PM</b>
<b>Wednesday, February 4, 2015</b>	<b>William B. Cashin Senior Center 151 Douglas Street</b>	<b>6:30-8:00 PM</b>
<b>Tuesday, February 10, 2015</b>	<b>Bakersville Elementary School 20 Elm Street</b>	<b>6:30-8:00 PM</b>
<b>Thursday, February 19, 2015</b>	<b>Southern NH Planning Commission 438 Dubuque Street</b>	<b>6:30-8:00 PM</b>

City residents are encouraged to comment on the 2016-2020 Consolidated Plan through attendance at one of the meetings or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

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## CITY OF MANCHESTER COMMUNITY IMPROVEMENTS

The City of Manchester receives an average of \$2.3 million annually from the U.S. Department of Housing and Urban Development (HUD) in Community Development Block Grant, HOME, Emergency Solution Grant and other funds. The City is conducting its Five-Year Strategic Plan to utilize these funds and needs **YOUR** input and ideas to develop a plan that accurately reflects the needs of the community. Come and **Make Your Voice Heard!**

Join us at one of the following public hearings and **SHARE YOUR INPUT** on what you think the city needs to prioritize on over the next five years.



### The Meetings are to be held as follows:

**Thursday, January 29, 2015**  
**6:30-8:00 PM**

**Odd Fellows Hall**  
**434 Lake Avenue, 4<sup>th</sup> Floor**

**Wednesday, February 4, 2015**  
**6:30-8:00 PM**

**William B. Cashin Senior Center**  
**151 Douglas Street**

**Tuesday, February 10, 2015**  
**6:30-8:00 PM**

**Bakersville Elementary School**  
**20 Elm Street**

**Thursday, February 19, 2015**  
**6:30-8:00 PM**

**Southern NH Planning Commission**  
**438 Dubuque Street**



### Topics discussed may include:

- **Healthy Neighborhoods**
- **Economic Development**
- **Home Ownership & Affordable Housing Development**
- **Health and Human Services**
- **Strategies for the Homeless**
- **Recreational Opportunities**
- **Infrastructure Improvements**
- **Planning and Public Management**
- **Education and Skills Development**

Please **Make Your Voice Heard** by taking our quick survey online:

<https://www.surveymonkey.com/s/GJDQJW9>

For further information, please contact a CIP Representative at the Manchester Planning and Community Development Department at 603-624-6450.

## Consolidated Plan – Public Hearing #1

January 29, 2015 – Odd Fellows Hall

The first public meeting was held at the Community Resources Center, Odd Fellows Hall, at 434 Lake Avenue, on January 29, 2015. There were four in attendance including representatives from various agencies and the citizenry. **Todd Fleming**, CIP Coordinator of the City of Manchester, gave an introduction and welcomed everyone to the Public Hearing and introduced his staff. He began with an overview of the Consolidated Plan and the purpose of the plan. He discussed the HUD funding and how the City typically receives 2.3 million dollars annually and how the funding is allocated to projects within the City's existing strategies in low and moderate income areas of the City. He urged participation from the audience to give their input as to what the community needs are and what other ideas, projects and strategies may need to be included for the next five years in the next Consolidated Plan. He also gave a short overview of the Annual Action Plan and explained the purpose of it is to inform HUD of the projects and objectives the City plans to fund with the allocation in the coming year. Mr. Fleming then introduced the Southern NH Planning Commission (SNHPC) as the City's consultant hired to assist in the process of producing a new Consolidated Plan.

Immediately following the introduction, **Karen Mattor**, Senior Planner at SNHPC, gave a presentation to the audience that explained HUD's National Objectives, the City's Citizen Participation Plan, Consolidated Plan process, the types of HUD funding and how much had been allocated each year. The draft document of the Consolidated Plan will be ready at the end of April and there will be a 30-day review for the public to review and comment. In mid-May the final plan will be submitted to HUD. A map showing low income and moderate income census tracts in Manchester were displayed showing where the funding goes. **Ms. Mattor** stated there will be three other public hearings in the next few weeks and there is an online survey on flyers which have been distributed around the City. The presentation also included an introduction to the current key strategies from the 2010-2015 Consolidated Plan (listed below), a brief explanation of each, and some of the projects funded within those strategies in the last year.

1. Healthy Neighborhoods: Initiatives that focus on neighborhood health and safety
2. City Wide Economic Development: Various initiatives that promote both job creation and retention
3. Homeownership and Affordable Housing Development: Affordable housing opportunities for all of Manchester's residents
4. Health and Human Services: Supportive services to assist residents in need
5. Emergency Shelter, Transitional Housing & Strategies for the Homeless: Projects and programming designed to prevent homelessness
6. Recreational Opportunities: Support recreational opportunities for lower income youth
7. Infrastructure Improvements: Adequate maintenance of streets, bridges, sidewalks, City facilities, etc.
8. Planning and Public Management: Administer and monitor Entitlement funding in accordance with federal requirements
9. Education and Skills Development: Access to programs that increase educational opportunities and life skills

The discussion following the presentation was led by **David Preece**, Executive Director of SNHPC, along with **Ms. Mattor** to discuss with the audience their view of the current strategies. Mr. Preece explained the framework of the meeting was to gather input, discuss current and new strategies, and then vote on the strategies they felt were the most important. **Mr. Preece** again reviewed the current strategies as a starting point for the discussion.

A synopsis of the comments made at the meeting follows:

**Loren Caruso** from Beauty 4 Ashes explained the mission of Beauty 4 Ashes was to support disaster survivors by collecting and donating gently used household items. The organization is hoping to apply for funding from the City as a first time applicant and has tried unsuccessfully in the past. The household items are collected and offered to disaster victims as they begin to re-build their homes or move into new homes. The organization would like to coordinate with emergency housing services in the City to offer their support. To date, they have worked with the Red Cross and serviced over 100 households.

**Rachel Chretien** from Beauty 4 Ashes referenced their most beneficiaries as the individuals and families displaced from Log Street fire.

**Tyler Glodt** from The Way Home agrees that the public wants to help, but doesn't have a mechanism to channel that assistance. His organization primarily manages emergency shelter and homeownership units. He asked City Staff how the City's overall decrease in Low-Moderate Income rating affected CDBG funding?

*Mr. Fleming explained some of the nuances of CDBG funding that were affected because the City's overall Low—Mod rating was below 51 percent.*

**Tyler Glodt** from The Way Home continued to say that he felt individuals/families who are low-income do not need to continuously carry around that stigma with them. He questioned the process for project funding. He also said that the quality of life should be a goal such as the situation on Second Street.

*Mr. Fleming briefly explained that the projects funded are directed by the Mayor and Board of Aldermen based on staff recommendations and current City priorities. Unfortunately, funding levels have been decreasing annually and as a result project funding has also been decreasing. Also, the demand for social services agencies has reduced the monies available for park and infrastructure improvements.*

**Mr. Preece** steered the discussion to focus more on the strategies the City currently has and evaluate their effectiveness for accurately communicating the needs of the City.

**Tyler Glodt** with The Way Home offered his support for a more central communication system within the City to increase/improve/support public awareness initiatives.

**Renie Denton** with Manchester Community Resource Center (MCRC) offered her opinion that the strategies are very inclusive of the services being offered. Ms. Denton stated that a lot of information is online, but people with low English proficiency and/or no access to the internet are not able to access the available information. The MCRC is able to provide services under the current strategies and feel like they are broad enough to encompass a lot of different activities. The breadth of social services offered in the City is the cause of additional competition for diminishing funds. Also, it makes it very difficult to keep an updated inventory of services. Ms. Denton talked about her organization as a referral organization and their need for a better way to inventory social service agencies and the assistance they

provide in order to properly refer residents to those resources. Also, it would be worthwhile to evaluate the efficiency and effectiveness to which the other organizations run and administer programming. She also pointed out that the Manchester Healthy Neighborhoods Initiative is a good source for a collection of programs.

**Mr. Fleming** added the City's monitoring procedure for efficiency and effectiveness applied to organizations directly funded through HUD funds.

**Ms. Denton** with the MCRC added the prior inventory system that was started by Southern NH Services, InfoBank, and that tool was very useful.

**Elise Annunziata** with the City of Manchester also added the service is largely funded by the Granite United Way 211, as a current tool for residents to call in need of assistance. The system does track calls received, but is not able to break down the data into useful reports to highlight deficiencies in services, etc.

**Tyler** and **Mr. Fleming** had a brief dialogue about how specific projects are evaluated and selected for funding based on their ability to fit within the strategies identified.

**Ms. Chretien** with Beauty 4 Ashes voiced their need for a storage area to hold the collection of goods. Specifically, the organization needs funding to pay for a centrally located storage area that would allow their beneficiaries to see the options available to choose from.

**Mr. Preece** and **Ms. Mattor** closed the session by asking the participants to vote on the strategies they found to be the most important. Each of the four attendees was given 10 dots to vote for which existing strategies and new ideas they believed are the most important. The results of the voting are explained below.

**Voting Results on 2010-2015 Strategies and Newly Discussed Strategies:**

Existing Strategy	Health and Human Strategies	5 Votes
Existing Strategy	Emergency Shelter, Transitional Housing and Strategies for the Homeless	5 Votes
New Idea	Way for public to help	4 Votes
Existing Strategy	Healthy Neighborhoods	3 Votes
Existing Strategy	Educational Skills and Development	3 Votes
New Idea	Transitional housing for times of emergencies	3 Votes
Existing Strategy	City-Wide Economic Development	2 Votes
Existing Strategy	Homeownership and Affordable Housing Development	2 Votes
Existing Strategy	Recreational Opportunities	2 Votes
Existing Strategy	Infrastructure Improvements	2 Votes
Existing Strategy	Planning and Public Management	1 Vote

New Idea	Central Communication	1 Vote
New Idea	Healthy Manchester Initiatives awareness	1 Vote
New Idea	Emergency Shelters during times of emergencies.	1 Vote

In summary, out of 37 votes the two highest with 5 votes each were the existing strategies "Health and Human Strategies" and "Emergency Shelter, Transitional Housing and Strategies for the Homeless." The strategy/idea with the next largest number of votes (4) was the newly discussed "Public Help Mechanism." Then there were 3 votes each for the existing strategy "Healthy Neighborhoods," "Educational Skills and Development" and the new idea of "Transitional Housing" for times of emergencies. There were 2 votes each for the following existing strategies: "City Wide Economic Development," "Homeownership and Affordable Housing Development," "Recreational Opportunities," "Infrastructure Improvements" and for the new idea, "Quality of Life for those in Poverty." There was 1 vote each for the existing strategy "Planning and Public Management" and the new ideas: "Central Communications," "Healthy Manchester Initiatives," and "Emergency Shelters." Over half the votes were for already existing strategies but 12 votes were for new ideas.

**Mr. Preece** and **Ms. Mattor** reviewed the results of the voting with the audience. They encouraged any additional comments to be submitted to the City in writing and officially closed the Consolidated Plan Public Hearing.

**Todd Fleming**, CIP Coordinator for the City of Manchester, officially opened the Annual Action Plan hearing for the HUD FY15/City FY16 budget process. **Mr. Fleming** gave a brief introduction to the audience that outlined the City's annual funding allocation of \$2.3 million of Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership Program funds. He also explained the declining history of the funds, but noted that to date we have not received any indication of funding levels being cut for this upcoming round. **Mr. Fleming** also addressed the potential for Section 108 funds to come into the City if they were pursued and a project was identified, but at this time that was not being reviewed. Further description was given of CDBG funds, Public Service Cap and previously implemented projects. The projects highlighted were examples of Public Services, Infrastructure improvements, ADA accessibility, Economic Development, and Administration.

**Kerrie Xintaras**, CIP Planner for the City of Manchester, discussed the use of HOME Funds. Ms. Xintaras explained that HOME funds were between \$500-600,000 annually and were a lot more restrictive than CDBG funds. The only uses of HOME funds are Tenant Based Rental Assistance, Downpayment/Homebuyer Assistance, Housing Rehabilitation, and Affordable Housing Development. After discussing the types of projects eligible for funding, Ms. Xintaras pointed out the lack of efforts over the last few years focused on the Downpayment/Homebuyer Assistance projects due to the declining housing market and mentioned if that was an area of interest/need in the community that participation at the meetings would need to suggest that so we could then encourage the policymakers to support those initiatives.

**Elise Annunziata**, CIP Planner for the City of Manchester, summarized the use of Emergency Solutions Grant (ESG) funding that is used to address homeless needs and activities within five categories. Also, the requirement to input data and accomplishment into the Homeless Management Information System (HMIS). Within the annual allocation of about \$135,000 there is a small percentage dedicated to Administration and a maximum of 60 percent can be allocated to Street Outreach and Emergency Shelter activities. Ms. Annunziata also noted that the City coordinates with the Manchester Continuum of Care (MCoC) and is an active member of the Continuum. The MCoC is a collection of 30+ agencies from the City that work to service the needs of the homeless.

**Elizabeth Lannon-Goodwin**, CIP Planning Technician for the City of Manchester, gave the closing remarks, explaining the current key strategies and how they are being re-assessed through this process. Although the Consolidated Plan and Action Plan are both occurring concurrently, the new strategies identified for the Consolidated Plan will be what is reflected in the Action Plan as this year's Action Plan is year one of the new Consolidated Plan.

## Consolidated Plan – Public Hearing #2

February 4, 2015 – William B. Cashin Senior Center

The second public meeting was held at the William B. Cashin Senior Center, at 151 Douglas St., on February 4, 2015. There were twenty-two in attendance including representatives from various agencies and the citizenry. **Todd Fleming**, CIP Coordinator of the City of Manchester, gave an introduction and welcomed everyone to the Public Hearing and introduced his staff. He began with an overview of the Consolidated Plan and the purpose of the plan. He discussed the HUD funding and how the City typically receives 2.3 million dollars annually and how the funding is allocated to projects within the City's existing strategies in low and moderate income areas of the City. He urged participation from the audience to give their input as to what the community needs are and what other ideas, projects and strategies may need to be included for the next five years in the next Consolidated Plan. The timeline of the Citizen Participation Plan was reviewed and explained to participants for future sessions. He also gave a short overview of the Annual Action Plan and explained the purpose of it is to inform HUD of the projects and objectives the City plans to fund with the allocation in the coming year. He continued to explain the needs that were identified in the current Consolidated Plan that led to the formulation of the current strategies. He then spoke about ways to submit input to the City. Mr. Fleming then introduced the Southern NH Planning Commission (SNHPC) as the City's consultant hired to assist in the process of producing a new Consolidated Plan.

Immediately following the introduction, **David Preece**, Senior Planner at SNHPC, and **Elise Annunziata**, CIP Planner, facilitated the discussion of the needs from participants with SNHPC Intern **Devon Therrien**, writing the needs identified on flip charts for the group to review. Mr. Preece explained the importance of public comment.

**Sister Jacqueline Verville** from the Holy Cross Family Learning Center thought this meeting was redundant because there were several focus groups and public hearings about refugee integration. Ms. Annunziata explained that this meeting was a HUD requirement to solicit the needs of the City every five years and asked to pass on the information that Sister Jacqueline had collected. Sister Jacqueline needs were more funding for refugee and immigrant programs that teach life skills, workforce development, and citizenship. Her organization needs more money to pay for staffing, rent, facilities, ESL programs, computer skills, etc.

**Tammy Simmons**, State Representative-Ward 10 and Manchester resident for eighteen years, identified the need for improved sidewalks, curbing, ADA access in the neighborhood of Burns Tower. Mr. Fleming agreed that these infrastructure improvements are important and have been done in the past.

**Robert Tourigny and Jennifer Vadney**, NeighborWorks Southern NH, agreed with Ms. Simmons that infrastructure is declining in the West Granite Neighborhood. NeighborWorks performed block observations and completed a community survey with 150 participants and the two biggest complaints were: curb appeal, sidewalks, physical appearance and schools.

**Jane Beaulieu** identified the area of Wilson St. between Valley and Somerville Streets are a previous area of commerce. Currently there is still commerce going on but because of absentee landlords the area is not desirable. Ms. Beaulieu would like to see focus on this area and support the businesses and families in that neighborhood, educate business owners, and improve facades, etc. Try to bring back the neighborhood and able to turn the neighborhood around giving the example of Rimmon Heights.

**Lt. Brian O’Keefe**, Manchester Police Department, explained that the residents of Rimmon Heights took ownership of the neighborhood and unless you have a strong neighborhood community and commitment that money alone is not enough to improve the neighborhood.

**Meghan Brady**, St. Joseph Community Services-Meals on Wheels, identified the need for continued support of Elderly supportive services. Their most recent survey had a 57% return rate and what they found was there was a 20% increase in the elderly receiving no weekly visitors, 59% were less hungry when participating in the Meals on Wheel program, 15% skipped meals on non-delivery days and they were more isolated and struggling. Meals on Wheels allows the elderly population to remain in their homes longer because of continued supportive funding. Focus should be on access to food, community connection, other City resources and the fuel fund. This program support elder independent living and support of basic needs. It costs \$3,000 per year for each participant to be fed by the program instead of over \$100,000 at an assisted living facility.

**Rik Cornell**, MHCGM, The homeless population in the City is very apparent and as a community we need to help. Mr. Cornell was concerned about the access to facilities for these individuals saying that we need a place to congregate the homeless. Lt. Brian O’Keefe felt the city has a large population of homeless, but as a city this population has a lot of available resources. Lt. O’Keefe went on to say that there are an increasing number of homeless with mental health and drug/alcohol dependency issues.

**David Riott**, new resident to Manchester, living in San Francisco and the homeless there were able to acquire library guest cards and check out books. He would like to see the same access to books here. As a new resident since he doesn’t have a billing statement with his current address yet he was unable to receive a Manchester City Library card. Mr. Riott is also an avid biker and he hasn’t seen any bike lanes or road signage for bicycles. He would like to see more bike friendly areas.

**Patricia Cornell**, City Library Trustee member, responded to Mr. Riott, explaining that the Main City Library welcomes the homeless and that library staff attend trainings in order to better serve that population.

Ms. Simmons discussed how façade improvements would help to increase the look of the neighborhood. Organizing a cleanup through community groups along the Bike Trails on S. Main St, Conant St, and Douglas St. would make a big difference in that neighborhood.

Lt. O’Keefe stated there is an abundance of blighted properties throughout the City and there is a need for homeowner rehab for improvements on homes. Lt. O’Keefe stated there were 190 properties on the new list they receive monthly from Kevin Kinkade on run down properties.

Mr. Fleming discussed the Neighborhood Stabilization Program (NSP) which allowed the City to address blighted properties-allowed the City to use funds to do neighborhood cleanup. Money is allocated through CIP Process and allocation depends on priorities.

Mr. Tourigny also addressed the process for funding- the City of Manchester has declining resources and feels the allocation becomes political instead of needs driven based on what the strategies for the City are. Resources are not allocated to the projects that address these issues. Programs such as the down payment and closing costs assistance used to be offered. The City has a 55% homeownership rate and these two programs would help to increase that rate which in turn would increase neighborhood pride. Mr. Tourigny would like to see these programs being offered again.

Ms. Beaulieu feels a lot of time is spent “master planning” but there is no holistic approach because of the constant changes in the City. She advocated for the measurable results of the money the City allocates.

Mr. Fleming discussed how the Con Plan does try to integrate strategies from the Master Plan while balancing the restriction of the funding sources. He explained that the performance measurement process the City goes through in order to receive HUD funding. The City tracks the monthly beneficiaries to ensure the agency is reaching their goals. It is a balancing act trying to address the needs with the restrictions.

**Don Pinard**, Parks and Recreation Division, advocated for different resources to replace the failing facilities. He sees the need for a place for families to go and enjoy recreation in the City that offer alternative to just swimming pools, for example, a splash pad, which would allow those families who do not swim or have small children to enjoy the water safely. There needs to be a better sense of neighborhood with residents getting to know their neighbors; he advocated for community gatherings and girls softball on the West Side.

There was a brief discussion about bringing together all the services in the City to help benefit the same clientele. Mental health and drug addiction are huge problems in the City. Look at other cities to see how they are resolving similar issues.

Ms. Annunziata brought up Housing First and MHRA S. Main Street projects that both work to address this need. She also explained the Continuum of Care (CoC) and Greater Manchester Association of Social Service Agencies (GMASA)

David wrapped up the Consolidated Plan Hearing.

**Todd Fleming**, CIP Coordinator for the City of Manchester, officially opened the Annual Action Plan hearing for the HUD FY15/City FY16 budget process. **Mr. Fleming** gave a brief introduction to the audience that outlined the City's annual funding allocation of \$2.3 million of Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership Program funds. He also explained the declining history of the funds, but noted that to date we have not received any indication of funding levels being cut for this upcoming round. **Mr. Fleming** also addressed the potential for Section 108 funds to come into the City if they were pursued and a project was identified, but at this time that was not being reviewed. Further description was given of CDBG funds, Public Service Cap and previously implemented projects. The projects highlighted were examples of Public Services, Infrastructure improvements, ADA accessibility, Economic Development, and Administration.

**Kerrie Xintaras**, CIP Planner for the City of Manchester, discussed the use of HOME Funds. Ms. Xintaras explained that HOME funds were between \$500-600,000 annually and were a lot more restrictive than CDBG funds. The only uses of HOME funds are Tenant Based Rental Assistance, Downpayment/Homebuyer Assistance, Housing Rehabilitation, and Affordable Housing Development. After discussing the types of projects eligible for funding, Ms. Xintaras pointed out the lack of efforts over the last few years focused on the Downpayment/Homebuyer Assistance projects due to the declining housing market and mentioned if that was an area of interest/need in the community that participation at the meetings would need to suggest that so we could then encourage the policymakers to support those initiatives.

**Elise Annunziata**, CIP Planner for the City of Manchester, summarized the use of Emergency Solutions Grant (ESG) funding that is used to address homeless needs and activities within five categories. Also, the requirement to input data and accomplishment into the Homeless Management Information System (HMIS). Within the annual allocation of about \$135,000 there is a small percentage dedicated to Administration and a maximum of 60 percent can be allocated to Street Outreach and Emergency Shelter activities. Ms. Annunziata also noted that the City coordinates with the Manchester Continuum of Care (MCoC) and is an active member of the Continuum. The MCoC is a collection of 30+ agencies from the City that work to service the needs of the homeless.

**Elizabeth Lannon-Goodwin**, CIP Planning Technician for the City of Manchester, gave the closing remarks, explaining the current key strategies and how they are being re-assessed through this process. Although the Consolidated Plan and Action Plan are both occurring concurrently, the new strategies identified for the Consolidated Plan will be what is reflected in the Action Plan as this year's Action Plan is year one of the new Consolidated Plan.

Public Comments:

**Jane Beaulieu** asked what HUD considered affordable cost for housing. Ms. Xintaras and Ms. Annunziata explained fair market rent and where the public could look up that information. Mr. Fleming stated that HUD says you should pay no more than 30% of your income for housing. He

then went on to explain Tenant-based rental assistance and rental subsidies for low-mod individuals.

Mr. Fleming closed the Annual Action Plan Public Hearing after explaining that the CIP staff would recommend a budget to the Mayor where it will go through the budgeting process. Both the Consolidated and Annual Action Plans are due to HUD by May 15, 2015. Drafts will be available for public review and comment over a 30 period prior to submission.

**Consolidated Plan – Public Hearing #3**  
February 19, 2015 – Southern NH Planning Commission

The third public meeting was held at the Southern NH Planning Commission, at 438 Dubuque St., on February 19, 2015. There were twelve in attendance including representatives from various agencies and the citizenry. **Todd Fleming**, CIP Coordinator of the City of Manchester, gave an introduction and welcomed everyone to the Public Hearing and introduced his staff. He began with an overview of the Consolidated Plan and the purpose of the plan. He discussed the HUD funding and how the City typically receives 2.3 million dollars annually and how the funding is allocated to projects within the City's existing strategies in low and moderate income areas of the City. He urged participation from the audience to give their input as to what the community needs are and what other ideas, projects and strategies may need to be included for the next five years in the next Consolidated Plan. The timeline of the Citizen Participation Plan was reviewed and explained to participants for future sessions. He continued to explain the needs that were identified in the current Consolidated Plan that led to the formulation of the current strategies. He then spoke about ways to submit input to the City. Mr. Fleming then introduced the Southern NH Planning Commission (SNHPC) as the City's consultant hired to assist in the process of producing a new Consolidated Plan.

**Sophia Taphet**, Families in Transition, asked if outside agency can apply to multiple funding sources (CDBG and ESG, for example)

Mr. Fleming explained the CDBG funds are the least restrictive. CIP staff review applications submitted by agencies and determine what funding sources are the most appropriate. He also explained the public service, shelter/street outreach and administrative caps. He also gave a short overview of the Annual Action Plan and explained the purpose of it is to inform HUD of the projects and objectives the City plans to fund with the allocation in the coming year. He also explained the survey that the City has for public feedback on issues and improvements to the City neighborhoods.

Immediately following the introduction, **David Preece**, Senior Planner at SNHPC, and **Elise Annunziata**, CIP Planner, facilitated the discussion of the needs from participants with SNHPC Intern **Devon Therrien**, writing the needs identified on flip charts for the group to review. Mr. Preece explained the importance of public comment.

**Wendy Stevens**, Organization for Refugee and Immigrant Success (ORIS), reminded citizens of the large group of refugee and immigrant population in the city that need assistance. She is working to staff a mobile market to transport food to low income neighborhoods. The needs are being met through English as a Second Language in school programs. Ms. Stevens mentioned she does not see needs directly, but believes there are issues there. She also thought the survey would help see if needs are being met.

**David Riott**, a new Manchester resident, discussed transportation issues. He walked from Beech Street to the SNHPC on Dubuque Street since there was no bus to bring him to the

meeting. Public transit is an important part of sustainability. Research states that if transit is available with incentives to citizens they will use it.

**Kimberly McKenney**, Easter Seals NH, continued need for affordable child care for working parents. Easter Seals offers education for adult learners and their adult learning classes are filled with a very long waiting list.

**Sophia Taphet**, Families in Transition, the need for affordable housing, job training, and employment opportunities. There is a large need for affordable housing and emergency housing services. The City should create an environment that fosters safe transportation with bike lanes and sidewalks. 2<sup>nd</sup> Street and S. Willow Street areas need help. The need for community gardens is being expressed for both nutritional needs and community engagement/building community connections. Community gardens need plots of land available for this initiative.

**Alderman Bill Barry**, commented 2<sup>nd</sup> Street Corridor-repaving in certain areas some people have asked why there aren't 3 lanes, not sure if it's possible.

Mr. Preece-SNHPC will be presenting a plan in conjunction with the Highway Department that identifies some potential solutions.

Mr. Fleming discussed the City initiatives that promote safe neighborhoods.

Ms. Annunziata discussed the need to look at the overall strategy. We need to have a comprehensive plan so we fully address issues with the allocation we receive.

Alderman Barry, mentioned the PAL building and Boys and Girls Club are for the east side kids. We should be looking for an entertainment/community center for the south and west side youth. The City has a heroin epidemic and police want to focus on education of youth to prevent future drug abuse. To the severity of the drugs in December 2014 and January 2015 alone there were 130 overdoses and 13 deaths. There needs to be more on the south side and west side- these kids do not have transportation and it is unsafe to walk to the resources on the east side. It is important to look for areas near the Elmwood Garden and Rock Rimmon apartment complexes. I have coached sports for over 30 years and we need to get to the kids now.

Mr. Preece said that the Boys and Girls Club was looking to expand on the West Side.

Ms. Annunziata brought up that the Manchester Housing and Redevelopment Authority (MHRA) used to organize after school programs in Elmwood Garden area and was previously funded as was the O'Neil Center on Elm Street. Girls Inc. and Easter Seals NH is on the west side. The YMCA, City Year, 21<sup>st</sup> Century are all funded agencies that have site based care out of the public schools. The Boys and Girls Club and Girls Inc. both pick up their program participants at school from all around the city and busing is one of their biggest expenses.

Alderman Barry also mentioned the Southern NH Skating Club at the JFK Coliseum, they fundraise in order to pay for the ice time and allow kids to skate, but since they are fundraising with car washes and bake sales they aren't raising a lot of money. The Salvation Army is another great program.

Mr. Preece asked if there was a central place for all of this information.

Ms. Annunziata answered Mr. Preece's question explaining 2-1-1 as a central place that people can call for referral of services. The CAPER also describes all of the projects/agencies the City worked with in the most recently completed fiscal year. Granite United Way used to have a resource published.

Mr. Fleming stated that when the Manchester Community Resource Center used to be at its old site the City funded it as a referral agency.

Mr. Fleming discussed how the Con Plan does try to integrate strategies from the Master Plan while balancing the restriction of the funding sources. He explained that the performance measurement process the City goes through in order to receive HUD funding. The City tracks the monthly beneficiaries to ensure the agency is reaching their goals. It is a balancing act trying to address the needs with the restrictions.

There was a brief discussion regarding fuel assistance and helping low-income residents with utility efficiency and smart grocery shopping. The group agreed there was no major grocery store on the west side and that farmers markets can now take SNAP benefits.

There was a brief discussion about bringing together all the services in the City to help benefit the same clientele. Mental health and drug addiction are huge problems in the City. Look at other cities to see how they are resolving similar issues.

Ms. Annunziata brought up Housing First and MHRA S. Main Street projects that both work to address this need. She also explained the Continuum of Care (CoC) and Greater Manchester Association of Social Service Agencies (GMASA).

David Preece wrapped up the Consolidated Plan Hearing.

**Consolidated Plan – Public Hearing #4**  
March 4, 2015 – Bakersville Elementary School

The fourth public meeting was held at Bakersville Elementary School, at 20 Elm St., on March 4, 2015. There were nineteen in attendance including representatives from various agencies and the citizenry. **Todd Fleming**, CIP Coordinator of the City of Manchester, gave an introduction and welcomed everyone to the Public Hearing and introduced his staff. He began with an overview of the Consolidated Plan and the purpose of the plan. He discussed the HUD funding and how the City typically receives 2.3 million dollars annually and how the funding is allocated to projects within the City's existing strategies in low and moderate income areas of the City. He urged participation from the audience to give their input as to what the community needs are and what other ideas, projects and strategies may need to be included for the next five years in the next Consolidated Plan. The timeline of the Citizen Participation Plan was reviewed and explained to participants for future sessions. He continued to explain the needs that were identified in the current Consolidated Plan that led to the formulation of the current strategies. He then spoke about ways to submit input to the City. Mr. Fleming then introduced the Southern NH Planning Commission (SNHPC) as the City's consultant hired to assist in the process of producing a new Consolidated Plan.

Immediately following the introduction, **David Preece**, Senior Planner at SNHPC, and **Elise Annunziata**, CIP Planner, facilitated the discussion of the needs from participants with a SNHPC Intern, writing the needs identified on flip charts for the group to review. Mr. Preece explained the importance of public comment.

**Jennifer Vadney**, NeighborWorks Southern NH, gave an overview of what NeighborWorks does and discussed the need for down payment and closing cost assistance for first time homebuyers. This assistance would help families get into permanent homes and make residents proud to live in their neighborhoods. It is especially needed in the center city and west side areas.

**Lisa Pease Surlena**, Reach for the Stars, CDC Bishop O'Neil Center, described her before and after school childcare program that works on a sliding scale for low-income working parents. Her organization is seeking funding for the Elmwood Gardens population needing family support. Children are unable to get to the other youth center programs because there is no transportation. The program is not advertised, but the need appears to be there with the participation in their neighborhood events. The program is not a non-profit because the organization does not bring in enough money to take on the expenses of becoming a 501 (c) (3).

**Peter Ramsey**, Palace Theatre, Palace has received CIP funding for 15 years and has increased economic development in the downtown and better artistic activities. There is a tremendous need to rehab the center city properties. Need a directed approach to building rehabilitation. Vacant buildings attract homeless, crime, etc. Buildings are sitting vacant for years and becoming vandalized and bringing the livability of the downtown area down. A change in policy

to make abandoned buildings property of the city to then be turned over to nonprofits for rehabilitation needs to occur.

**Elise Annunziata**, CIP Planner, explained that the City of Manchester doesn't own these buildings and there are many challenges that surround the city's ability to purchase said buildings. Many of these buildings are in need of rehab, but the funds are not available that would allow us to purchase them at this time.

**Todd Fleming**, CIP Coordinator, explained the Neighborhood Stabilization Program and what those funds allowed us to do and how they differed from CDBG and HOME funding. He also explained issues working with property owners and banks on certain properties. There were certain properties the city wanted to purchase, but were unable to contact the bank/property owner and/or were unable to afford the sales price of the property.

Mr. Ramsey said that addressing these vacant and dilapidated properties needed to be on a political and policy level.

**Kendra**, 8 year old mentoring participant, has been involved with Big Brothers Big Sisters for over 471 days in the one-to-one mentoring program. The City needs more Big Brothers and Sisters to help kids like her. A lot of kids do not have positive impacts on their life, they are constantly in trouble and absent from school. The Bigs put kids on the right track and help them with school work and other communication building activities.

**Kendra's Mom**, we have a personal issue at home and the program has been amazing for her two daughters in the Big Brothers Big Sisters mentoring program. The mentors are another positive resource in their life and the program is always there for their family. She can't wait until her son is old enough to participate in the program.

**Katie Orlando**, VP of Development Big Brothers Big Sisters, Big Brothers Big Sisters serves over 350 youth in the community. Funding has had a tremendous impact on the success of the program. The organization consistently has a waiting list with 60 in Manchester alone. Funding constraints are limiting factors on service. Over 70 students have a Big in Bakersville Elementary School. Organization works with Girls Inc., City Year, and Boys and Girls Club. Strive to collaborate with other agencies to blend services. There is an At-Work Mentoring Program is growing in popularity.

**Mary Sliney**, Executive Director of The Way Home, explained the various programs that The Way Home offers including their housing counseling services. Their highest percentage of need is in the area of access to affordable housing. Also, they were able to get no interest security deposits but in December the state capped rental subsidy limits at \$500 a month so we were going through our subsidy twice as fast. Having a steady financial resource to help with short-term rental assistance is vital. The short term rental subsidies are a current program that has helped with emergency situations or those that need short term support. Our organization also helps those individuals with disabilities access services such as Medicaid, Disability, and/or

Social Security benefits. Participants are required to complete a financial literacy course in order to receive assistance from The Way Home. The course helps participants to figure out what they can actually afford. Additionally, we teach participants about community gardens and how these gardens can help them save money on their grocery bills. The Way Home works to educate individuals about healthy and safe housing including identifying hazards such as lead paint and bed bugs. Participants are taught how to communicate with landlords in order to build positive relationships.

Ms. Vadney added that many of the refugee and immigrant population do not know what safe and affordable housing is and are being charged too much money to live in poor conditions and do not know their rights as tenants. NeighborWorks has a Rental Readiness course that they have never been able to get started, but this course would help individuals learn how to be good tenants and what responsibilities they have and what responsibilities the landlord has.

David Preece wrapped up the Consolidated Plan Hearing and reminded attendees that if they had any additional comments they could submit them to the CIP Staff whose contact information was provided in the handout.

### Consolidated Plan – Public Hearing #5

May 6, 2015 – Aldermanic Chambers at Manchester City Hall

The fifth public meeting was held at the Aldermanic Chambers at Manchester City Hall at One City Hall Plaza, on May 6, 2015 at 4:30 p.m. There was one member of the public attending and four CIP Staff. **Todd Fleming**, CIP Coordinator of the City of Manchester, gave an introduction and welcomed the attendee to the Public Hearing and introduced his staff. He began with an overview of the Consolidated Plan and the purpose of the plan. He urged participation from the audience to give their input on the Drafts of the 2015-2019 Consolidated Plan and City FY16 Annual Action Plan. The timelines for the Citizen Participation Plan and Consolidated Plan were reviewed. He then spoke about ways to submit input to the City. Mr. Fleming then introduced **Elizabeth Lannon-Goodwin**, CIP Planning Technician who gave a brief summary of comments received from the first four public hearings and five focus group meetings.

The major needs identified during the Consolidated Planning Process include: Affordable rental housing, tenant based rental assistance, renter and landlord education courses, first time homebuyer down payment assistance, housing rehabilitation, small business assistance and façade improvements to create to jobs, job training, childcare for working parents, elderly services, health care, City Infrastructure, recreation, community gardens, immigrant and refugee services, mental health and growing drug addiction in the City, and issues relating to the homeless.

Mr. Fleming then discussed the needs and goals that were identified during the planning process; the participant was able to follow along with the presentation by viewing the projector screen as well as through a physical handout of the PowerPoint presentation. Mr. Fleming explained how during the determination of community needs that instead of needs grouped under strategies the new 5-Year Consolidated Plan would list identified community needs and the goals to satisfy each need. An overview of the 29 identified needs and the accompanying goals were discussed.

Mr. Fleming then opened up the floor to comments. **Renie Denton**, Manchester Community Resource Center, thanked the City for providing the final public hearing and for discussing the main points of the Consolidated Plan which will assist her while she reviews some of the sections relating to the needs as well as the projects identified in the City FY16 Annual Action Plan.

Mr. Fleming concluded the presentation at 5:00 p.m. after a brief discussion on the opportunities for public comment reminding the attendee that the Draft 5-Year Consolidated Plan and City FY2016 Annual Action Plan were available for public review from April 13, 2015 until May 13, 2015 at 5:00 p.m. and may be submitted through either hard copy or emailed to one of the CIP Staff. Copies of the Draft documents are available at the Planning and Community Development Office at City Hall, the Southern NH Planning Commission, and the Manchester Main Public Library as well as a digital version on the City website.

Dick Durfee  
*Executive Director*



MANCHESTER  
HOUSING AND REDEVELOPMENT AUTHORITY

George N. Copadis  
*Chair*  
William B. Cashin  
*Vice-Chair*  
Fern G. Gelinis  
*Commissioner*  
Marion G. Russell  
*Commissioner*  
Ben Gamache  
*Commissioner*

February 19, 2015

City of Manchester  
Planning and Community Development  
One City Hall Plaza  
Manchester, NH 03101

ATTN: Todd Fleming

Dear Todd:

I regret that I have not been able to attend your public hearings for the City's Consolidated Plan, but I am pleased to provide these written comments.

I have reviewed the list of goals and strategies that you provided and believe that it is appropriate that all of these be addressed by the Consolidated Plan. I can only provide comments based on direct experience, however, on a couple of categories.

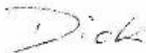
The need for affordable housing and housing assistance is critical. Manchester Housing and Redevelopment Authority's combined Section 8 and Public Housing waiting list of approximately 9,000 applicants is testimony to this need. In particular, we have noticed an increased need by non-elderly people with disabilities. We appreciate the City's addressing the shortage of housing with its ongoing assistance in the development of affordable housing.

Based on my participation in Manchester's Continuum of Care I can testify as to the needs of Manchester's homeless population and I applaud Manchester's support of activities to assist in the homeless prevention efforts. The City's assistance with outreach efforts, the emergency shelter and other transitional housing are critical and the provision of tenant based rental assistance assists in the transition to permanent housing.

Thank you for the opportunity to provide these comments and to recognize the great work done by the City staff and others in addressing these needs.

Sincerely,

MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY



Richard Lee Webster  
Housing Development Manager

157 Chestnut Street, Manchester, New Hampshire 03101-2528  
603 624-2029 FAX 603 624-2027 TDD 1 800 545-1833, ext. 590  
MHRA complies with the Fair Housing Act and provides accommodations to persons with disabilities. For language assistance: Please contact us for an explanation or more information.



March 4, 2015

Elizabeth E. Goodwin-Lannon, MPA,  
Planning and Community Development  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101



Dear Mrs. Goodwin -Lannon

As a member of the Board of Trustees for the Palace Theatre, I am writing you today with hopes the Palace will be included in the Manchester Planning and Community Development Department's Five-Year Plan for Housing and Community Development. Here are some important reasons why the Palace Theatre is a vital economic and cultural addition to our wonderful city of Manchester:

- The Palace is a gigantic economic driver and valuable for the economic health of the city.
- Educational programs for children in our community are significant
- Patrons experience productions that are comparable to shows in Boston and New York, but at a much more reasonable price with easy access and parking. Giving our state access to cultural performances they might otherwise not experience.
- The city and state benefit when entertainment dollars stay within New Hampshire.
- The Palace employs the largest number of artists in the state
- Proliferation of restaurants in the down-town area. All surrounding hotels and restaurants show increased income on show nights
- Safe and educational venue for children to participate in theatre camps and productions
- Thousands of tickets are donated annually to local school children, giving additional exposure to culture and art, since it has been minimized in the public schools.

- Millions of dollars have been be raised and spent to renovate and preserve one of Manchester's most important and beautiful historic buildings. Projects are on-going.
- The Palace is the busiest full-time theatre in New Hampshire – over 500 performances and events annually
- The Palace attracts patrons from a radius of over one hundred miles from Manchester
- Serves as a training center for children and teens to pursue professional careers in theatre
- High quality, professional productions
- Intimate venue that is an alternative to the Verizon Center
- The Palace has received national and state sponsored awards
- Broad support from corporate sponsors and foundations who see the value being associated with the Palace.
- Very active board of trustees
- Over 100,000 patrons annually
- Celebrating 100 years of performing arts
- Six youth theatre initiatives led by professionals

I hope you will consider including the Palace Theatre in your master plan for housing and community development, as this incredible place gives our city a sense of history and culture like no other.

With Warm Regards,  
Joy Monfried  
Board of Trustees  
The Palace Theatre

CC: Peter Ramsey



Elizabeth E. Goodwin-Lannon, MPA  
Planning and Community Development  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

March 10, 2015

Dear Elizabeth,

I am writing to you today in regards to the upcoming Mayor's master plan for the city and how it relates to one of the gems of Manchester, The Palace Theatre. As a patron and a board member of the Palace, I am sure you are aware of how performances at the Palace affect the economy of the down town area. In addition to keeping surrounding eating establishments thriving, the Palace also employs the largest number of artists in state. I believe that the Palace has a strong draw from all over our wonderful state which entices people from a radius of 100 miles to visit the Queen City and to experience live performances.

In addition to the economic impact the Palace provides youth programs for area children that offers to children the great opportunity of learning and participating in programs around the art of live performance.

I would appreciate the continued consideration of keeping the Historic Palace Theatre in your thoughts as you make plans for the upcoming Master Plan.

Regards,



Jean T. Irvine  
82 Grafton Drive  
Bedford, NH 03110





May 6, 2015

To Whom It May Concern Regarding the City's Draft 2015-2019 Consolidated Plan and the City FY16 Annual Action Plan:

Good Evening. My name is Leslee Stewart and I am VP of Development for The Granite YMCA and the YMCA of Downtown Manchester. I have been a resident of this fine city since 1984 and have worked in this community since 1977 in financial institutions, educational institutions, as a business owner and for the past 11 years at the YMCA. I have invested my time as a volunteer in the schools and as a public servant on the school board for 12 years. As a community we have a lot to celebrate, but also have many challenges to address; the most important in my opinion is supporting youth and families in our community.

Almost one third of Manchester's population lives at some level of poverty with over one half of these residents residing in the Neighborhood Revitalization Strategy Area.

Manchester has a very high level of children living in poverty. A recent University of New Hampshire Carsey Institute report on NH demographics concluded that "while NH has the lowest levels of children in poverty in the United States, the city of Manchester has an alarmingly high number of children living below the poverty line. In fact, 25% of children in the city live at or below the poverty level, most of them being raised by single parents." The report also stated "concentrations of minority children are largest in the city of Manchester where 30% of children belong to a minority."

In addition, the following statistics are concerning:

- 50% of Manchester's elementary children are on free or reduced lunch.
- 50% of Manchester's youth are overweight and/or inactive, contributing to poor health and poor school performance.
- Over 40% of families in Manchester are single-parent, with only one income contributing to higher poverty rates and need for family support.
- Increased poverty leads to declining school performance, health risks, high school dropout (the cumulative rate was 29% in Manchester in 2013) and increased crime.

**YOUTH COMMITTEE  
FOR HEALTHY LIVING  
FOR OUR COMMUNITY**

**THE GRANITE YMCA  
CORPORATE OFFICE**  
117 Market Street  
Manchester, NH 03101  
P 603.782.2807  
F 603.782.0011  
[www.graniteymca.org](http://www.graniteymca.org)

**YMCA OF DOWNTOWN  
MANCHESTER**  
30 Mechanic Street  
Manchester, NH 03101  
P 603.623.3538  
F 603.623.3934  
[www.graniteymca.org/manchester](http://www.graniteymca.org/manchester)

**YMCA ALLARD CENTER OF  
GORTSTOWN**  
116 Gortstown Back Road  
Gortstown, NH 03045  
P 603.497.4663  
F 603.497.4837  
[www.graniteymca.org/gortstown](http://www.graniteymca.org/gortstown)

**YMCA OF GREATER  
LONDONDERY**  
206 Rockingham Road  
Londonderry, NH 03055  
P 603.437.9622  
F 603.437.1189  
[www.graniteymca.org/londonderry](http://www.graniteymca.org/londonderry)

**YMCA OF STEAFFORD COUNTY**  
35 Industrial Way  
Rochester, NH 03867  
P 603.332.7334  
F 603.332.7349  
[www.graniteymca.org/rochester](http://www.graniteymca.org/rochester)

**YMCA OF THE SEACOAST**  
550 Beverly Hill Road  
Portsmouth, NH 03801  
P 603.431.2334  
F 603.431.1814  
[www.graniteymca.org/portsmouth](http://www.graniteymca.org/portsmouth)

**YMCA CAMPING SERVICES**  
Camp Mi-Ia-Na for Boys  
Camp Pass for Girls  
P 603.232.8642

- Rapidly increasing low income and diverse populations are moving to Manchester through migration from southern states and our federal refugee resettlement program. These children are unprepared for school and have no educational support at home.
- The School District reported 2,852 students were habitually truant in the 2012-2013 school year.

Many of our community's youngest residents are struggling to function and thrive; many live in crisis situations. Last year over 750 youth were reported as homeless, with even more living in substandard conditions; cold, hungry and without responsible adult support.

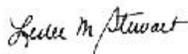
Families are stressed financially and socially and they are finding achieving a healthy balance between family responsibilities and work difficult to manage. Single parent families in particular need additional support. Also, over two-thirds of two parent families have dual wage earners who require afterschool care. In addition, the entire Manchester School District is in Need of Improvement with No Child Left Behind, with several schools labeled as Priority Schools. Manchester has the highest dropout rate in the State of New Hampshire. This creates a need for afterschool services, especially for students who need academic and mentoring support beyond the school setting. The significant at-risk youth population in our community is most in need of services.

In June 2012, YMCA trustees commissioned a Strategic Planning Committee to develop a new strategic plan. The committee met from June 2012 to May 2013 to study the unique needs of our members, program participants and the communities we serve that would help shape our Y's future direction. The Y held six community forums to identify critical community needs to determine how the Y could best continue to serve the community.

- Declining community commitment to public education and lack of programs for at-risk and low income youth.
- Need for leadership development programs for youth and teens during the high risk after school hours.
- Need for opportunities to keep kids active.

As a community organization dedicated to youth development and healthy living, The Granite YMCA is dedicated to supporting youth and families in our community. We urge you to consider the needs of these populations, especially those at-risk, as you develop your five year plan.

Sincerely,



Leslee M. Stewart  
VP of Development  
The Granite YMCA

# The City of Manchester Community Improvement Program Wants Your Input!



Do your community a favor and attend one of the public hearings or go online to complete the survey.

– Make Your Voice Heard!

Please take the quick survey:  
<https://www.surveymonkey.com/s/GJDQJW9>

## City of Manchester Consolidated Plan Summary of Consolidated Plan Online Survey



The City of Manchester and the Southern New Hampshire Planning Commission (SNHPC) are collaborating together in a planning process to establish a new 2016-2020 5-year Consolidated Plan. The City of Manchester receives an average of \$2.3 million dollars from the Department of Housing and Urban Development (HUD) in Community Development Block Grant, HOME, Emergency Solution Grant and other funds. These funds will be used by the City to conduct a 5-year Strategic Plan to improve on areas such as economic development, healthy neighborhoods, home ownership and affordable housing development, health and human services, strategies for the homeless, recreational opportunities, infrastructure, planning and public management, and education and skills development.

To gather input and engage the public in this planning process the City of Manchester and the SNHPC has advertised four public hearings. The input gathered from these public hearings will be used in an effort to help the CIP staff determine Manchester's needs and generate specific strategies for the action plan.

In addition to the four public hearings, a survey created by the Southern New Hampshire Planning Commission was created and made available to the public via on line through a web link. The results of the survey are identified and summarized in this report.

The survey consisted of eight total questions which included both open ended and multiple choice questions. A total of forty five surveys were filled out by the general public.



**Question 1:** What street do you live on?

A total of 44 respondents out of 45 answered this question.

Number	Response Date	Response Text
1	Feb 25, 2015 9:58 PM	Cohas Ave.
2	Feb 20, 2015 3:22 PM	Pinebrook Place
3	Feb 20, 2015 3:30 AM	99 Fourth Street
4	Feb 19, 2015 5:28 PM	the corner of Lake avenue Kenny street
5	Feb 18, 2015 7:38 PM	Lake ave
6	Feb 16, 2015 10:24 PM	Russell Street
7	Feb 16, 2015 12:18 PM	Honor Roll Road
8	Feb 16, 2015 12:15 AM	Weston
9	Feb 14, 2015 10:59 PM	Tondreau Court
10	Feb 14, 2015 5:48 PM	Beaver Lane
11	Feb 14, 2015 2:00 PM	Tomahawk Dr
12	Feb 13, 2015 3:55 PM	Hanover
13	Feb 12, 2015 7:26 PM	Straw Hill Road
14	Feb 12, 2015 4:33 PM	Country Club Drive
15	Feb 10, 2015 6:03 PM	Gabrielle
16	Feb 10, 2015 2:12 PM	Exchange Avenue
17	Feb 10, 2015 1:49 PM	Holt Avenue
18	Feb 9, 2015 10:19 PM	Pine
19	Feb 9, 2015 8:56 PM	Karatzas Ave
20	Feb 9, 2015 6:59 PM	Beech St
21	Feb 9, 2015 6:41 PM	Hayward Street
22	Feb 9, 2015 2:56 PM	120 lexington Ave
23	Feb 9, 2015 2:52 PM	School Street
24	Feb 9, 2015 2:50 PM	Constant Street
25	Feb 6, 2015 6:51 PM	North River Road
26	Feb 6, 2015 3:51 PM	Island Pond Road
27	Feb 5, 2015 9:24 PM	Main street
28	Feb 5, 2015 1:35 PM	Parker Street
29	Feb 3, 2015 8:57 PM	Dewey Street
30	Feb 2, 2015 10:51 PM	sagamore
31	Feb 2, 2015 3:26 PM	Kennard Road
32	Feb 1, 2015 1:46 PM	Valley west way
33	Feb 1, 2015 11:36 AM	Ash
34	Feb 1, 2015 3:24 AM	Mammoth
35	Feb 1, 2015 2:35 AM	North
36	Feb 1, 2015 2:21 AM	Hanover
37	Feb 1, 2015 12:20 AM	Cutler Lane
38	Jan 30, 2015 11:10 PM	Laurel Street
39	Jan 29, 2015 2:47 PM	Wellington Hill
40	Mar 4, 2015 3:30 AM	Lowell Street

City of Manchester's Consolidated Plan Community Survey Results



41	Feb 27, 2015 9:27 PM	Chestnut streey
42	Feb 27, 2015 8:57 PM	BLodget
43	Feb 27, 2015 8:24 PM	Victoria St.
44	Feb 27, 2015 7:33 PM	Victoria Street

**Question 2:** How could the City improve its services to you or your neighborhood?

A total of 40 respondents answered this question.

In summary of this question and its responses the major city improvements and services the city could focus more on would be:

- Speed/police enforcement
- Lower crime rates
- Homeless service center
- Affordable housing for low to moderate income individuals and families.
- Increase public transportation
- Improve walkability and biking infrastructure "sidewalk repairs"
- City maintenance "snow removal etc."
- Provide more youth programs
- Encourage community engagement
- Increase food support
- Continue funding through caring cupboard
- Transportation surface improvements
- Traffic calming
- Reduce number of blighted buildings

Number	Response Date	Response Text
1	2/25/2015 21:58	Crack down on the speeders. I use to see the police parked in a somewhat secluded area to catch these people. It's dangerous crossing the road. Also it would be helpful if we could have the digital sign that tells how fast one is traveling.
2	2/20/2015 15:22	Maintain a Homeless Services Center; Increase the level of affordable housing for low and very low income individuals & families.
3	2/20/2015 3:30	Increase Bus routes and hours of operation.
4	2/19/2015 17:28	Shovel the sidewalks and they need to be fixed as well. Put water fountains in the nearby park.
5	2/18/2015 19:38	More youth programs especially on weekends and affordable child care.
6	2/16/2015 22:24	Provide some funding for an organization such as Care Givers which includes a program called Caring Cupboard which assist elderly and disabled with rides for health appointments and grocery supplements delivered to their residence
7	2/16/2015 12:18	By funding the Care Givers Cupboard
8	2/16/2015 0:15	Increase food support to the elderly in need
9	2/14/2015 22:59	Continued or increased funding to programs such as 'Caregivers' & it's 'Caring Cupboard'.
10	2/14/2015 17:48	To continue providing food to elderly and home bound folks through the Caring Cupboard/Caregivers.
11	2/14/2015 14:00	I live in Merrimack
12	2/13/2015 15:55	Better snow removal
13	2/12/2015 19:26	nothing I can think of
14	2/12/2015 16:33	Having more places for kids to go after school

City of Manchester's Consolidated Plan Community Survey Results



15	2/10/2015 18:03	I have no needs
16	2/10/2015 14:12	Paving--not repetitive (badly done) pothole filling. Street lights frequently do not work.
17	2/10/2015 13:49	Traffic calming - lights, stop sign at the intersection of Holt Ave. and E. Industrial Ave. Also at the intersection of Elton Ave. and Candia Road.
21	2/9/2015 18:41	More police presence
22	2/9/2015 14:56	Strengthen and support the schools and youth servicing agencies in the city.
23	2/9/2015 14:52	Clean up troubled buildings
24	2/6/2015 18:51	The City needs to focus on the entire city with attention paid to downtown. Downtown will always be the hub of our attention. Downtown institutions like the Palace Theatre and the Currier need to be supported.
25	2/6/2015 15:51	I am more interested regarding the west side of Manchester.
26	2/5/2015 21:24	Side walk repair and bike lanes
27	2/5/2015 13:35	Add granite curbing and repairing/replacing deteriorated and/or missing sidewalks
28	2/3/2015 20:57	Better snow plowing, street and intersection maintenance, and a posted speed limit sign on street to reduce cars from speeding around neighborhood.
29	2/2/2015 15:26	Make neighborhoods more walking-friendly- maintain sidewalks and add deterrents for speeding
30	2/1/2015 13:46	More parking. Lower crime
31	2/1/2015 11:36	Sidewalks are in terrible shape and start and stop randomly. Makes it hard to walk. Impossible for children or handicap. Bury power and phone lines so we can grow nice trees on our streets.
32	2/1/2015 3:24	Stricter enforcement of speed limits to make it more pedestrian friendly. Sidewalks that continue along the WHOLE street, not broken up.
33	2/1/2015 2:35	paving the streets
34	2/1/2015 2:21	Require homeowners to shovel their sidewalks. It is impossible for a child to walk from Hanover St up Highland St to McDonough school in the winter. They would have to walk in the middle of the street - which is very busy with traffic during school drop-off and pick-up times. We live near a crosswalk to Highland - cars consistently do not stop when you are in the middle of the crosswalk. It needs a flashing light. Because it is a T intersection, people coming up the hill in either direction don't expect a crosswalk. It's ridiculous that there are no crossing guards here, that they can't walk to school anyway because NO ONE shovels on that street, and kids have to walk in the road. I can't believe I have to drive her to school when we live 3 1/2 blocks away. I'm not sure why the city handles clearing the sidewalks anyway. What a waste of resources - property owners should be responsible. That is how it is where I used to live in VT and it worked well - the community took responsibility.
35	1/29/2015 14:47	I work downtown and near second street and I would love to see a more walk and bike friendly area. I love the idea of connected trails such as the one by the fisher cats stadium. I would love to see the city safer for pedestrians and bikers. This would facilitate a healthier lifestyle.
1	Mar 4, 2015 3:30 AM	A lot of kids walk around with nothing else better to do than to yell, act inappropriate, or get in trouble. They clearly lack role models or positive adults in their life. Improving one on one mentoring services in this City is a must!

City of Manchester's Consolidated Plan Community Survey Results



2	Feb 27, 2015 9:27 PM	More code enforcement
3	Feb 27, 2015 8:57 PM	Better Plowing Jobs
4	Feb 27, 2015 8:24 PM	River Rd. is an avenue of potholes
5	Feb 27, 2015 7:33 PM	Improve code enforcement

Question 3: What would make your neighborhood a more desirable place to live?

A total of 42 respondents answered this question.

In summary of this question and its responses the idea of a more desirable place and neighborhood to live in would be:

- Slowing traffic speeds
- Cleanliness
- More grocery stores on West Side
- Create a sense of community engagement
- Plant trees and improve curbside appeal (more green space)
- Infrastructure improvements
- Improved lighting
- After school programs
- Mixed land uses
- Improve "walkability" and "bikeability"
- Building rehab
- Reduce drug use

Number	Response Date	Response Text
1	Feb 25, 2015 9:58 PM	As mentioned previously, slowing the drivers down. It's very dangerous to cross the road. We have several offenders not picking up after their dogs. There are many times when I have seen the fecal matter right in the middle of the sidewalk and also in the road. Often I will pick it up and throw it in the woods
2	Feb 20, 2015 3:22 PM	I truly like the neighborhood I reside in.
3	Feb 20, 2015 3:30 AM	A full service grocery store on the West side. We have been without since Vista Foods closed in 2007. A locally owned Food Coop would be a huge benefit to the community.
4	Feb 19, 2015 5:28 PM	If the neighbors had a chance to know each other
5	Feb 16, 2015 10:24 PM	Planting some trees for better esthetics and general environment improvement
6	Feb 16, 2015 12:18 PM	Knowing that there is help out there for the elderly the care givers cupboard reaches out to a lot but needs help to do that
7	Feb 16, 2015 12:15 AM	Slow down the speeding cars in the neighborhoods
8	Feb 14, 2015 10:59 PM	Maintaining active volunteerism in #2's stated programs.
9	Feb 14, 2015 5:48 PM	If food would still be available to homebound folks through Caring Cupboard.
10	Feb 14, 2015 2:00 PM	N/A
11	Feb 13, 2015 3:55 PM	?
12	Feb 12, 2015 7:26 PM	Nothing I can think of

City of Manchester's Consolidated Plan Community Survey Results



13	Feb 12, 2015 4:33 PM	More role models in this community for kids to follow these steps.
14	Feb 11, 2015 4:00 PM	Clean up. Infrastructure updates. Improved Pedestrian Lighting. Improves Sidewalk conditions.
15	Feb 10, 2015 6:03 PM	after school programs
16	Feb 10, 2015 2:12 PM	There is RARELY a police car that ever is seen in my neighborhood. Many cars have been broken into-mine 6 times. Plus other crimes as I've seen on the MPD website.
17	Feb 10, 2015 1:49 PM	Ease of getting in and out of the residential area off Candia Rd. and E. Industrial Road. Neighborhood park.
18	Feb 9, 2015 10:19 PM	cleaner, less drug overdoses
19	Feb 9, 2015 8:56 PM	Less grumpy people around the area.
20	Feb 9, 2015 6:59 PM	More community involvement.. Police awareness, community cleanups, more small businesses in the area.
21	Feb 9, 2015 6:41 PM	Sidewalks and maintenance of street.
22	Feb 9, 2015 2:56 PM	Strong schools and resources.
23	Feb 9, 2015 2:52 PM	decrease drug use and get rid of troubled buildings
24	Feb 6, 2015 6:51 PM	Better education funding.
25	Feb 6, 2015 3:51 PM	If the landlords could repair and take care of their properties so that immigrants would have not only affordable housing, but housing worth their dignity.
26	Feb 5, 2015 9:24 PM	More green space, Bike lanes, Side walk
27	Feb 5, 2015 1:35 PM	General overall "look" of the neighborhood. When the sidewalks replaced and granite curbs were added about 10+ years ago, homeowners had more pride in their property and the "look" and feel of the entire neighborhood improved.
28	Feb 3, 2015 8:57 PM	Better street lighting, repaving of street and upkeep of sidewalks, rehab of some of the houses exteriors and yards, and creating a public transportation stop to downtown Elm St., West Side or S. Willow Street.
29	Feb 2, 2015 3:26 PM	More streets with sidewalks. Overall my number one gripe about Manchester is all of the grafitti!
30	Feb 1, 2015 1:46 PM	lower crime
31	Feb 1, 2015 11:36 AM	See above. Walkability is key.
32	Feb 1, 2015 3:24 AM	More grass, less weeds and dead branches sticking out from overgrown hedges. More shade in public parks. Fenced in parks to keep teenagers and drunken people out of them at night.
33	Feb 1, 2015 2:35 AM	making neighbors clean up their yard
34	Feb 1, 2015 2:21 AM	More tree lined streets. Better upkeep of the parks and playgrounds - mowing grass, picking up litter. The sidewalks that the city installs are ugly and create too much pavement - the grass buffer between the street and the sidewalk is so much more appealing. I don't understand why the city always rips up the grass and paves all the way to the road.
35	Feb 1, 2015 12:20 AM	Repaving the main street and replacing the degraded, crumbling curbs. A bike path from the neighborhood into the city, making it safe to get past the highway interchange and to get down Bridge Street.

City of Manchester's Consolidated Plan Community Survey Results



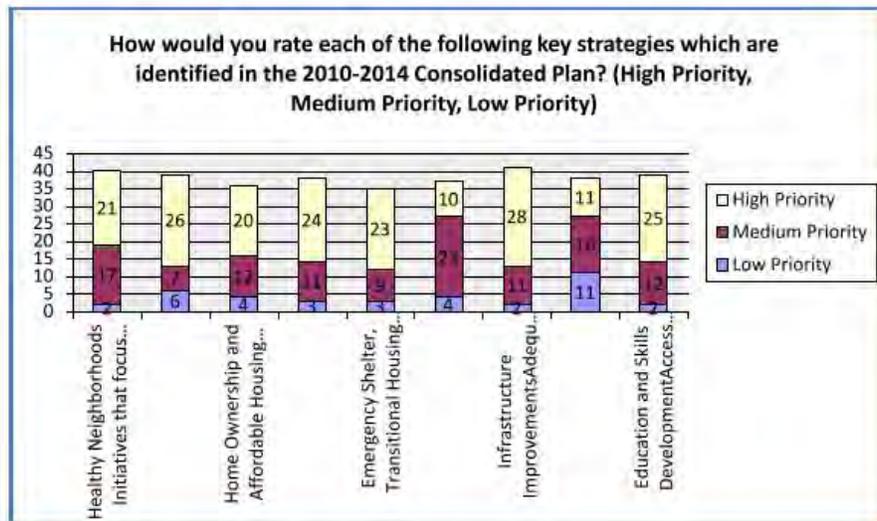
36	Jan 30, 2015 11:10 PM	More trees, less drug traffic
37	Jan 29, 2015 2:47 PM	Walkable neighborhoods. Green spaces, more draws to the wonderful downtown businesses. Maybe downtown the place to be like it is in concord
1	Mar 4, 2015 3:30 AM	Better sidewalk clearing, and help for our kids!
2	Feb 27, 2015 9:27 PM	If tenants property owners and the city worked together to insure all city codes are followed
3	Feb 27, 2015 8:57 PM	less Drug Dealings
4	Feb 27, 2015 8:24 PM	our neighborhood is good and i am hard pressed to think of anything that would make it more so
5	Feb 27, 2015 7:33 PM	Better code enforcement and higher quality housing in downtown area

**Question 4:** How would you rate each of the following key strategies which are identified in the 2010-2014 Consolidated Plan? (High Priority, Medium Priority, Low Priority)

A total of 45 respondents answered this question.

Answer Options	High Priority	Medium Priority	Low Priority	Response Count
<b>Healthy Neighborhoods Initiatives that focus on neighborhood health and safety.</b>	21	17	2	40
<b>City Wide Economic Development Various initiatives that promote both job creation and retention.</b>	26	7	6	39
<b>Home Ownership and Affordable Housing Development Affordable housing opportunities for all of Manchester's residents.</b>	20	12	4	36
<b>Health and Human Services Supportive services to assist residents in need.</b>	24	11	3	38
<b>Emergency Shelter, Transitional Housing &amp; Strategies for the Homeless Projects and programming designed to prevent homelessness.</b>	23	9	3	35
<b>Recreational Opportunities Support recreational opportunities for lower income youth.</b>	10	23	4	37
<b>Infrastructure Improvements Adequate maintenance of streets, bridges, sidewalks, City facilities, etc.</b>	28	11	2	41
<b>Planning and Public Management Administer and monitor Entitlement funding in accordance with federal requirements.</b>	11	16	11	38
<b>Education and Skills Development Access to programs that increase educational opportunities and life skills.</b>	25	12	2	39

City of Manchester's Consolidated Plan Community Survey Results



Question 5: Are there any key strategies listed above that you believe are no longer relevant going forward in 2015-2020?

A total of 20 respondents answered this question.

Number	Response Date	Response Text
1	Feb 25, 2015 9:58 PM	Unfortunately, no. They are all very important.
2	Feb 20, 2015 3:22 PM	None
3	Feb 19, 2015 5:28 PM	no
4	Feb 14, 2015 10:59 PM	No
5	Feb 14, 2015 5:48 PM	No
6	Feb 14, 2015 2:00 PM	no
7	Feb 10, 2015 6:03 PM	no
8	Feb 10, 2015 2:12 PM	Home ownership and affordable housing are NOT at all the same and should not be in the same subject to evaluate above. Home ownership assistance for low income people is a completely inappropriate usage of public funds. These funds should be used to help people move from very difficult and challenging life situations. Home ownership is a large responsibility full of unanticipated expenses/repair that the target of this program cannot keep up with as was clearly demonstrated in the failure of the City of Manchester's down payment assistance program.
9	Feb 10, 2015 1:49 PM	No. However, for the last 5-7 years, too much federal funding has gone to nonprofits and social services. Nonprofits have the ability to raise funds through foundations and private grants; entitlement funding should fund local government projects and initiatives.
10	Feb 9, 2015 8:56 PM	No

City of Manchester's Consolidated Plan Community Survey Results



11	Feb 9, 2015 6:41 PM	no
12	Feb 9, 2015 2:56 PM	no
13	Feb 6, 2015 6:51 PM	Emergency Shelter should not be a key city focus.
14	Feb 6, 2015 3:51 PM	I believe more needs to be done for immigrant housing.
15	Feb 3, 2015 8:57 PM	No, the strategies listed above are relevant and I believe they will continue to be relevant moving forward.
16	Feb 2, 2015 3:26 PM	Note that for question 4 I can only pick three options and one each for high/medium/low. I would rate everything high except education/skills development.
17	Feb 1, 2015 1:46 PM	No
18	Jan 30, 2015 11:10 PM	Sorry, I could only rate one thing in each category. The survey is broken.
1	Feb 27, 2015 8:24 PM	no
2	Feb 27, 2015 7:33 PM	no

Question 6: Please describe significant issues that have not been addressed by the strategies listed above.

A total of 22 respondents answered this question.

Some significant issues addressed by the general public include:

- Heroin epidemic
- Care givers cupboard is wonderful
- Supporting the elderly
- Provide more food services
- Increase and improve health and services
- Public transit improvements and integration
- Address economic development issues
- Increased focus on education and jobs
- Infrastructure improvements such as repaving
- Culture and arts development
- Improve and expand mill yard parking

Number	Response Date	Response Text
1	Feb 25, 2015 9:58 PM	Making sure that different organizations like Caregivers are adequately funded to take care of our most vulnerable citizens, the elderly and the disabled.
2	Feb 20, 2015 3:22 PM	None
3	Feb 20, 2015 3:30 AM	The Heroin epidemic and those who bring the heroin to the city from larger cities on the East coast, such as NYC, Philly, Baltimore, and lovely Lawrence. Gangsta Graffiti is everywhere.
4	Feb 16, 2015 12:18 PM	The care givers cupboard could use help for helping others they do a wonderful job
5	Feb 16, 2015 12:15 AM	Supporting the homebound elderly

City of Manchester's Consolidated Plan Community Survey Results



6	Feb 14, 2015 10:59 PM	There is insufficient support for our 'hidden' elderly, meaning those that live below the radar, so to speak. Have someone start doing RIDE ALONGS w/ those that see this community!
7	Feb 14, 2015 5:48 PM	To continue providing food delivery to elderly by Caring Cupboard.
8	Feb 10, 2015 6:03 PM	Mental/behavioral Health services and better rehab
9	Feb 10, 2015 2:12 PM	New Horizons is far too large and serves as the "state" shelter which brings 50% of the clients to Manchester from other areas of NH and other states. This creates a large burden on ALL other homeless services in the City.
10	Feb 10, 2015 1:49 PM	Citywide economic development has not been adequately addressed over the past five years. Public transit; bikability, walkability
11	Feb 9, 2015 10:19 PM	drugs
12	Feb 9, 2015 8:56 PM	Roads not the best that they could be
13	Feb 9, 2015 2:56 PM	Education and jobs should be our top priority
14	Feb 6, 2015 6:51 PM	Support education/the arts/ safety in our downtown. Riverfront development.
15	Feb 6, 2015 3:51 PM	At HCFLC we are working very diligently to try to improve life skills through sewing opportunities and workshops as well as computer skills.
16	Feb 5, 2015 9:24 PM	Sidewalks and fostering to our ever growing walking population. We also don't have enough green space.
17	Feb 3, 2015 8:57 PM	I believe all issues have been addressed in the above strategies.
18	Feb 2, 2015 3:26 PM	Culture and arts development and support; small business support - in order to attract and maintain a population of young professionals, you need to ensure that the downtown is vibrant and cultural opportunities are available. I would like to see more development of the waterfront area- what a wasted resource currently!
19	Feb 1, 2015 11:36 AM	Parking in the mills.
20	Feb 1, 2015 2:35 AM	Hiring more teachers to reduce class sizes and make our schools more successful
1	Feb 27, 2015 8:24 PM	effective housing code enforcement
2	Feb 27, 2015 7:33 PM	There is a severe lack of affordable housing in Manchester. Rental housing costs are too high and quality of rental housing is not maintained. Code enforcement is not adequate.

Question 7: What issues do you see arising in the 2015-2020 time frame?

A total of 27 respondents answered this question.

Some issues regarding the public's concern arising in the 2015-2020 time frame include:

- Funds for the mentally ill
- Homeless issues
- Drug abuse
- Increased crime rates
- School facilities need improvements
- City infrastructure
- Local businesses being cut from larger box stores
- Aging population
- Jobs
- Economic development
- Livability

City of Manchester's Consolidated Plan Community Survey Results



- Broadband
- Housing “down payment issues”
- Blighted housing
- Attractiveness (need more young people)

Number	Response Date	Response Text
1	Feb 25, 2015 9:58 PM	Not having enough funds to take care of the mentally ill with appropriate and in a timely manner. We need to have alternatives for the homeless. Also appropriate treatment for the drug addicts. Narcan is just using a Band-Aid approach. We need to get at the bottom of their use.
2	Feb 20, 2015 3:22 PM	Increases in criminal activity relating substance use and abuse. An increase in the disparity of affordable housing stocks and need.
3	Feb 20, 2015 3:30 AM	Upgrade the City School facilities at all levels. Stay away from common core. Maintain and improve infrastructure. Reduce city operating expenses by increasing energy efficiency and use the natural gas from the old landfill. Buy local, Contract local and promote the development of strong self-reliant local economy.
4	Feb 18, 2015 7:38 PM	crime
5	Feb 16, 2015 12:18 PM	People are getting older and with the help of the care gives the frail elderly gets support I know I volunteer and some of these people have nothing
6	Feb 16, 2015 12:15 AM	Increase in elderly who don't have enough food to eat
7	Feb 14, 2015 10:59 PM	People are living longer and w/ less money. Let's beef up the support systems now. Remember, ride-along is one way to really see what's happening out there.
8	Feb 14, 2015 5:48 PM	I see the elderly population growing rapidly and basic services will be needed such as food delivery and transportation to doctors.
9	Feb 14, 2015 2:00 PM	With the creation and retention of jobs, as well as access to programs that increase educational opportunities, affordable housing, homelessness and city safety will improve.
10	Feb 11, 2015 4:00 PM	Drug and Alcohol Abuse, there needs to be better support structures in place to maintain a better community and lower the amount of incidences
11	Feb 10, 2015 6:03 PM	violent crime and drug use rising
12	Feb 10, 2015 2:12 PM	Manchester needs to create an environment where fair-paying jobs are available to unskilled/under skilled workers. The City also needs to ensure that these people can work--childcare, better bus service and educational opportunities through relationship building/ scholarships available within our many higher education entities in Manchester. Let's make this attainable!
13	Feb 10, 2015 1:49 PM	Economic development, livability, competitiveness for attracting new businesses to locate in Manchester and for employees to buy homes in Manchester. Drug/substance abuse and mental health issues. Aging infrastructure Affordable housing in the rental marketplace
14	Feb 9, 2015 10:19 PM	drugs

City of Manchester's Consolidated Plan Community Survey Results



15	Feb 9, 2015 8:56 PM	Not enough room in schools. Not enough to fun things for our kids in the community.
16	Feb 9, 2015 6:59 PM	Not enough for teens to do in the summer. We see a rise in teen crime because there aren't any affordable or free programs for them to be involved in.
17	Feb 9, 2015 6:41 PM	Teen Homelessness is becoming an issue. I think we need more Teen programing and shelters.
18	Feb 9, 2015 2:52 PM	meaningful job that pay a living wage
19	Feb 6, 2015 6:51 PM	Safety, downtown improvements, education, more funding for city needs.
20	Feb 6, 2015 3:51 PM	That the services provided by HCFLC will be halted because not enough money is given to them for all they do.
21	Feb 5, 2015 9:24 PM	More business moving out of the city (non bar and food) Regulations past current state laws should be repealed.
22	Feb 3, 2015 8:57 PM	Issues that I see arising in the 2015-2020 time frame are present today and include: Illegal drug use, attracting young professionals who may also be first time homebuyers and keeping them in the City, rehab of single/multi-family homes, and improving the City's infrastructure.
23	Feb 2, 2015 3:26 PM	Access to Wi-Fi/internet downtown; making neighborhoods more walking/biking-friendly; adding more housing downtown (not storage facilities!) that attracts young professionals.
24	Feb 1, 2015 11:36 AM	City infrastructure deteriorating faster and faster. Lack of unskilled work opportunities for refugees and unskilled workers. Bad reputation of school system scares away higher income families.
25	Feb 1, 2015 2:35 AM	Crime...graffiti increase
1	Feb 27, 2015 8:24 PM	our housing stock in Manchester seems to be coming less affordable and yet more inadequate in in health and safety
2	Feb 27, 2015 7:33 PM	more bed bug issues, need to develop NEW affordable rental housing

Question 8: What Priority Should Be Given to the Following? (High Priority, Medium Priority, Low Priority, No Need, Don't Know)Please rank the needs of your neighborhood.

A total of 45 respondents answered this question.

Answer Options	High Priority	Medium Priority	Low Priority	No Need	Don't Know	Response Count
<b>Affordable Housing</b>						
Increase affordable housing for low and moderate-income households.	21	12	5	4	0	42
Provide assistance for low and moderate-income homeowners to maintain safe, healthy and affordable housing.	16	14	8	2	1	41
Provide assistance for low and moderate-income first-time home-buyers to purchase a home.	12	17	7	4	1	41
Increase the supply of affordable housing near job growth areas.	19	15	4	3	0	41

City of Manchester's Consolidated Plan Community Survey Results



Increase the supply of housing accessible to persons with physical disabilities.	15	11	9	4	2	41
Increase the supply of rental housing with supportive services for persons who are homeless.	15	10	10	4	2	41
<b>Neighborhood Revitalization</b>						
Provide more resources for community based development groups.	22	9	5	2	3	41
Provide assistance to neighborhoods for development of plan, overlays and rezoning to encourage appropriate development.	14	17	7	1	2	41
Involve citizens in violence reduction and crime prevention efforts.	20	19	2	0	0	41
Eliminate environmental hazards, trash, vacant buildings and lots in neighborhoods.	25	14	3	1	0	43
Rehabilitate vacant and abandoned housing for rental and home ownership.	25	11	4	1	0	41
Maintain and increase homeowners in neighborhoods.	19	13	8	2	1	43
Improve streets, sidewalks, water systems and sewer systems.	25	13	5	0	0	43
<b>Economic Development</b>						
More Jobs.	31	7	2	2	0	42
Provide support to small, minority and locally owned businesses.	18	13	8	3	1	43
Provide support to keep businesses with neighborhoods.	17	11	9	3	1	41
Provide incentives to stimulate and create investment opportunities within the neighborhoods.	12	19	7	2	1	41
Redevelop industrial sites to attract new businesses and jobs.	21	15	5	1	1	43
Job training and job placement services.	15	14	10	2	1	42
<b>Supportive Services</b>						
More public transportation routes within community areas.	17	16	8	1	0	42
Attention toward and addressing discrimination in services, jobs and housing.	8	16	9	4	3	40
Provide childcare for infants, preschool, and elementary aged youth.	17	11	7	4	3	42
Provide after school programs for elementary, middle, and high school aged youth.	22	12	6	2	1	43
Provide services to support the healthy development of infants, youth and adults.	16	15	7	2	1	41
Provide support to diverse cultural groups.	11	14	12	4	2	43

City of Manchester's Consolidated Plan Community Survey Results



<b>Homeless Facilities and Services Provide counseling, referrals, emergency food, employment/life skills training, and clothing.</b>	18	11	10	2	1	42
<b>Provide substance abuse treatment and mental health services.</b>	25	12	4	2	0	43
<b>Increase the supply of emergency shelters or transitional housing facilities.</b>	13	9	15	3	2	42

City of Manchester's Consolidated Plan Community Survey Results



**HUD Consolidated Plan  
Housing Focus Group  
Meeting Minutes**



February 24, 2015, 8:30AM

**Southern New Hampshire Planning Commission  
438 Dubuque Street, Manchester, NH 03102**

**Stakeholders Present**

Ken Edwards	Manchester Housing Redevelopment Authority
Jennifer Vadney	Southern New Hampshire Neighbor Works
Dan Smith	NH Housing and Finance Authority
Kerrie Xintaras	City of Manchester, CIP Planner
Todd Fleming	City of Manchester, CIP Coordinator
Stephanie Schuburt	Anagnost Companies

**Staff Present**

David Preece	SNHPC
Jack Munn	SNHPC
Devon Therrien	SNHPC

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1. **MEETING CALLED TO ORDER** by David Preece at 8:30AM.
2. **INTRODUCTIONS**
3. **PURPOSE/FOCUS**  
To obtain information about current activities and needs of the community and access gaps in service.
4. **PROJECT OVERVIEW**  
Consolidated Plan background and process described by Todd Fleming.
5. **HOUSING AS IT RELATES TO THE CITY OF MANCHESTER**
  - a. **What are the greatest challenges?**
  - b. **What are the highest priority issues and needs?**
  - c. **What are the barriers of dealing with the needs?**

**Affordable Rental Housing Costs**

Manchester in comparison to the state is more weighted toward renter households. The median income for rental households is roughly \$35,000-\$40,000 annually and most renters spend roughly 30-50 percent of their income on housing because the cost to rent is high.

Manchester is coming out of the recent recession and seems to be recovering slower than some other locations in NH. The dynamics in Manchester are changing in terms of growth and available jobs compared to the way it was before the recession; also an aging population creates different

**HUD CONSOLIDATED PLAN**

housing needs. Housing needs in the future need to address specific services for the elderly but it is important to note a city can't just segregate a certain type of housing. It is crucial to create a dynamic market of homeowners where there are first time buyers, move up buyers, and down size buyers that allow for a constant circulation of buying and selling to take place. In order to address these issues it is important to provide multi-generational housing units that can accommodate all age groups and allow aging in place.

High Mortgage Rates: Need for down payment assistance

Today mortgage requirements are much higher percentages than in previous years. Home ownership rates have declined because of high rental costs and saving issues. Younger generations need more affordable starter type housing to be able to save up, grow and upgrade their housing standards. Today younger generations face debt from student loans, bad credit, inflationary housing prices and mortgage requirement restrictions.

Rehab Loans:

The need for small rehab loans for homeowners to address code/renovation issues on existing housing stock is more important than creating new housing stock.

Public Housing:

The demand for public housing in Manchester is overwhelming; the waiting list is currently at a total of 9,000 applications. These demands supersede the capacity of the MHRA's current staffing capability, housing unit inventory (1250) and type of housing. The demand for two-bedroom units and non-traditional elderly units for tenants under 62 with disabilities is becoming a high priority.

Funding at all levels create significant challenges:

- Need resources to keep the MHRA community police on staff (four officers).
- Congregate housing services were cut from funding creating a higher level of service demands to keep tenants in units and from going homeless.

City Assistance:

Bring back programs such as: homeownership, rental subsidies, rental development for multi-generational housing, rehab of existing housing stock, Section 8 waiting list, funding community police program, demolish blighted structures, shift demand for housing development from HOME to CDBG funds due to less restrictions, process of development and code/regulations to be enforced in the later steps of development projects.

Planning/Zoning Issues:

Exemption to impact fees (MHRA) process

Improve party collaboration for an outcome of the same regulations.

Problems dealing with fire inspections create a lengthy and expensive process.

**7. NEXT MEETING**

The next meeting for the HUD Consolidated Plan Focus Group will be held on Wednesday, February 25, 2015 at the Southern New Hampshire Planning Commission at 8:30 AM.

**8. MEETING ADJOURNED AT 11:00 AM.**

HUD CONSOLIDATED PLAN



**HUD Consolidated Plan  
Issues Regarding the Homeless Focus Group  
Meeting Minutes**



**February 25, 2015, 8:30AM**

**Southern New Hampshire Planning Commission  
438 Dubuque Street, Manchester, NH 03102**

**Stakeholders Present**

Paul Martineau	City of Manchester Welfare Department
Mary Sliney	The Way Home
Craig Chevalier	1269 Café
Susan Howland	Granite United Way
Cathy Kuhn	Families in Transition
Elise Annunziata	City Of Manchester Planning Department
Erin Kelley	Child and Family Services

**Staff Present**

David Preece	SNHPC
John Balfe	SNHPC

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1. **MEETING CALLED TO ORDER** by David Preece at 8:30AM.
2. **INTRODUCTIONS**
3. **PURPOSE/FOCUS**  
The purpose of this meeting is to determine the current needs and where gaps may exist in health and human services of the City of Manchester. The Department of Housing and Urban Development (HUD) requires municipalities to update their consolidated plan every five years.
4. **Overview of Organizations Present**  
*Paul Martineau* is the director of welfare for the City of Manchester. His department receives no state/federal funding and operates mainly from property taxes.

*Mary Sliney* is the executive director of The Way Home in Manchester. The goal of The Way Home is to assist lower income families and individuals obtain safe and affordable housing. The nonprofit agency receives funding from numerous sources including HUD Grants, State Grant Aid from NH, United Way, and Section 8 Vouchers.

*Erin Kelley* works for Child and Family Services, an agency that provides many social services for families and children. Child and Family Services provides basic needs, such as access to food, laundry facilities, computers, showers, etc., to those in need. Funding is provided to the organization from six Federal grants, City ESG money, charitable dollars and private donations.

**HUD CONSOLIDATED PLAN**

*Cathy Kuhn* represented Families In Transition, an organization focused on providing the homeless with safe and affordable housing. Funding for this group is provided by HUD grants, State Funding, Manchester Redevelopment Authority and private charitable donations.

*Craig Chevalier* is the executive director of 1269 Café in Manchester. The main function of 1269 café is to provide outreach to the poor. They engage in one-on-one discussions with people in need and they try to get to the root of the issue in their lives.

*Susan Howland* represented Granite United Way, an organization devoted to fulfilling housing and basic needs of those in need.

**5. Barriers Faced by these Organizations**

- a. Non-compliant parents
- b. Adults burn their bridges
- c. Some know how to play the system and get money from all the organizations without making the commitment to change their lives
- d. Tight rental housing market
- e. Wages have not kept up with the cost of rental housing
- f. The youth face different barriers than the adults. Adult homeless shelters are not appropriate for children.
- g. Substance abuse issues amongst teens
- h. People need employment training and the training needs to be better tailored to the homeless
- i. Long-term services are needed
- j. The root causes of the homelessness problem needs to be examined

**6. Core Issues**

There is a strong desire to work with the youth to prevent them from joining the cycle of homelessness. The school system has many deficiencies including truancy. The school district doesn't have the resources to properly deal with the truancy issue.

Healthy housing is a major issue. Many affordable places have high levels of lead, pest infestations and other safety problems. There are not many available resources to deal with the issues of healthy housing. The process for reporting problems with housing needs to be made simple for these people to use properly.

**7. NEXT MEETING**

The next meeting for the HUD Consolidated Plan Focus Group will be held on March 4, 2015 at the Southern New Hampshire Planning Commission at 8:30 AM.

**8. MEETING ADJOURNED AT 10:00 AM.**

HUD CONSOLIDATED PLAN

**HUD Consolidated Plan  
Written Comments  
Housing Focus Area  
Families in Transition**

Last year, Families in Transition (FIT) served 55 families including 104 children in the city's only family emergency shelter. The shelter has a total of 7 units. During this same time, FIT received requests for assistance from 395 families with 672 children with a housing emergency. There is a need for more emergency shelter units for people who are in need of immediate shelter.

The median renter household income in Hillsborough County is approximately \$39,000. A rent that would be affordable to people making the median income (i.e. 30% of income) would be \$982. Only 20% of the 2-bedroom units in Hillsborough County are at or below \$982. Without subsidy, it is virtually impossible for people with very low incomes/fixed incomes to access housing in the community.

According to the American Community Survey, 18.5% of families with children are living in poverty in Manchester (estimated 4,100 households). Of those, 75% (approximately 3,072 households) are considered to be severely housing cost burdened (meaning that they spend more than 50% of their income on rent). This precarious housing situation often forces many families to reside in boarding houses across the city. These boarding houses are often the only source of housing for sex offenders and other violent criminals. These shared living environments are extremely unsafe for children and their families.

The State of NH was recently awarded over \$8.6M in rental assistance funds through the 811 Program to prevent very low income people with disabilities from falling into homelessness. These funds may be a key source of revenue to assist those most vulnerable in the city.



HUD Consolidated Plan  
Economic Development Focus Group  
Meeting Minutes



March 4, 2015, 8:30AM

Southern New Hampshire Planning Commission  
438 Dubuque Street, Manchester, NH 03102

**Stakeholders Present**

Renie Denton	Manchester Community Resource Center
Elise Annunziata	City Of Manchester Planning Department
Will Craig	Manchester Economic Development Office
Joe Wichert	Manchester Development Corporation
Todd Fleming	City Of Manchester Planning Department

**Staff Present**

David Preece	SNHPC
Jack Munn	SNHPC
John Balfe	SNHPC

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1. **MEETING CALLED TO ORDER** by David Preece at 8:40AM.
2. **INTRODUCTIONS**
3. **PURPOSE/FOCUS**  
The purpose of this meeting is to determine the current needs and where gaps may exist in economic development of the City of Manchester. Todd Fleming gave an overview of the Housing and Urban Development (HUD) consolidated plan process.
4. **Overview of Organizations Present**  
*Renie Denton* is the executive director of the Manchester Community Resources Center (MCRC). The MCRC provides employment, education and other services to community members in need. Funding is obtained from the City of Manchester CDBG fund, The State of NH (for the immigrant/refugee program), United Way dollars, and charitable donations. *Joe Wichert* is the chairman of the Manchester Development Corporation (MDC). The mission of the MDC is to facilitate the highest and best use of the assets of the city of Manchester for the benefit of all its citizens. The primary goal of the MDC is to fill gaps in funding for small businesses.
5. **Barriers Faced by these Organizations**
  - a. Funding
  - b. Trying to find sustainable, long-term employment
  - c. Long-term employment is an issue because of criminal history, status as single parent, lack of HS diploma and transportation issues
  - d. Code compliance and uniformity issues throughout city government
  - e. Need a better way to promote resources at their disposal to the public
6. **MEETING ADJOURNED AT 10:00 AM.**

HUD CONSOLIDATED PLAN



requirements placed on nutrients – phosphorous, metals, copper/lead and aluminum in the wastewater treatment process. In addition to these issues, Fred indicated that there is also the ‘greying of the wastewater and water treatment industry’ as well as the lack of sustainable federal and state funding to make necessary improvements to address increased regulations.

Mr. McNeill also noted that the City of Manchester is working on several master plans for sidewalks, roads and water which will help address the city’s public facilities and infrastructure needs and priorities. He noted that public works – water and sewer would never qualify for CDBG funding and that these operations are all self-funded through user fees.

Fred also noted that the city is adding bike lanes and ADA compliant sidewalks to many of the combined sewer outfall projects such as Chestnut, Wellington and Mammoth Roads to find economies of scale and keep costs low. He indicated that the city would be looking at installing a ‘green island’ along the North Elm Street project as well as a rain garden as part of the parking lot improvements at Chestnut and Concord.

#### Parks and Recreation

Tom Mattson, Parks and Recreation Director noted that the city’s park at Auburn and Lincoln Streets needs ‘lighting’ due to safety and security issues in the area. He also noted that the Hunt Pool - swimming pool is no longer needed as many residents in the neighborhood no longer swim and that it should be considered and reconstructed into a ‘splash pad’. He noted that the Livingston Pool was successfully upgraded recently and that a FY16 CIP Request was submitted to reconstruct DuPont Pool into a ‘splash pad’.

Mr. Mattson commented that there is a need to bring back swimming lessons for city residents as many programs have been cut back over the years. He indicated that the city’s playgrounds are in fairly good shape, although the Gossler school playground needs to be relocated due to vandalism. He also discussed the city’s youth to work program and the ‘Workrecreation’ program that used to be in place. He asked if CDBG funds could be used for recreation programs to benefit low/moderate families and city residents. Discussion proceeded to note several previously funded programs such as ‘movies in the parks’ and the summer youth basketball league.

#### **7. NEXT MEETING**

The next meeting for the HUD Consolidated Plan Focus Group will be held on Monday, March 9, 2015 at the Southern New Hampshire Planning Commission at 8:30 AM.

#### **8. MEETING ADJOURNED AT 10:00 AM.**

HUD CONSOLIDATED PLAN



**HUD Consolidated Plan  
Health and Human Services Focus Group  
Meeting Minutes**



**March 9, 2015, 8:30AM**

**Southern New Hampshire Planning Commission  
438 Dubuque Street, Manchester, NH 03102**

**Stakeholders Present**

Tim Soucy	City Of Manchester Health Department
Kim Bean	Senior Services
Christina Lachance	Easter Seals NH
Elise Annunziata	City Of Manchester Planning Department

**Staff Present**

Jack Munn	SNHPC
Devon Therrien	SNHPC

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1. **MEETING CALLED TO ORDER BY**  
Jack Munn at 8:30AM.
2. **INTRODUCTIONS**
3. **PURPOSE/FOCUS**  
To obtain information about current activities and needs of the community and assess gaps in health and human services.
4. **PROJECT OVERVIEW**  
Consolidated Plan background and process described by Jack Munn.
5. **HEALTH AND HUMAN SERVICES AS IT RELATES TO THE CITY OF MANCHESTER**
  - a. **What are the greatest Challenges?**
  - b. **What are your highest priority issues and needs?**
  - c. **What are the barriers to dealing with the needs?**

**Senior Citizens:**

Senior citizens throughout Manchester have mentioned a need for a more dispersed transportation system. The only transportation services available are Step Savers, STS, and MTA. The biggest constraint for most senior citizens is not living on the bus route, and in times of inclement weather being worried about falling. The need for more bus stop locations is essential for the elderly to access their basic needs such as getting to a doctor appointment or going to the grocery store. etc.

Other needs brought up were full-time drivers for the Meals on Wheels program.

Other issues deal with a lack of funding, and a long waiting list for low-income housing.

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**Early Childhood Education:**

A major issue in Manchester is the concern for children below the age of five with disabilities of all sorts getting the proper assistance and attention needed for preparation of going to a public school. One issue would be the limited number of programs that accommodate 'full day' services and provide adequate attention to these young children. A need would be to increase the number of staff, increase facility capacity limits, implement long-term plans, provide an onsite nurse practitioner, and to increase collaboration between programs and non-profits.

Other issues dealing with household and community level situations, including the built environment that may create an unstable environment for children should be addressed.

**Other Issues:**

- A growing poverty rate and the need for more funding and resources to address these increasing populations of concern.
- Health care issues such as mental, oral, drug abuse etc. (especially heroin addiction in newborn children)
- Prostitution.
- 'Care coordination' and access to basic needs.
- Early childhood education needs.
- Prescription drug costs, especially for seniors and low-income persons.

**6. NEXT MEETING**

This was the last focus group meeting.

**7. MEETING ADJOURNED AT 11:30 AM.**

HUD CONSOLIDATED PLAN

City of Manchester 58641

**Legal Notice**

**MORTGAGEE'S NOTICE OF SALE OF REAL PROPERTY**

By virtue of a Cover of Sale obtained in a certain mortgage given by Patricia A. Brown and Joshua G. Riley (the Mortgagors) to Chase Manhattan Mortgage Corporation, dated July 21, 2003 and assigned with the assignment to Chase Manhattan Mortgage Corporation, dated August 11, 2003 (the Mortgage), which mortgage is held by U.S. Bank National Association, as trustee, pursuant to terms of the Chase Manhattan Mortgage Corporation, as Trustee for WORTH ADVANTAGE LAMINATE 2003-7, the present holder of said Mortgage, pursuant to said instrument of sale and for breach of conditions of said Mortgage and for the purpose of enforcing the same will

be made on foreclosure sale, if the successful bidder fails to complete the purchase of the mortgaged premises as provided in the above-entitled Mortgage, of Sale, the Trustee shall be required by the Mortgagee to conduct a public sale, and the Mortgagee is granted to sell the mortgaged premises in the form submitted, the best highest bid at the public sale, with all the mortgaged premises as stated at such not highest bid.

3. The Mortgagee, at its sole discretion, reserves the right to cancel any purchase under the aforementioned Memorandum of Sale at any time before the Purchase Date is subject to a closing, and either the Purchaser of such as the Purchaser's sole remedy and without any recourse to purchase money Mortgagee, its attorneys, agents, or assignees.

4. Pursuant to RSA 478:25, this Notice is published as follows:

located and Route 125, 2 1/2 acres, Parcel 1, under file to complete the purchase of the mortgaged premises as provided in the above-entitled Mortgage, of Sale, the Trustee shall be required by the Mortgagee to conduct a public sale, and the Mortgagee is granted to sell the mortgaged premises in the form submitted, the best highest bid at the public sale, with all the mortgaged premises as stated at such not highest bid.

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11. The Mortgagee, at its sole discretion, reserves the right to cancel any purchase under the aforementioned Memorandum of Sale at any time before the Purchase Date is subject to a closing, and either the Purchaser of such as the Purchaser's sole remedy and without any recourse to purchase money Mortgagee, its attorneys, agents, or assignees.

12. Pursuant to RSA 478:25, this Notice is published as follows:

**Legal Notice**

**ADVERTISEMENTS FOR BIDS**

The Plans, Specifications, and Conditions (PSC) and drawings for the Manchester Solid Waste Services Plant Final International Tender, Part 1 (Mechanical and Electrical) will be received at the Office of the PMA, 69 International Drive, Portsmouth, NH, 03801, until 11:00 a.m. local time, February 19, 2015, at which time they will be opened publicly and read aloud. The mailing address is:

Port Development Authority  
Attn: Engineering Department  
69 International Drive  
Portsmouth, NH 03801

One sealed envelope in two envelopes (inner and outer), both of which shall be sealed and clearly labeled "Bid for Non-Hazardous Solid Waste Services Contract, Attn: Engineering Department".

The envelopes will be available on January 22, by calling 603-878-9773. On February 5, at 2:00 p.m., there is a mandatory pre-bid meeting to be held at the Office of the PMA, 69 International Drive, Portsmouth, NH, 03801. All potential bidders must attend and remain in the conclusion of the pre-bid meeting.

Intelligent Business Enterprises will be alerted full opportunity to submit bids in response to this advertisement. No bidder will be discriminated against on grounds of race or ethnicity. Bid to remain valid.

Jan 22, 2015 22, 25, 29

**Legal Notice**

**OMB Council on Intergovernmental Relations  
2015-2020 Five-Year  
Consolidated Plan/ICY 2015  
Annual Action Plan**

In accordance with the City of Manchester Citizen Participation Plan, the City will be conducting a series of public hearings and other events in the development of the City's 2015-2020 Five-Year Consolidated Plan. Citizens are encouraged to comment on the 2015-2020 Consolidated Plan through numerous outlets of the meetings of the City and provide written comment to the Manchester Planning & Intergovernmental Relations Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of US Department of Housing and Urban Development

As a result, the US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority areas that are outlined in the Consolidated Plan. The plan identifies and encourages the use of HUD funds to address the needs of the community. The plan is to be developed in a participatory manner involving the community, public and private agencies, businesses and other interested parties. The plan is to be developed in a participatory manner involving the community, public and private agencies, businesses and other interested parties. The plan is to be developed in a participatory manner involving the community, public and private agencies, businesses and other interested parties.

Accordingly, during the first two public hearings the City will conduct an Annual Action Plan hearing immediately following the Consolidated Plan hearing in order to provide City residents an opportunity to comment specifically on the HUD FY09 and City FY09 Community Improvement Program which includes the development of the HUD HUD. The HUD views as the City's annual budget and planning document, and contains funds primarily derived through HUD. The HUD funds include Community Development Block Grant (CDBG), HOME Investment Partnerships Grant (HOME), and the Consolidated Plan. Annual Action Plan and Public Hearings are conducted by HUD as a condition of HUD receipt of funds.

The meetings will be held at the following locations:

- Thursday, January 29, 2013**  
 644 #9000 Hall  
 434 Lake Avenue, 4th Floor  
 03104-3400 NH
- Wednesday, February 4, 2013**  
 William B. Casden Senior Center  
 151 Bangs Street  
 03104-3400 NH
- Tuesday, February 10, 2013**  
 Bakerville Elementary School  
 30 Elm Street  
 03104-3400 NH
- Thursday, February 14, 2013**  
 Southern NH Planning Commission  
 418 Dunbarton Street  
 03104-3400 NH

For further information, please contact the HUD Coordinator, David Flanagan at the HUD Office, Planning and Community Development Department at 603-674-8150. Individuals requiring special accommodations for access to the hearings are requested to contact the Department at the above number at least 72 hours prior to the hearing.

Shirley L. LaFollette, ACP  
 Director of Planning & Community Development

11 - Jan. 20

City of Manchester 53641

Law Offices of Jonathan D. Weidman, P.C.  
By: Jonathan D. Weidman, Esquire  
35 Main Street #2  
Newport, NH 03773  
603-868-6600  
(10 - Jan. 31; Feb. 3, 10)

### Legal Notice

#### (HUD) Citizen Participation Meetings 2016-2020 Five-Year Consolidated Plan

**City FY2016 Annual Action Plan**  
In accordance with the City of Manchester's Citizen Participation Plan, the City will be conducting a series of public hearings to solicit comments on the development of the City's 2016-2020 Five-Year Consolidated Plan. City residents are encouraged to comment on the 2016-2020 Consolidated Plan through attendance at one of the meetings or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the community. The topics to be discussed may include: healthy neighborhoods, economic development, home ownership, affordable housing development, health and human services, strategies for the homeless, recreation opportunities, infrastructure improvements, planning and public management and education and skills development. HUD funds will be used to support programs and projects identified in the City's Consolidated Plan as addressing a priority need of the community. These funds can be used to support both City and non-profit programs and projects that address community needs. As such, attendance at these meetings (or consultation with

the City is highly recommended. Additionally, during the upcoming public hearing on Wednesday, February 4, 2015, the City will conduct an Annual Action Plan hearing immediately following the Consolidated Plan hearing in order to provide City residents an opportunity to comment specifically on the HUD FY2016 and City FY2016 Community Improvement Program which includes funds allocated through HUD. The CIP serves as the City's capital budget and planning document and contains funds primarily allocated through HUD. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Section 108 and other HUD monies. These hearings will also include discussion and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds spent to support homelessness needs and services. The comments received at these meetings will assist CIP Staff in the development of the City FY2016 Annual Action Plan, an element of the Five-Year Consolidated Plan. The Consolidated Plan, Annual Action Plan, and Public Hearings are mediated by HUD and condition of the receipt of funds.

The meetings are to be held as follows:

**Wednesday, February 4, 2015**  
William B. Caslin Senior Center  
8:30-8:00 PM  
151 Douglas Street

**Tuesday, February 10, 2015**  
Dakerville Elementary School  
6:30-8:00 PM  
20 Elm Street

**Thursday, February 19, 2015**  
Southern NH Planning Commission  
6:30-8:00 PM  
128 Dubuque Street

For further information, please contact CIP Coordinator Todd Fleming at the Manchester Planning and Community Development Department at 603-624-6450. Individuals requiring special accommodations for access to the hearings are requested to contact this Department at the above number at least 72 hours prior to the hearing.  
Signed: Leon C. LaFreniere, AICP  
Director of Planning & Community Development

(10 - Feb. 3)

**Legal Notice**  
(HUD) Citizen Participation Meetings  
**2016-2020 Five-Year  
Consolidated Plan**

53641 City of Manchester

In accordance with the City of Manchester's Citizen Participation Plan, the City has conducted a series of public hearings to solicit comments on the development of the City's 2016-2020 Five-Year Consolidated Plan. City residents are encouraged to comment on the 2016-2020 Consolidated Plan through attendance at the last upcoming meeting or else may provide written comments to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03101.

As a recipient of HUD Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs of the Community. The topics to be discussed may include healthy neighborhoods, economic development, home ownership & affordable housing development, health and human services, strategies for the homeless, recreational opportunities, infrastructure investments, planning and public management and education and skills development. HUD funds will be used to support programs and projects identified in the City's Consolidated Plan as addressing a priority need of the community. These funds can be used to support both City and non-profit programs and projects that address community needs. As such, attendance at this meeting or consultation with the City is highly recommended.

The CIP serves as the City's capital, budget and planning document and contains funds annually allocated through HUD. These HUD funds include Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Section 8B and other HUD monies. This final hearing will also include discussion and citizen comments about the Manchester Continuum of Care (MCoC) and the coordination between the City and the MCoC of funds used to support

homelessness needs and services. The comments received at these meetings will assist CIP Staff in the development of the 2016-2020 Consolidated Plan which will include the City FY2016 Annual Action Plan. The Consolidated Plan, Annual Action Plan, and Public Hearings are mandated by HUD as a condition of the receipt of funds. The final meeting is to be held as follows:

- Wednesday, March 4, 2015**  
**Bakersville Elementary School**  
20 Elm Street  
6:30-8:00 PM  
(Snow date, if needed)
- Thursday, March 5, 2015**  
**Bakersville Elementary School**  
20 Elm Street  
6:30-8:00 PM

A snow date has been scheduled in the event of inclement weather and any cancellation information will be posted on the City of Manchester website, [www.manchesternh.gov](http://www.manchesternh.gov). For further information, please contact CIP Coordinator Todd Fleming at the Manchester Planning and Community Development Department at 603-824-5450. Individuals requiring special accommodations for access to the hearings are requested to contact this Department at the above number at least 72 hours prior to the hearing.

Signed: Leon L. LaFreniere, AICP  
Director of Planning & Community Development  
(JL - Feb. 25)

**Legal Notice**

**(HUD FY 2015-2019 CONSOLIDATED PLAN AND HUD FY 2**

(HUD FY 2015-2019 Consolidated Plan and HUD FY 2015 Annual Action Plan) In accordance with the City of Manchester's Citizen Participation Plan notice is hereby given that as part of the development process of the City's FY2016 Community Improvement Program, the City of Manchester Planning & Community Development Department has prepared drafts of the City's 2015-2019 Five-Year Consolidated Plan and the HUD FY2015 Annual Action Plan for the City Fiscal Year 2016. The drafts will be available for public review during a 30-day comment period beginning Monday, April 13, 2015 at 5:00 p.m., through Wednesday, May 13, 2015 at 5:00 p.m. City residents are encouraged to comment on the Consolidated Plan and Annual Action Plan drafts through attendance at the public hearing being held on Wednesday, May 6, 2015 at 4:30 p.m. in the Aldermanic Chambers at Manchester City Hall or else may provide written comment to the Manchester Planning & Community Development Department, 1 City Hall Plaza, Manchester, NH 03102. As a recipient of US Department of Housing and Urban Development (HUD) funds the City is required to develop a five-year plan of priority needs that are identified in the Consolidated Plan. The City has recently re-evaluated the needs of the community and revised the corresponding key strategies and goals. This exercise was completed as part of the city's Consolidated Planning Process to yield a new, updated 5-year plan for HUD funding that accurately addresses those identified needs. As a component of this Consolidated Plan, the City's Annual Action Plan for FY 2015/City FY 2016, identifies a proposed listing of projects to directly address the key strategies that have already been initiated with a focus on current needs assessments. Manchester residents and in particular, public housing residents, public and private agencies, businesses and other interested parties are invited and encouraged to attend so they may voice their concerns and express their opinions on the priority needs identified in the draft Consolidated Plan. The Action Plan is an annual element of the five-year Consolidated Plan, which is a prerequisite for the receipt of funding from the U.S. Department of Housing & Urban Development (HUD), including Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME funding. The estimated level of funding for each is as follows: CDBG entitlement funds in the amount of \$1,530,761 with an additional \$25,655 of projected program income/unprogrammed funds; HOME funds in the amount of \$470,143 with an additional \$36,800 of projected program income/unprogrammed funds; and ESG funds in the amount of \$24,944 for a total entitlement funding of \$2,028,303. Submittal to HUD of the City's Federal Fiscal Year 2015 Annual Action Plan will occur upon approval by the Board of Mayor and Aldermen, around May 13, 2015. The Action Plan includes a number of activities that will primarily benefit low to moderate income City residents, either directly or indirectly. The Action Plan also includes a summary of the consultation process and coordination between the City and the Manchester Consortium of Care to support homelessness needs and services with entitlement funds. Proposed activities encompass (1) Public Services Activities which include city care, health care services, youth outreach, after school and educational and recreational programs, social services and neighborhood safety oriented programs; (2) Homeless Prevention and Homeless Support Services; (3) General Municipal and Community Development Programs including neighborhood and housing revitalization, infrastructure improvements, lead paint hazard remediation; and (4) Planning and Administration to include administrative costs for overall program activities and contingencies. Copies of the draft Consolidated Plan and Action Plan will be available for public inspection for 30 days beginning on April 13, 2015 at 5:00 p.m. at the following locations during regular business hours: Planning & Community Development Dept., One City Hall Plaza, Manchester, NH; Manchester City Library, 405 Pine Street, Manchester, NH; Southern New Hampshire Planning Commission, 428 Dubuque Street, Manchester, NH; Available digitally at: <http://www.manchesternh.gov/Departments/Planning-and-Comm-De v/Community-Improvement-Program/HUD-Submittal> The public is encouraged to submit comments on the proposed Consolidated Plan and Action Plan through May 13, 2015. Comments may be submitted at the public hearing on Wednesday, May 6, 2015 at 4:30 p.m. in the Aldermanic Chambers at City Hall or please submit written comments to the City of Manchester Planning and Community Development Department, Community Improvement Program, One City Hall Plaza, Manchester, NH 03102. Questions regarding the Consolidated Plan and Action Plan may be addressed to CIP Coordinator, Todd Fleming in the Planning and Community Development Department at 524-6450. Individuals requiring special accommodations for access to the hearing are requested to contact this Department at the above number at least 72 hours prior to the hearing. Signed: Leon L. LaFreniere, ACP Director of Planning and Community Development.

Appeared in *The Union Leader* on Friday, 04/10/2015

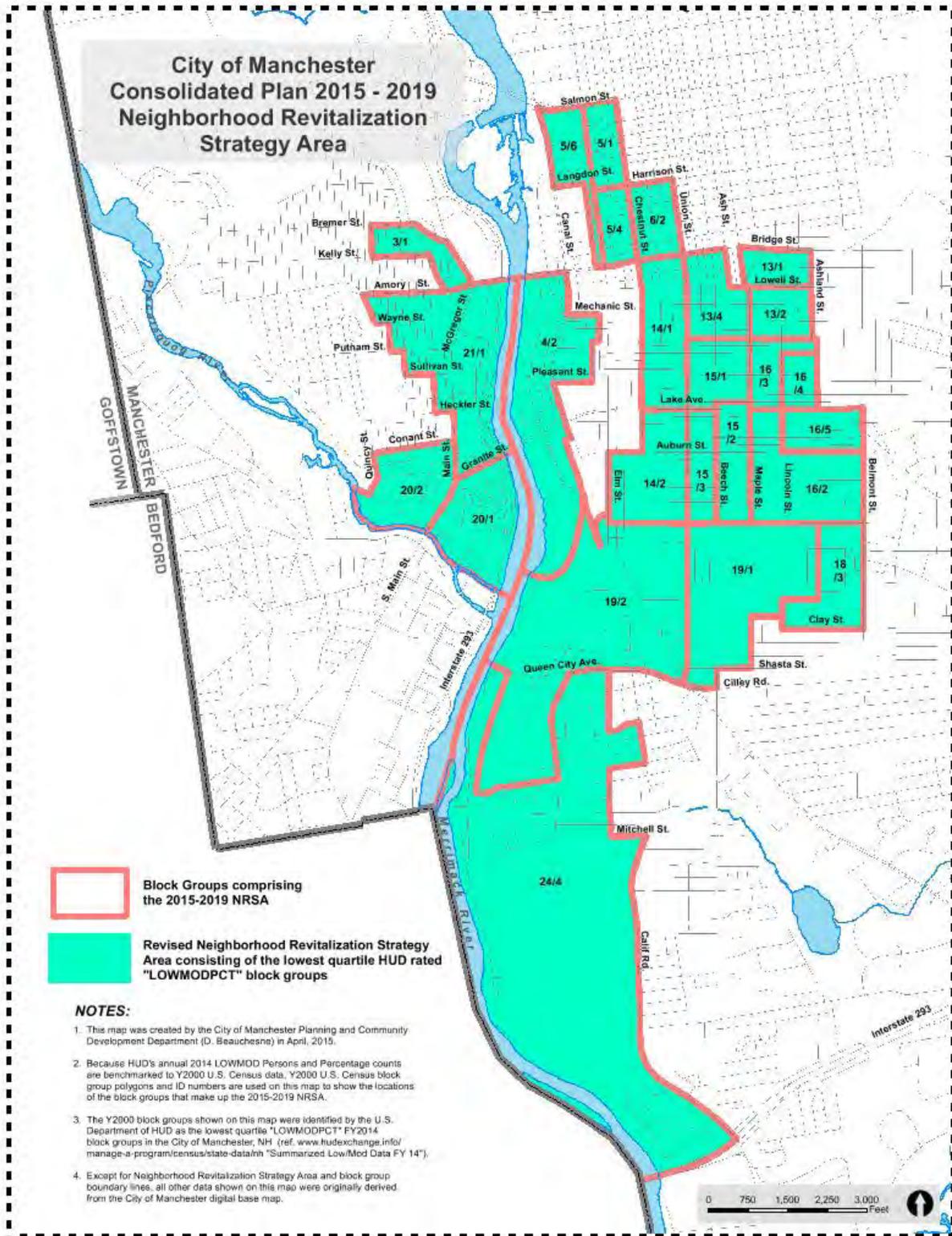
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<http://www.unionleader.com/section/publicnotices>

Grantee Unique Appendices

## Grantee Unique Appendices



<b>Summarized Low and Moderate Income Data-Manchester, NH</b>				
<b>TRACT</b>	<b>BLKGRP</b>	<b>LOWMOD</b>	<b>LOWMODUNIV</b>	<b>LOWMODPCT</b>
001500	2	631	633	99.7
001400	2	1104	1142	96.7
000500	6	435	465	93.5
001600	4	591	644	91.8
001300	2	994	1143	87
001400	1	890	1065	83.6
001300	4	646	783	82.5
002100	1	1321	1640	80.5
002000	1	754	940	80.2
001800	3	1075	1349	79.7
001600	3	611	777	78.6
000300	1	512	661	77.5
001900	1	1337	1728	77.4
001300	1	451	587	76.8
001500	1	794	1040	76.3
000600	2	857	1135	75.5
000500	4	294	390	75.4
001600	5	597	810	73.7
000400	2	364	501	72.7
001500	3	957	1321	72.4
000500	1	140	194	72.2
002400	4	1629	2260	72.1
001900	2	573	797	71.9
000300	4	375	531	70.6
001600	2	769	1108	69.4
002000	2	1027	1489	69

*\*\*not included; not contiguous as required by CDBG regulations*

Source: "Summarized Low/Mod Data FY 14" data set, <https://www.hudexchange.info/manage-a-program/census/state-data/nh>

City of Manchester, NH  
Written Standards for the Provision of ESG Assistance  
(May 2014)

Working in consultation with the Manchester Continuum of Care (MCoC) and ESG workgroups, the City of Manchester developed written standards for provision of ESG assistance that take into consideration HUD's final Written Standards for ESG released in May 2014.

These written standards include:

- Policies and procedures for evaluating individuals' and families' eligibility for assistance under Emergency Solutions Grant (ESG). Policies and procedures for evaluating individuals' and families eligibility must be consistent with the definition of homeless (24 CFR 576.2) as well as with record-keeping requirements.
- Policies and procedures for coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers.
- Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

Other City ESG requirements/standards include or provide that:

- Policies and procedures for coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers.
  - o Coordinated assessment and a centralized intake form will facilitate coordination between agencies, as will regular attendance and participation by ESG funded agencies in the MCoC General Assembly meetings and the Homeless Liaison committee meetings.
  - o All agency staff of an agency receiving ESG funding will be knowledgeable in the Continuum's partner agencies' services and are expected to attend partner trainings and presentations at the Continuum meetings.
- A standard centralized program entry criteria/intake form developed in consultation with the MCoC and other agencies/community stakeholders will begin being utilized by Continuum and ESG-funded agencies by August 2014.
- All Subrecipients of ESG funding must have written, non-discriminatory process for termination of services given to clients at intake. The non-discrimination policy as well as the appeals process shall be posted on site at the place of program activity delivery.
- All Subrecipients shall be responsible for connecting each client to any/all mainstream resources that the client is eligible for. Subrecipients shall also be responsible for providing each client with life-skills training, such as budgeting, managing money and a household, resolving conflict, shopping for food and needed items, improving nutrition, using public transportation, parenting and other skills as needed. The City expects ESG funded agencies to work together to provide this training to clients to help avoid duplication of efforts and to utilize other non-profits and volunteers to help with this training.

## ACTIVITY SPECIFIC WRITTEN STANDARDS

### Emergency Shelter

All Emergency Shelters shall also adhere to State Administrative Ruling PART He-M 314 Rights of Persons Using Emergency Shelters (Statutory Authority: RSA 126-A:31).

Determining the length of stay.

- The goal of any emergency shelter program funded through ESG is to reduce the length of stay to 30 days or less.

Safeguards to meet the safety and shelter needs of special populations (e.g., victims of domestic violence) and individuals and families who have the highest barriers to housing and are likely to be homeless the longest.

- Victims of domestic violence will be sheltered in a safe, undisclosed location; sometimes it will be necessary for safety reasons to shelter a participant outside the City of Manchester and agencies will work collaboratively with other shelters to ensure safety. Police escort will be provided for extreme cases.
- Shelters in the City shall have security cameras, locked windows and doors, bag searches, curfews as appropriate. All family shelters will have locking doors, windows and window guards.

Assessing, prioritizing and reassessing individuals and families' needs for essential services related to emergency shelters.

- Programs funded with ESG shall utilize centralized intake to determine immediate needs for the night, and follow up with case management within the first 72 hours of entry into a shelter.
- Intake and needs assessment (within the first 72 hours of entry) is followed by connection to services such as HHS, obtaining ID and birth certificate, TANF, medical/mental health.
- Ongoing case management shall be provided to individuals at least every 2 weeks or more frequently as needed.
- Ongoing case management shall be provided to families at least once a week or more frequently as needed.
- Regular case management/emergency staff shall be present at shelters M-F during the day; 2-1-1 is available for after hours referrals.

### Street Outreach

In Manchester, street outreach activity funded with ESG monies is offered to homeless, runaway and all youth in an effort to reach the target audience—those who are homeless, living in dangerous situations or those at risk of homelessness.

Outreach to youth will offer assistance with everything from food, clothing and shelter; to medical care; substance abuse treatment; protection from sexual exploitation, victimization, disease and pregnancy; abuse/neglect services; housing; mental health services; and crisis counseling. Outreach to youth shall provide intervention, prevention and education services in the following locations:

- On the streets
- In schools and enrichment centers
- At youth hang-outs

Each Subrecipient receiving ESG funding for street outreach will be required to develop written standards, including policies and procedures for safeguards for special populations (homeless youth), and assessing, prioritizing and re-assessing the individual/family needs for essential services related to street outreach.

- Determining safeguards for special populations (homeless youth).  
[standards in process of being developed by street outreach workgroup]
- Assessing, prioritizing and re-assessing the individual/family needs for essential services related to street outreach.  
[standards in process of being developed by street outreach workgroup]

### Rapid Rehousing (RRH) and Homeless Prevention (HP)

Rapid Rehousing and Homeless Prevention ESG or HOME funding may be used for rental assistance and housing relocation and stabilization services associated with those clients receiving rental assistance, in accordance with ESG or HOME requirements. There must be a written lease between the tenant and the owner of rental housing assisted with HOME or ESG funds that is for a period of not less than one year, unless by mutual agreement between the tenant and the owner for a shorter period is specified.

All participants receiving ESG rapid re-housing and homeless prevention assistance must be homeless (by HUD definition) for rapid re-housing or at imminent risk of homelessness, which is documented in writing for prevention. Priority must be provided for those individuals/households in a potentially dangerous situation, those with serious health concerns, unsheltered families and those who literally have nowhere else to go (shelters, friends, family, etc.). All participants must have some income but not to exceed 30% of AMI as directed by HUD. Participants receiving HOME-funded assistance (tenant based rental assistance) must meet eligibility and income requirements set forth by the 2014 HOME Rule.

Potential participants must have an initial intake assessment where all income, former housing status/information, skills, education, and any additional pertinent information is gathered. Subrecipients will have a written non-discriminatory policy on how this information is reviewed and how decisions are made regarding assistance. If a household is not approved for rapid re-housing or homeless prevention assistance it is the responsibility of the Subrecipient to work with the client/household to access other services to help them to achieve housing.

In accordance with eligibility and subsidy requirements of the funding source, households receiving rapid re-housing or homeless prevention assistance will be responsible for paying a portion of their income towards their rent (extreme circumstances may be excepted on a case by case basis). Households receiving rapid re-housing or homeless prevention assistance must meet with a case manager a minimum of one time per month. These meetings will include budgeting assistance, connecting to mainstream resources assistance, job skills/educational resources referrals, education on how to be a good tenant and other assistance based on individual needs.

Subrecipients of funding for RRH or HP activities will be expected to develop relationships with area landlords and work to decrease rental rates based on their provision of case management, funding for rent and supportive services for their potential tenants.

Determining the share of rent and utilities costs that each program participant must pay, if any, while receiving homelessness prevention or rapid re-housing assistance.

- A sustainability plan and budget will be created for beneficiaries on a case by case basis. In certain extreme circumstances, a rent subsidy may be paid at 100% for up to 3 months, after which time a declining subsidy is expected as part of all program participants' budget and sustainability plans. The participants' share of rent will be determined on a case by case basis and in accordance with the funding source requirements. No ESG or HOME funds received from the City of Manchester for RRH or HP activities will be used for security deposits or utilities. Rent subsidy calculations shall be in accordance with the funding source regulations for tenant based rental assistance (HOME Rule Section 92.209(h)) and based on the current Fair Market Value rent standards as determined by HUD (24 CFR 576.106(d)(1)).

How long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.

- As noted above, agencies are expected to design a sustainability plan and budget that includes a declining subsidy. A rationale should be included in the plan that explains how the plan is designed to secure housing immediately in the short term and promote sustainability in the long term.

The type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months the program participants receives assistance; or the maximum number of times the program participants may receive assistance.

- Program participants may receive rapid rehousing or homeless prevention housing relocation and stabilization services such as case management, housing counseling that are tied to short-term financial assistance with a rental subsidy.
- The maximum amount of financial assistance a program participant may receive through either the rapid rehousing or homeless prevention program is \$3,000 for a period spanning no longer than eight (8) consecutive months and must be accompanied by services including case management. Any services or financial assistance provided will be in accordance with HEARTH Act, HUD and/or other federal funding source requirements (e.g., HOME Investments Partnerships). In no case will total rental assistance exceed 24 months during any 3 year period.
- After financial subsidy has concluded, services such as case management and follow up /check-in/after care is strongly encouraged to take place at least once within 60 days after financial subsidy has ended. After care attempts and services shall be recorded and reported to the City.
- For rapid rehousing: Certification of income eligibility will occur once at program entry, upon notification of tenants' income change, and once again within the window of 30-45 days before the last rental subsidy payment is made.
- For homeless prevention: Certification of income eligibility will occur once at program entry, upon notification of tenants' income change, and/or every 3 months-the final re-certification within the window of 30-45 days before the last rental subsidy payment is made.

Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

- All Subrecipients shall utilize the centralized intake form/process as a baseline for program eligibility. Following determination of program eligibility, an at-risk assessment will be utilized to prioritize families with children and families/individuals fleeing domestic violence.

The risk factors (for homeless prevention activities), that will be used to help determine individuals and families that are most in need of homeless prevention assistance to avoid becoming homeless.

- Risk factors for homeless prevention activities include:
  - o Imminent and likely loss of housing
  - o Eviction notice
  - o Significant change in income and expenses due to health, economic or other disaster crisis (e.g. fire, flood).

Grantee SF-424's and Certification(s)

OMB Number: 4040-3004  
Expiration Date: 8/31/2016

Application for Federal Assistance SF-424		
<p>* 1. Type of Submission:</p> <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application		
<p>* 2. Type of Application:</p> <input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision		
<p>* If Revision, select appropriate letter(s):</p> <input type="text"/> <p>* Other (Specify):</p> <input type="text"/>		
<p>* 3. Date Received:</p> <input type="text"/>		<p>4. Applicant Identifier:</p> <input type="text" value="MC130306"/>
<p>5a. Federal Entity Identifier:</p> <input type="text"/>		<p>5b. Federal Award Identifier:</p> <input type="text"/>
<p>State Use Only:</p>		
<p>6. Date Received by State:</p> <input type="text"/>		<p>7. State Application Identifier:</p> <input type="text"/>
<p><b>8. APPLICANT INFORMATION:</b></p>		
<p>* a. Legal Name: <input type="text" value="City of Manchester, NH"/></p>		
<p>* b. Employer/Taxpayer Identification Number (EIN/TIN):</p> <input type="text" value="02-6000517"/>		<p>* c. Organizational DUNS:</p> <input type="text" value="0450291730300"/>
<p>d. Address:</p>		
<p>* Street1: <input type="text" value="Department of Planning and Community Development"/></p>		
<p>Street2: <input type="text" value="One City Hall Plaza"/></p>		
<p>* City: <input type="text" value="Manchester"/></p>		
<p>County/Parish: <input type="text"/></p>		
<p>* State: <input type="text" value="NH: New Hampshire"/></p>		
<p>Province: <input type="text"/></p>		
<p>* Country: <input type="text" value="USA: UNITED STATES"/></p>		
<p>* Zip / Postal Code: <input type="text" value="03101"/></p>		
<p>e. Organizational Unit:</p>		
<p>Department Name:</p> <input type="text" value="Planning &amp; Community Dev."/>		<p>Division Name:</p> <input type="text" value="Community Improvement Program"/>
<p>f. Name and contact information of person to be contacted on matters involving this application:</p>		
<p>Prefix: <input type="text" value="Mr."/></p>		<p>* First Name: <input type="text" value="Todd"/></p>
<p>Middle Name: <input type="text" value="D."/></p>		
<p>* Last Name: <input type="text" value="Fleming"/></p>		
<p>Suffix: <input type="text"/></p>		
<p>Title: <input type="text" value="CIP Coordinator"/></p>		
<p>Organizational Affiliation:</p> <input type="text"/>		
<p>* Telephone Number: <input type="text" value="603-624-6450"/></p>		<p>Fax Number: <input type="text" value="603-624-6529"/></p>
<p>* Email: <input type="text" value="TFleming@manchester.nh.gov"/></p>		

Application for Federal Assistance SF-424	
<b>* 9. Type of Applicant 1: Select Applicant Type:</b> <input type="text" value="City or Township Government"/> <b>Type of Applicant 2: Select Applicant Type:</b> <input type="text"/> <b>Type of Applicant 3: Select Applicant Type:</b> <input type="text"/> <b>* Other (specify):</b> <input type="text"/>	
<b>* 10. Name of Federal Agency:</b> <input type="text" value="U.S. Department of Housing and Urban Development"/>	
<b>11. Catalog of Federal Domestic Assistance Number:</b> <input type="text" value="14-218"/> <b>CFOCA Title:</b> <input type="text" value="CDEG"/>	
<b>* 12. Funding Opportunity Number:</b> <input type="text"/> <b>* Title:</b> <input type="text"/>	
<b>13. Competition Identification Number:</b> <input type="text"/> <b>Title:</b> <input type="text"/>	
<b>14. Areas Affected by Project (Cities, Counties, States, etc.):</b> <input type="text" value="Manchester, Hillsborough County, NH"/> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>	
<b>^ 15. Descriptive Title of Applicant's Project:</b> <input type="text" value="CDBG Entitlement"/>	
Attach supporting documents as specified in agency instructions. <input type="button" value="Add Attachments"/> <input type="button" value="Delete Attachments"/> <input type="button" value="View Attachments"/>	

Application for Federal Assistance SF-424	
16. Congressional Districts Of:	
* a. Applicant: 1st, NH	* b. Program/Project: 1st, NH
Attach an additional list of Program/Project Congressional Districts if needed.	
<input type="text"/> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>	
17. Proposed Project:	
* a. Start Date: 07/01/2015	* b. End Date: 06/30/2016
18. Estimated Funding (\$):	
* a. Federal	1,680,761.00
* b. Applicant	0.00
* c. State	0.00
* d. Local	0.00
* e. Other	0.00
* f. Program Income	64,000.00
* g. TOTAL	1,744,761.00
* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?	
<input type="checkbox"/> a. This application was made available to the State under the Executive Order 12372 Process for review on <input type="text"/> .	
<input type="checkbox"/> b. Program is subject to E.O. 12372 but has not been selected by the State for review.	
<input checked="" type="checkbox"/> c. Program is not covered by E.O. 12372.	
* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
If "Yes", provide explanation and attach	
<input type="text"/> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>	
21. "By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)	
<input checked="" type="checkbox"/> ** I AGREE	
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.	
Authorized Representative:	
Prefix: Mr.	* First Name: Theodore
Middle Name: L.	
* Last Name: Gatson	
Suffix:	
* Title: Mayor	
* Telephone Number: 603-624-6500	* Fax Number: 603-624-6576
* Email: t.gatson@manchester.nh.gov	
* Signature of Authorized Representative: 	* Date Signed: 5/4/15

Application for Federal Assistance SF-424		
* 1. Type of Submission: <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
* 3. Date Received: <input type="text"/>	* 4. Applicant Identifier: <input type="text" value="02330306"/>	
5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: <input type="text"/>	
State Use Only:		
6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>	
<b>8. APPLICANT INFORMATION:</b>		
* a. Legal Name: <input type="text" value="City of Manchester, NH"/>		
* b. Employer/Taxpayer Identification Number (EIN/TIN): <input type="text" value="02-600051"/>	* c. Organizational DUNS: <input type="text" value="0450090730000"/>	
d. Address:		
* Street1: <input type="text" value="Department of Planning and Community Development"/>	Street2: <input type="text" value="One City Hall Plaza"/>	
* City: <input type="text" value="Manchester"/>	County/Parish: <input type="text"/>	
* State: <input type="text" value="NH: New Hampshire"/>	Province: <input type="text"/>	
* Country: <input type="text" value="USA: UNITED STATES"/>	* Zip / Postal Code: <input type="text" value="03101"/>	
e. Organizational Unit:		
Department Name: <input type="text" value="Planning &amp; Community Dev."/>	Division Name: <input type="text" value="Community Improvement Program"/>	
f. Name and contact information of person to be contacted on matters involving this application:		
Prefix: <input type="text" value="Mr."/>	* First Name: <input type="text" value="Todd"/>	Middle Name: <input type="text" value="D."/>
* Last Name: <input type="text" value="Fleming"/>	Suffix: <input type="text"/>	
Title: <input type="text" value="CIP Coordinator"/>		
Organizational Affiliation: <input type="text"/>		
* Telephone Number: <input type="text" value="603-624-6450"/>	Fax Number: <input type="text" value="603-624-6529"/>	
* Email: <input type="text" value="TFleming@manchester.nh.gov"/>		

Application for Federal Assistance SF-424	
<b>* 9. Type of Applicant 1: Select Applicant Type:</b> <input type="text" value="City or Township Government"/> <b>Type of Applicant 2: Select Applicant Type:</b> <input type="text"/> <b>Type of Applicant 3: Select Applicant Type:</b> <input type="text"/> <b>* Other (specify):</b> <input type="text"/>	
<b>* 10. Name of Federal Agency:</b> <input type="text" value="U.S. Department of Housing and Urban Development"/>	
<b>11. Catalog of Federal Domestic Assistance Number:</b> <input type="text" value="14-239"/> <b>CFDA Title:</b> <input type="text" value="HOME"/>	
<b>* 12. Funding Opportunity Number:</b> <input type="text"/> <b>* Title:</b> <input type="text"/>	
<b>13. Competition Identification Number:</b> <input type="text"/> <b>Title:</b> <input type="text"/>	
<b>14. Areas Affected by Project (Cities, Counties, States, etc.):</b> <input type="text" value="Manchester, Hillsborough County, NH"/> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>	
<b>* 15. Descriptive Title of Applicant's Project:</b> <input type="text" value="HOME Entitlement"/>	
Attach supporting documents as specified in agency instructions. <input type="button" value="Add Attachments"/> <input type="button" value="Delete Attachments"/> <input type="button" value="View Attachments"/>	

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**  
 \* a. Applicant:  \* b. Program/Project:

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**  
 \* a. Start Date:  \* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	470,143.00
* b. Applicant	0.00
* c. State	0.00
* d. Local	0.00
* e. Other	0.00
* f. Program Income	46,800.00
* g. TOTAL	506,943.00

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**  
 a. This application was made available to the State under the Executive Order 12372 Process for review on:   
 b. Program is subject to E.O. 12372 but has not been selected by the State for review.  
 c. Program is not covered by E.O. 12372.

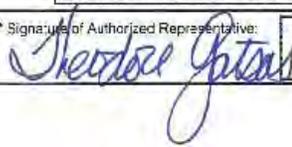
**\* 20. Is the Applicant Delinquent On Any Federal Debt? (if "Yes," provide explanation in attachment.)**  
 Yes  No  
 If "Yes", provide explanation and attach

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**  
 \*\* I AGREE  
 \*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions

**Authorized Representative:**

Prefix:  \* First Name:   
 Middle Name:   
 \* Last Name:   
 Suffix:

\* Title:   
 \* Telephone Number:  Fax Number:   
 \* Email:

\* Signature of Authorized Representative:  \* Date Signed:

Application for Federal Assistance SF-424		
* 1. Type of Submission: <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): _____ * Other (Specify): _____
* 3. Date Received: _____	4. Applicant Identifier: MC330338	
5a. Federal Entity Identifier: _____	5b. Federal Award Identifier: _____	
State Use Only:		
6. Date Received by State: _____	7. State Application Identifier: _____	
<b>8. APPLICANT INFORMATION:</b>		
* a. Legal Name: City of Manchester, NH		
* b. Employer/Taxpayer Identification Number (EIN/TIN): 02-6000517	* c. Organizational DUNS: 0450090730000	
d. Address:		
* Street1: Department of Planning and Community Development	Street2: One City Hall Plaza	
* City: Manchester	County/Parish: _____	
* State: NH: New Hampshire	Province: _____	
* Country: USA: UNITED STATES	* Zip / Postal Code: 03101	
e. Organizational Unit:		
Department Name: Planning & Community Dev.	Division Name: Community Improvement Program	
f. Name and contact information of person to be contacted on matters involving this application:		
Prefix: Mr.	* First Name: Todd	Middle Name: D.
* Last Name: Fleming	Suffix: _____	
Title: CIP Coordinator		
Organizational Affiliation: _____		
* Telephone Number: 603-624-6450	Fax Number: 603-624-6529	
* Email: t.fleming@manchesternh.gov		

Application for Federal Assistance SF-424	
<b>* 9. Type of Applicant 1: Select Applicant Type:</b> <input type="text" value="C: City or Township Government"/> <b>Type of Applicant 2: Select Applicant Type:</b> <input type="text"/> <b>Type of Applicant 3: Select Applicant Type:</b> <input type="text"/> <b>* Other (specify):</b> <input type="text"/>	
<b>* 10. Name of Federal Agency:</b> <input type="text" value="U.S. Department of Housing and Urban Development"/>	
<b>11. Catalog of Federal Domestic Assistance Number:</b> <input type="text" value="14-231"/> <b>CFDA Title:</b> <input type="text" value="ESG"/>	
<b>* 12. Funding Opportunity Number:</b> <input type="text"/> <b>* Title:</b> <input type="text"/>	
<b>13. Competition Identification Number:</b> <input type="text"/> <b>Title:</b> <input type="text"/>	
<b>14. Areas Affected by Project (Cities, Counties, States, etc.):</b> <input type="text" value="Manchester, Hillsborough County, NH"/> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>	
<b>* 15. Descriptive Title of Applicant's Project:</b> <input type="text" value="ESG Enrollment"/>	
Attach supporting documents as specified in agency instructions. <input type="button" value="Add Attachments"/> <input type="button" value="Delete Attachments"/> <input type="button" value="View Attachments"/>	

**Application for Federal Assistance SF-424**

16. Congressional Districts Of:  
 \* a. Applicant:  \* b. Program/Project:

Attach an additional list of Program/Project Congressional Districts if needed.

17. Proposed Project:  
 \* a. Start Date:  \* b. End Date:

18. Estimated Funding (\$):

* a. Federal	<input type="text" value="147,944.00"/>
* b. Applicant	<input type="text" value="0.00"/>
* c. State	<input type="text" value="0.00"/>
* d. Local	<input type="text" value="0.00"/>
* e. Other	<input type="text" value="0.00"/>
* f. Program Income	<input type="text" value="0.00"/>
* g. TOTAL	<input type="text" value="147,944.00"/>

\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?  
 a. This application was made available to the State under the Executive Order 12372 Process for review on   
 b. Program is subject to E.O. 12372 but has not been selected by the State for review.  
 c. Program is not covered by E.O. 12372.

\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)  
 Yes  No  
 If "Yes", provide explanation and attach

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)  
 \*\* I AGREE  
 \*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement; or agency specific instructions

Authorized Representative:

Prefix:  \* First Name:   
 Middle Name:   
 \* Last Name:   
 Suffix:

\* Title:   
 \* Telephone Number:  Fax Number:   
 \* Email:

\* Signature of Authorized Representative:  \* Date Signed:

## CERTIFICATIONS

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** – The jurisdiction will affirmatively further fair housing, which means it will conduct an analysis of impediments to fair housing choice within the jurisdiction, take appropriate actions to overcome the effects of any impediments identified through that analysis, and maintain records reflecting that analysis and actions in this regard.

**Anti-displacement and Relocation Plan** – It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, and implementing regulations at 49 CFR 24; and it has in effect and is following a residential antidisplacement and relocation assistance plan required under section 104(d) of the Housing and Community Development Act of 1974, as amended, in connection with any activity assisted with funding under the CDBG or HOME programs.

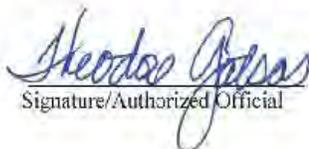
**Anti-Lobbying** – To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** -- The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** -- The housing activities to be undertaken with CDBG, HOME, ESG, and HOPWA funds are consistent with the strategic plan.

**Section 3** – It will comply with section 3 of the Housing and Urban Development Act of 1968, and implementing regulations at 24 CFR Part 135.

  
Signature/Authorized Official

  
Date

### Specific CDBG Certifications

The Entitlement Community certifies that:

**Citizen Participation** – It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

**Community Development Plan** – Its consolidated housing and community development plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that provide decent housing, expand economic opportunities primarily for persons of low and moderate income. (See CFR 24 570.2 and CFR 24 part 570)

**Following a Plan** – It is following a current consolidated plan (or Comprehensive Housing Affordability Strategy) that has been approved by HUD.

**Use of Funds** – It has complied with the following criteria:

1. Maximum Feasible Priority. With respect to activities expected to be assisted with CDBG funds, it certifies that it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low and moderate income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include activities which the grantee certifies are designed to meet other community development needs having a particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available);

2. Overall Benefit. The aggregate use of CDBG funds including section 108 guaranteed loans during program year(s) 2013, 2014, 2015 (a period specified by the grantee consisting of one, two, or three specific consecutive program years), shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period;

3. Special Assessments. It will not attempt to recover any capital costs of public improvements assisted with CDBG funds including Section 108 loan guaranteed funds by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

If however, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

The jurisdiction will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108, unless CDBG funds are used to pay the proportion of fee or assessment attributable to the capital costs of public improvements financed from other revenue sources. In this case, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds. Also, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

**Excessive Force** – It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its

jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and

2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction;

**Compliance With Anti-discrimination laws** – The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 USC 2000d), the Fair Housing Act (42 USC 3601-3619), and implementing regulations.

**Lead-Based Paint** – Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, subparts A, B, J, K and R;

**Compliance with Laws** – It will comply with applicable laws.

 5/4/15  
Signature/Authorized Official      Date

Theodore L. Gatsas, Mayor  
Title

**Specific HOME Certifications**

The HOME participating jurisdiction certifies that:

**Tenant Based Rental Assistance** – If the participating jurisdiction intends to provide tenant-based rental assistance:

The use of HOME funds for tenant-based rental assistance is an essential element of the participating jurisdiction's consolidated plan for expanding the supply, affordability, and availability of decent, safe, sanitary, and affordable housing.

**Eligible Activities and Costs** -- it is using and will use HOME funds for eligible activities and costs, as described in 24 CFR § 92.205 through 92.209 and that it is not using and will not use HOME funds for prohibited activities, as described in § 92.214.

**Appropriate Financial Assistance** -- before committing any funds to a project, it will evaluate the project in accordance with the guidelines that it adopts for this purpose and will not invest any more HOME funds in combination with other Federal assistance than is necessary to provide affordable housing;

 5/4/15  
Signature/Authorized Official      Date

Theodore L. Gatsas, Mayor  
Title

## ESG Certifications

The Emergency Solutions Grants Program Recipient certifies that:

**Major rehabilitation/conversion** – If an emergency shelter’s rehabilitation costs exceed 75 percent of the value of the building before rehabilitation, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed rehabilitation. If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed conversion. In all other cases where ESG funds are used for renovation, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 3 years after the date the building is first occupied by a homeless individual or family after the completed renovation.

**Essential Services and Operating Costs** – In the case of assistance involving shelter operations or essential services related to street outreach or emergency shelter, the jurisdiction will provide services or shelter to homeless individuals and families for the period during which the ESG assistance is provided, without regard to a particular site or structure, so long the jurisdiction serves the same type of persons (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or persons in the same geographic area.

**Renovation** – Any renovation carried out with ESG assistance shall be sufficient to ensure that the building involved is safe and sanitary.

**Supportive Services** – The jurisdiction will assist homeless individuals in obtaining permanent housing, appropriate supportive services (including medical and mental health treatment, victim services, counseling, supervision, and other services essential for achieving independent living), and other Federal, State, local, and private assistance available for such individuals.

**Matching Funds** – The jurisdiction will obtain matching amounts required under 24 CFR 576.201.

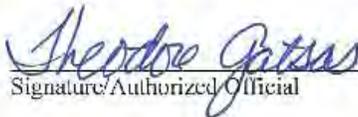
**Confidentiality** – The jurisdiction has established and is implementing procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted under the ESG program, including protection against the release of the address or location of any family violence shelter project, except with the written authorization of the person responsible for the operation of that shelter.

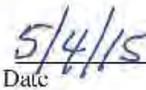
**Homeless Persons Involvement** – To the maximum extent practicable, the jurisdiction will involve, through employment, volunteer services, or otherwise, homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under the ESG program, in providing services assisted under the ESG program, and in providing services for occupants of facilities assisted under the program.

**Consolidated Plan** – All activities the jurisdiction undertakes with assistance under ESG are consistent with the jurisdiction’s consolidated plan.

**Discharge Policy** – The jurisdiction will establish and implement, to the maximum extent practicable and where appropriate policies and protocols for the discharge of persons from

publicly funded institutions or systems of care (such as health care facilities, mental health facilities, foster care or other youth facilities, or correction programs and institutions) in order to prevent this discharge from immediately resulting in homelessness for these persons.

  
Signature/Authorized Official

  
Date

Theodore L. Gatsas, Mayor  
Title

## Appendix - Alternate/Local Data Sources

1	<b>Data Source Name</b> HMIS
	<b>List the name of the organization or individual who originated the data set.</b> Homeless Management Information System, managed by Harbor Homes in Nashua NA. All ESG and Continuum funded agencies within the jurisdiction enter data into HMIS.
	<b>Provide a brief summary of the data set.</b> Data collected by ESG and Continuum funded agencies providing emergency shelter, homeless prevention, rapid rehousing, street outreach, transitional housing, permanent supportive housing, veterans housing.
	<b>What was the purpose for developing this data set?</b> Mandated by Hearth Act and Continuum NOFA
	<b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b> The data is comprehensive across Manchester and is collected and input by all funded agencies working on homeless services, shelter and housing projects.
	<b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b> Since 2012
	<b>What is the status of the data set (complete, in progress, or planned)?</b> Continually updated
2	<b>Data Source Name</b> New Horizons Shelter
	<b>List the name of the organization or individual who originated the data set.</b> New Horizons for New Hampshire
	<b>Provide a brief summary of the data set.</b> 2014 demographic data collected by the City's main shelter's daily census.
	<b>What was the purpose for developing this data set?</b> To track and record demographic data on the shelters clients.
	<b>Provide the year (and optionally month, or month and day) for when the data was collected.</b> 2014
	<b>Briefly describe the methodology for the data collection.</b> Inake interviews.

	<p><b>Describe the total population from which the sample was taken.</b></p> <p>962</p>
	<p><b>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</b></p> <p>Homeless individuals who were provided shelter; 962 respondents were surveyed.</p>
<b>3</b>	<p><b>Data Source Name</b></p> <p>2015 Point in Time Count</p>
	<p><b>List the name of the organization or individual who originated the data set.</b></p> <p>Manchester Continuum of Care</p>
	<p><b>Provide a brief summary of the data set.</b></p> <p>HUD mandated point in time count in January.</p>
	<p><b>What was the purpose for developing this data set?</b></p> <p>To estimate the number and extent of homelessness in the City.</p>
	<p><b>Provide the year (and optionally month, or month and day) for when the data was collected.</b></p> <p>January, 2015</p>
	<p><b>Briefly describe the methodology for the data collection.</b></p> <p>Outreach workers and volunteers surveyed persons sleeping on the streets or other places not meant for human habitation from 2:00 am - 5:00 am in January.</p>
	<p><b>Describe the total population from which the sample was taken.</b></p> <p>Persons sleeping on the streets or other places not meant for human habitation.</p>
	<p><b>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</b></p> <p>Persons sleeping on the streets or other places not meant for human habitation.</p>
<b>4</b>	<p><b>Data Source Name</b></p> <p>MCoC HMIS Report-First Time Homelessness</p>
	<p><b>List the name of the organization or individual who originated the data set.</b></p> <p>Harbor Homes</p>
	<p><b>Provide a brief summary of the data set.</b></p> <p>HMIS report of Manchester CoC first time homeless as reported into HMIS by homeless service providers</p>
	<p><b>What was the purpose for developing this data set?</b></p> <p>To review data on first time homelessness in Manchester.</p>

	<p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>Data is collected on all individuals or families seeking homeless shelter or housing.</p>
	<p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>7/1/2014 - 5/12/2015</p>
	<p><b>What is the status of the data set (complete, in progress, or planned)?</b></p> <p>In progress. Full data set will be complete upon the end of the City's fiscal year, June 30, 2015.</p>