

CITY OF WORCESTER, MA



CONSOLIDATED SUBMISSION FOR COMMUNITY PLANNING AND DEVELOPMENT (2015 – 2020)

And

FIRST YEAR ACTION PLAN (JULY 1ST, 2015 – JUNE 30TH, 2016)



Prepared by:
City Manager's Executive Office of Economic Development



Edward M. Augustus, Jr.
City Manager

CITY OF WORCESTER

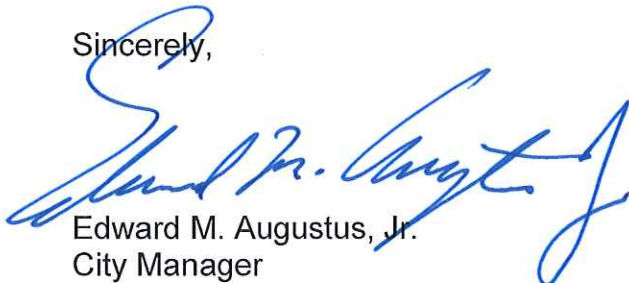
June 22, 2015

Mr. Robert D. Shumeyko, Director
U.S. Department of Housing and Urban Development
Office of Community Development and Planning
Massachusetts State Office, New England Area
Thomas P. O'Neil Jr., Federal Building
10 Causeway Street – Fifth Floor
Boston, Massachusetts 02222-1092

Dear Mr. Shumeyko:

This letter serves to transmit to you an original and copy of the City of Worcester 2015-2020 Consolidated Plan / 2015-16 Annual Action Plan which includes one-year funding amounts for Community Development Block Grant (\$4,038,138.00), HOME (\$1,023,370.00), Housing Opportunities for Persons With AIDS (\$504,476.04) and Emergency Solutions Grant (\$383,552.00) programs which commence July 1st, 2015 as voted by the Worcester City Council on May 12th, 2015.

Sincerely,



Edward M. Augustus, Jr.
City Manager



OFFICE OF THE CITY MANAGER, CITY HALL, WORCESTER, MA 01608
TELEPHONE (508) 799-1175 | FAX (508) 799-1208
EMAIL: citymanager@worcesterma.gov





SF 424

The SF 424 is part of the Annual Action Plan. SF 424 form fields are included in this document. .

SF 424

Complete the fillable fields (blue cells) in the table below. The other items are pre-filled with values from the Grantee Information Worksheet.

06/23/15	B-15-MC-25-0026	Type of Submission	
Date Received by state	State Identifier	Application	Pre-application
Date Received by HUD	Federal Identifier	<input type="checkbox"/> Construction	<input type="checkbox"/> Construction
		<input checked="" type="checkbox"/> Non Construction	<input type="checkbox"/> Non Construction
Applicant Information			
Worcester		MA252880 Worcester	
455 Main Street		065782575	
4 th Floor		City Manager's Office	
Worcester	Massachusetts	Economic Development	
01608	U.S.A.	Neighborhood Development Division	
Employer Identification Number (EIN):		Worcester County	
04-6001418		07/01	
Applicant Type:		Specify Other Type if necessary:	
Local Government: City			
Program Funding		U.S. Department of Housing and Urban Development	
Catalogue of Federal Domestic Assistance Numbers; Descriptive Title of Applicant Project(s); Areas Affected by Project(s) (cities, Counties, localities etc.); Estimated Funding			
Community Development Block Grant		14.218 Entitlement Grant	
City of Worcester CDBG		Worcester, MA	
\$ 4,038,138.00	\$Additional HUD Grant(s) Leveraged	Describe: \$ 0	
\$Additional Federal Funds Leveraged: \$ 1,376,190.00		\$Additional State Funds Leveraged: \$ 180,000.00	
\$Locally Leveraged Funds: \$ 4,079,185.87		\$Grantee Funds Leveraged: \$ 0	
\$Anticipated Program Income: \$ 25,000.00		Other (Describe) \$ 903,638.00(prior year resources)	
Total Funds Leveraged for CDBG-based Project(s): \$ 6,564,013.87			
Home Investment Partnerships Program		14.239 HOME	
City of Worcester HOME		Worcester, MA	
\$ 1,023,370.00	\$Additional HUD Grant(s) Leveraged	Describe: \$ 0	
\$Additional Federal Funds Leveraged: \$16,260,774.00		\$Additional State Funds Leveraged \$ 5,000,000.00	
\$Locally Leveraged Funds: \$ 2,236,549.00		\$Grantee Funds Leveraged: \$ 0	
\$Anticipated Program Income: \$ 0		Other (Describe): \$ 762,724.00(prior year resources)	
Total Funds Leveraged for HOME-based Project(s): \$ 24,260,047.00			



CPMP Non-State Grantee Certifications

Many elements of this document may be completed electronically, however a signature must be manually applied and the document must be submitted in paper form to the Field Office.

- This certification does not apply.
 This certification is applicable.

NON-STATE GOVERNMENT 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.

Drug Free Workplace -- It will or will continue to provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about --
 - a. The dangers of drug abuse in the workplace;
 - b. The grantee's policy of maintaining a drug-free workplace;
 - c. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph 1;
4. Notifying the employee in the statement required by paragraph 1 that, as a condition of employment under the grant, the employee will --
 - a. Abide by the terms of the statement; and
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 4(b) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 4(b), with respect to any employee who is so convicted --
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1, 2, 3, 4, 5 and 6.

Anti-Lobbying -- To the best of the jurisdiction's knowledge and belief:

8. 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;
9. 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
10. 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

6-22-15

Date

Edward M. Augustus, Jr.

Name

City Manager

Title

City Hall, 455 Main Street

Address

Worcester, MA 01608

City/State/Zip

(508) 799-1175

Telephone Number

- This certification does not apply.
 This certification is applicable.

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:

11. 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);
12. Overall Benefit - The aggregate use of CDBG funds including section 108 guaranteed loans during program year(s) 2014, 2015, 2016, (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;
13. 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.

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:


14. 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
15. 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 part 35, subparts A, B, J, K and R, of title 24;

Compliance with Laws -- It will comply with applicable laws.


Signature/Authorized Official


Date

Edward M. Augustus, Jr.

Name

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Telephone Number

- This certification does not apply.
- This certification is applicable.

**OPTIONAL CERTIFICATION
CDBG**

Submit the following certification only when one or more of the activities in the action plan are designed to meet other community development needs having a particular urgency as specified in 24 CFR 570.208(c):

The grantee hereby certifies that the Annual Plan includes one or more specifically identified CDBG-assisted activities, which 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 to meet such needs.

Signature/Authorized Official

Date

Name

Title

Address

City/State/Zip

Telephone Number

This certification does not apply.
 This certification is applicable.

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;


Signature/Authorized Official


Date

Edward M. Augustus, Jr.
Name
City Manager
Title
City Hall, 455 Main Street
Address
Worcester, MA 01608
City/State/Zip
(508) 799-1175
Telephone Number

- This certification does not apply.
 This certification is applicable.

HOPWA Certifications


The HOPWA grantee certifies that:

Activities -- Activities funded under the program will meet urgent needs that are not being met by available public and private sources.

Building -- Any building or structure assisted under that program shall be operated for the purpose specified in the plan:

1. For at least 10 years in the case of assistance involving new construction, substantial rehabilitation, or acquisition of a facility,
2. For at least 3 years in the case of assistance involving non-substantial rehabilitation or repair of a building or structure.


Signature/Authorized Official


Date

Edward M. Augustus, Jr.

Name

City Manager

Title

City Hall, 455 Main Street

Address

Worcester, MA 01608

City/State/Zip

(508) 799-1175

Telephone Number

- This certification does not apply.**
 This certification is applicable.

ESG Certifications

I, _____, Chief Executive Officer of **Error! Not a valid link.**, certify that the local government will ensure the provision of the matching supplemental funds required by the regulation at 24 *CFR* 576.51. I have attached to this certification a description of the sources and amounts of such supplemental funds.

I further certify that the local government will comply with:

1. The requirements of 24 *CFR* 576.53 concerning the continued use of buildings for which Emergency Shelter Grants are used for rehabilitation or conversion of buildings for use as emergency shelters for the homeless; or when funds are used solely for operating costs or essential services.
2. The building standards requirement of 24 *CFR* 576.55.
3. The requirements of 24 *CFR* 576.56, concerning assurances on services and other assistance to the homeless.
4. The requirements of 24 *CFR* 576.57, other appropriate provisions of 24 *CFR* Part 576, and other applicable federal laws concerning nondiscrimination and equal opportunity.
5. The requirements of 24 *CFR* 576.59(b) concerning the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970.
6. The requirement of 24 *CFR* 576.59 concerning minimizing the displacement of persons as a result of a project assisted with these funds.
7. The requirements of 24 *CFR* Part 24 concerning the Drug Free Workplace Act of 1988.
8. The requirements of 24 *CFR* 576.56(a) and 576.65(b) that grantees develop and implement procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted with ESG funds and that the address or location of any family violence shelter project will not be made public, except with written authorization of the person or persons responsible for the operation of such shelter.
9. The requirement that recipients involve themselves, to the maximum extent practicable and where appropriate, homeless individuals and families in policymaking, renovating, maintaining, and operating facilities assisted under the ESG program, and in providing services for occupants of these facilities as provided by 24 *CFR* 76.56.
10. The requirements of 24 *CFR* 576.57(e) dealing with the provisions of, and regulations and procedures applicable with respect to the environmental review responsibilities under the National Environmental Policy Act of 1969 and related

authorities as specified in 24 *CFR* Part 58.

11. The requirements of 24 *CFR* 576.21(a)(4) providing that the funding of homeless prevention activities for families that have received eviction notices or notices of termination of utility services will meet the requirements that: (A) the inability of the family to make the required payments must be the result of a sudden reduction in income; (B) the assistance must be necessary to avoid eviction of the family or termination of the services to the family; (C) there must be a reasonable prospect that the family will be able to resume payments within a reasonable period of time; and (D) the assistance must not supplant funding for preexisting homeless prevention activities from any other source.
12. The new requirement of the McKinney-Vento Act (42 *USC* 11362) to develop 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, foster care or other youth facilities, or correction programs and institutions) in order to prevent such discharge from immediately resulting in homelessness for such persons. I further understand that state and local governments are primarily responsible for the care of these individuals, and that ESG funds are not to be used to assist such persons in place of state and local resources.
13. HUD's standards for participation in a local Homeless Management Information System (HMIS) and the collection and reporting of client-level information.

I further certify that the submission of a completed and approved Consolidated Plan with its certifications, which act as the application for an Emergency Shelter Grant, is authorized under state and/or local law, and that the local government possesses legal authority to carry out grant activities in accordance with the applicable laws and regulations of the U. S. Department of Housing and Urban Development.

Signature/Authorized Official

Date

Name

Title

Address

City/State/Zip

Telephone Number

This certification does not apply.
 This certification is applicable.

APPENDIX TO CERTIFICATIONS

Instructions Concerning Lobbying and Drug-Free Workplace Requirements

Lobbying Certification

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Drug-Free Workplace Certification

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification.
2. The certification is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, HUD, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
4. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio stations).
5. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph three).
6. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant: Place of Performance (Street address, city, county, state, zip code) Check if there are workplaces on file that are not identified here. The certification with regard to the drug-free workplace is required by 24 CFR part 21.

Place Name	Street	City	County	State	Zip
Executive Office of Economic Development	455 Main Street - 4 th Floor	Worcester	Worcester	MA	01608

7. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules: "Controlled substance" means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15); "Conviction" means a finding of guilt (including a plea of *nolo contendere*) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes; "Criminal drug statute" means a Federal or non-Federal

criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance; "Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including:

- All "direct charge" employees;
- all "indirect charge" employees unless their impact or involvement is insignificant to the performance of the grant; and
- a. temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Note that by signing these certifications, certain documents must be completed, in use, and on file for verification. These documents include:

1. Analysis of Impediments to Fair Housing
2. Citizen Participation Plan
3. Anti-displacement and Relocation Plan



Signature/Authorized Official

6-22-15

Date

Edward M. Augustus, Jr.

Name

City Manager

Title

City Hall, 455 Main Street

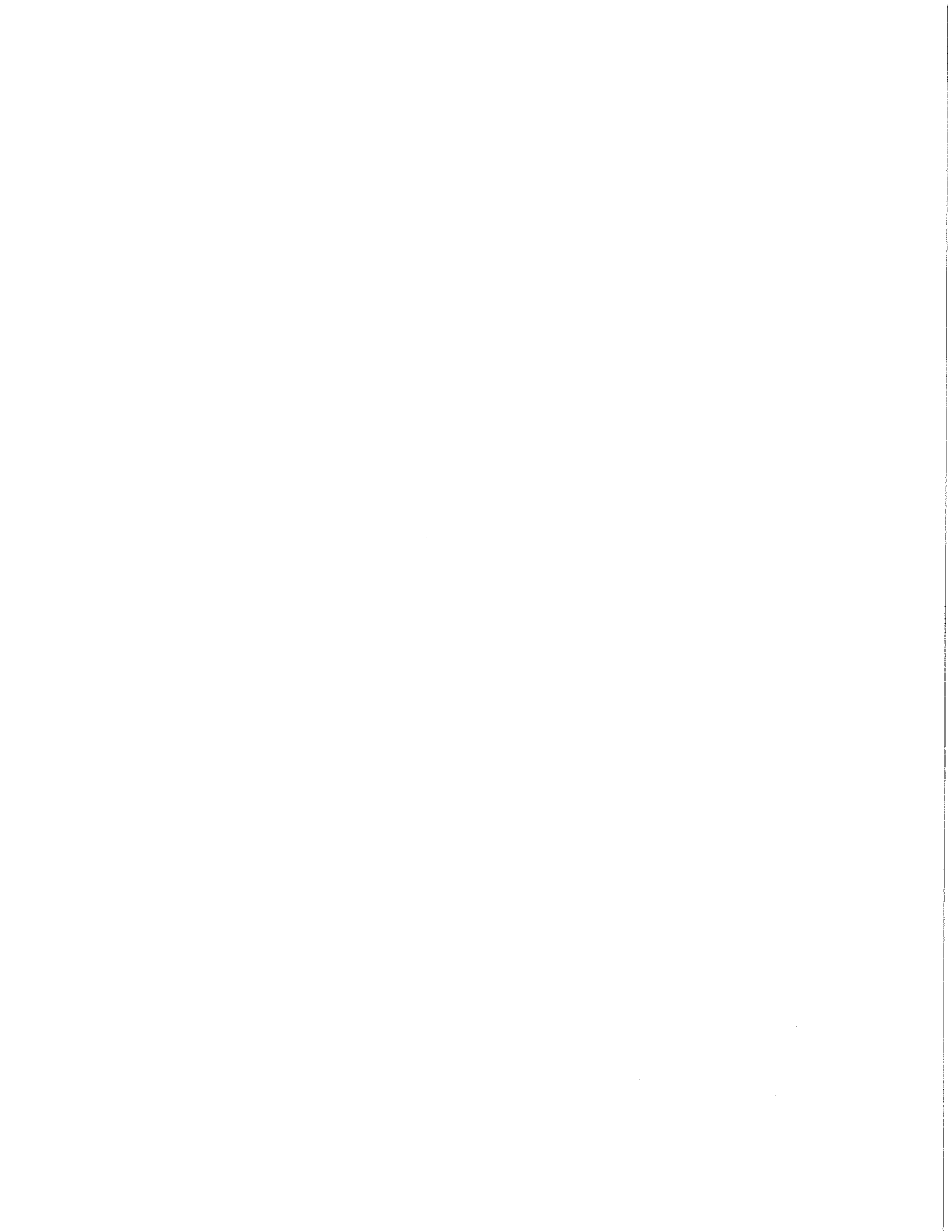
Address

Worcester, MA 01608

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Telephone Number



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

6-22-15
Date

City Manager
Title

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Executive Summary

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

1. Introduction

The U.S. Department of Housing and Urban Development (HUD) requires that entitlement cities prepare a Consolidated Plan (ConPlan) to receive federal housing and community development funding. The City of Worcester, MA Five-Year Consolidated Submission for Community Planning and Development (7/1/15 - 6/30/20) combines into one document the requirements of four federal programs administered by HUD - the Community Development Block Grant (CDBG), the Home Investment Partnerships Program (HOME), the Housing Opportunities for Persons With AIDS (HOPWA), and the Emergency Solutions Grant (ESG). The Consolidated Plan allows the City of Worcester to shape its housing and community development programs into coordinated strategies and helps inform progress toward community development.

The City of Worcester sponsored a series of neighborhood outreach events to establish an updated baseline of community needs for the Consolidated Plan and Annual Plan. The outreach meetings were supplemented by numerous other topic specific workshops in engaging specific service providers, former and current federal grant subrecipients, and other key community stakeholders, in discussions of current needs and issues facing youth, elderly, disabled, homeless, and other special needs populations. Analyses of housing, demographic, and socioeconomic data were also performed to better understand trends and issues facing the City as a whole.

While the City of Worcester has made substantial progress in addressing community development over the last five years, it continues to face numerous existing and emerging needs and challenges. The analysis and outreach referenced above indicates the need for continued investment and effort around addressing affordable housing production and barriers to accessing affordable housing and trends related to aging housing stock and deferred housing maintenance. Consultation with citizens and service providers stressed a continued need for social and human services for low-to moderate income and special needs populations, including youth, elderly and homeless, as well as those living with HIV/AIDS. Of particular concern was improvement of access to services through information, referral, transportation, and other methods. The aging of Worcester's built environment necessitates programs and strategies to address public facilities and infrastructure such as streets, sidewalks, and improvement to facilities that deliver services for low- and moderate-income and special needs populations. Community and stakeholder outreach also stressed the importance of services and programs to help small businesses and overall economic development, including creation of new job opportunities, employment skills training, and financial and technical assistance for employers creating jobs.

Given existing trends around declining federal entitlement grant allocations and uncertainty of federal fiscal resources moving forward, continued strategic leveraging of private investments and community-based resources are needed. As needs and issues often overlap and concentrate in neighborhoods, there is a need for more strategic, concentrated, neighborhood-based collaborations with private and community resources and cross-departmental collaborations. This is a model the City of Worcester seeks to implement going forward; place-based, strategy focused, neighborhood revitalization is currently underway as part of Worcester's Union Hill neighborhood revitalization initiative. A focused, block by block approach to addressing infrastructure, housing and other community development needs will be implemented in additional communities as part of this and any future plans that use federal entitlement grant funds.

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

The Five-Year Consolidated Plan (2015-20) Goals are as follows:

1. Affordable Housing Development & Preservation
2. Healthy and Sustainable Housing
3. Neighborhood Stabilization & Revitalization
4. Economic Development & Business Assistance
5. Public Services for Low-Moderate Income Persons
6. Improvement and Preservation of Public Facilities
7. Expanded Resources for Homelessness Prevention
8. Resolve Barriers to Housing for Homeless Persons
9. Housing Opportunities for Persons with HIV/AIDS

The priority needs, objectives, and outcomes addressed by these goals are further described in SP-45, Goals Summary and AP-20, Annual Goals and Objectives, of this Consolidated Plan document.

3. Evaluation of past performance

The following are some of the highlights reported in the City of Worcester's most recently submitted Consolidated Annual Performance and Evaluation Report (CAPER), (Fall of 2014) which reports on accomplishments achieved relative to the City of Worcester's current Five-Year Consolidated Plan (in effect until 6/30/15).

- The targeting of HUD formula grant funds has been maximized towards serving low- and moderate-income populations with 100% expended on activities that benefitted persons of low- and moderate-income.
- Overall for every \$1 in HUD Formula Funds expended, \$6.07 in other funds has been or will be leveraged when all projects have been completed.

- A total of 254 affordable housing units were developed, rehabilitated, purchased or assisted through the HOME program during the last four Annual Action Plan program years (2010-14).
- Efforts to affirmatively further fair housing are particularly noteworthy given that minority households were the beneficiaries in 55% of rental units and 63% of owner units that completed construction or rehabilitation from 2013-14. Similarly, 47% of home buyers assisted through the HOME program during the same period were minority households.
- A total of 20 CDBG funded Public Services programs worth \$628,672 were contracted through the EOED Neighborhood Development Division (NDD) during the 2013-14, including six youth programs, seven case management programs, five emergency food and feeding programs, one health program that provided emergency dental care, and a jobs training program. Of the 3,528 clients served 91% were of extremely low-income.
- The City has played an active and strong leadership role in melding the missions of the City and the Worcester County Continuum of Care for the Homeless (CoC), through the adoption of a Housing First strategy. As part of this plan, the City's People in Peril Shelter (PIP) was closed, the City adopted a rapid re-housing model, and opened a new, state-of-the-art, Triage and Assessment Center.
- An assessment of the Worcester HOPWA program goals against actual client outcomes for achieving housing stability, reducing the risks of homelessness and improving access to care shows that significant progress was achieved given that 92% of households assisted through Tenant Based Rental Assistance (TBRA) were stabilized, while 99% of unduplicated clients directly assisted through Short-Term Mortgage, Utilities (STRMU) or Permanent Housing Placement (PHP) First/Last Month's Rent programs were stabilized. A total of 98% of households had improved access to care through management services provided by HOPWA funded programs.

4. Summary of citizen participation process and consultation process

The City of Worcester's Executive Office of Economic Development (EOED) embarked on the development of a Five-Year Consolidated Plan in the fall of 2014. As the lead agency of the planning process, EOED staff hosted a series of consultations with community stakeholders, residents, and key organizations and agencies that provide housing, health, and social services including providers to elderly persons, children, persons with disabilities, persons with HIV/AIDS and their families, and the homeless. Organizations and community stakeholders representing the following segments of the community were involved in the process:

- *Housing Services and Assisted Housing* – For-profit and non-profit developers and the Worcester Housing Authority
- *Health Services* – Service providers and the Worcester Division of Public Health
- *Children and Youth Services* – Service providers
- *Elderly Services* – City Office of Elder Affairs and Worcester Senior Center
- *Persons with Disabilities* – Worcester Office of Human Rights and Disabilities

- *Persons with HIV/AIDS and their Families* – Service providers
- *Low Income Persons* – Providers of basic needs and social safety net services
- *Homeless Persons including Veterans and Persons with Special Needs* – Agencies, various municipal departments, and other governmental entities involved in the Worcester County Continuum of Care (CoC)
- *Publicly Funded Institutions and Systems* – Correctional facilities, medical providers and mental health institutions including the Worcester County Sherriff's Office, UMass Memorial Medical Center, Community Healthlink, local detox centers and the Department of Mental Health through the Worcester County Continuum of Care
- *State and Local Health and Child Welfare Agencies*
- *Regional Planning Efforts* – Central MA Regional Planning Commission (CMRPC) and the Central MA Workforce Investment Board

Beginning in the fall of 2014, the EOED engaged in a citizen participation process to identify community needs and provide community input on activities and programs to fund. The EOED hosted a series of community meetings using a facilitated process to encourage and seek input. Both "open ended" questions were asked and "voting and ranking" exercises were used with participants. The process addressed both housing and community development needs including public services and public improvements.

Eight community assessment public meetings were held in different parts of the city, with at least one in each of the City Council districts. The meetings were attended by more than 110 total participants from neighborhoods with underserved, low-income, diverse and minority residents. All meetings were intentionally held at locations convenient to potential and actual beneficiaries. The public meetings were advertised broadly through the City's media office as well as through door-to-door neighborhood outreach with at least one bilingual staff member. Two bilingual staff persons were in attendance at each meeting to provide translation and/or facilitation in Spanish and Vietnamese. A ninth, and final community workshop was held in Worcester City Hall, and served as a capstone meeting to review and further refine community needs identified over the last eight community meetings.

Citizen participation was furthered through the Community Development Advisory Committee (CDAC), a ten-member citizen advisory committee with two members from each City Council District. CDAC evaluates all applicants for CDBG funding on an annual basis. Two additional committees were involved in the ESG and HOPWA annual Action Plan, to complement the efforts of the CDAC as it relates to ESG and HOPWA funding.

5 City of Worcester
FIVE YEAR PLAN: 2015 - 2020
Community **D**evelopment **B**lock **G**rant

COMMUNITY INPUT MEETINGS

WHAT ARE THE NEEDS IN YOUR NEIGHBORHOOD AND THE CITY OF WORCESTER AS A WHOLE? COME PROVIDE COMMUNITY INPUT AT ONE OF THE FOLLOWING MEETINGS:

Tuesday, October 21

5:30PM - 6:30PM

Quinsigamond Village Community Center
16 Greenwood St., Worcester MA 01607

Tuesday, October 28

5:30PM - 6:30PM

National Grid Sustainability Hub
912 Main St., Worcester MA 01610

Thursday, November 6

5:30PM - 6:30PM

Worcester Academy - Walker Gallery
81 Providence St., Worcester MA 01604

Tuesday, November 18

5:30PM - 6:30PM

Elm Park Tower Apartments
425 Pleasant St., Worcester MA 01609

Thursday, October 23

6:00PM - 7:00PM

Frances Perkins Public Library Branch
470 W Boylston St., Worcester MA 01606

Wednesday, November 5

5:30PM - 6:30PM

Lincoln Park Tower Apartments
11 Lake Ave., Worcester MA 01604

Thursday, November 13

6:00PM - 7:00PM

Great Brook Valley Community Center
180 Constitution Ave., Worcester MA 01605

Thursday, November 20

6:00PM - 7:00PM

Worcester Youth Center
326 Chandler St., Worcester MA 01602



Executive Office of Economic Development
Neighborhood Development Division
455 Main Street, 4th Floor, Rm. 402
Worcester, Massachusetts 01608
Telephone: 508-799-1400 Fax: 508-799-1524



Citizen Participation Flyer for Outreach Meetings

5. Summary of public comments

The City of Worcester Draft 2015-2020 Consolidated Plan / 2015-2016 Annual Action Plan was made available for a 30-day public review and comment period from Thursday, May 21, 2015 to Friday, June 19, 2015. A hardcopy of said Draft Consolidated Plan / Annual Action Plan was available at the City of Worcester, Executive Office of Economic Development (EOED), City Hall, 455 Main Street, 4th Floor, Room 404, Worcester, MA 01608 (open 8:30 AM – 5 PM, normal working days). An electronic copy was also available at: <http://www.worcesterma.gov/e-services/document-center/neighborhood-development>. Persons wishing to submit comments regarding the City of Worcester Annual Action Plan funding recommendations were encouraged to submit them in writing by 5 PM, Friday, June 19, 2015 to the City of Worcester, Executive Office of Economic Development, City Hall, 455 Main Street, 4th Floor, Room 404, Worcester, MA 01608 or by email to development@worcesterma.gov. A public hearing was also held from 6:00 – 7:00 PM, Wednesday, June 10, 2015 in City Hall Room 401, 4th Floor, 455 Main Street, Worcester, MA 01608 to discuss the Consolidated Plan / Annual Action Plan and respond to interested parties. There were no comments received at the public hearing.

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

Not applicable.

7. Summary

The City of Worcester sponsored a robust citizen participation process in 2014 and early 2015 to help establish an updated baseline of community needs and inform the Consolidated Plan and Annual Plan development. Outreach meetings were supplemented by numerous other topic specific workshops engaging specific service providers, former and current federal grant subrecipients, and other key community stakeholders in discussions around needs and issues facing particular populations and communities. Analyses of housing, demographic, and various socioeconomic data were also performed to better understand needs, trends, and issues facing the City as a whole.

While the City of Worcester has made substantial progress in addressing community development over the last five to ten years, it continues to face numerous existing and emerging needs and challenges. The Five-Year Consolidated Plan (2015-20) Goals are as follows:

- Affordable Housing Development & Preservation
- Healthy and Sustainable Housing
- Neighborhood Stabilization & Revitalization
- Economic Development & Business Assistance
- Public Services for Low-Moderate Income Persons
- Improvement and Preservation of Public Facilities
- Expanded Resources for Homelessness Prevention
- Resolve Barriers to Housing for Homeless Persons
- Housing Opportunities for Persons with HIV/AIDS

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	WORCESTER	Office of Economic Development
HOPWA Administrator	WORCESTER	Office of Economic Development
HOME Administrator	WORCESTER	Office of Economic Development
ESG Administrator	WORCESTER	Office of Economic Development

Table 1 – Responsible Agencies

Narrative

The City Manager's Executive Office of Economic Development (EOED) is the lead administering agency for the City of Worcester, MA, Five-Year Consolidated Submission for Community Planning and Development (7/1/15 - 6/30/20) and the First Year (7/1/15 - 6/30/16) Annual Action Plan. EOED administers CDBG, HOPWA, HOME and ESG formula grants for the City of Worcester, MA.

Consolidated Plan Public Contact Information

Gregory J. Baker

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Worcester, MA 01608

508-799-1400 x222

bakerg@worcesterma.gov

PR-10 Consultation - 91.100, 91.200(b), 91.215(l)

1. Introduction

The City of Worcester's Executive Office of Economic Development (EOED) embarked on the development of a 5-Year Consolidated Plan in the fall of 2014. As the lead agency of the planning process, EOED hosted a series of neighborhood meetings; consulted with non-profit organizations, City staff, and housing providers; posted public notices; held public hearings; and will implement a 30-day public comment period. Organizations and community stakeholders representing the following segments of the community were involved in the process:

- Housing Services and Assisted Housing – Group and individual consultations with for-profit and non-profit developers and the Worcester Housing Authority.
- Children and Youth Services – Focus group with service providers.
- Elderly Services – Consultation with City of Worcester Office of Elder Affairs and the Worcester Senior Center.
- Health Services – Worcester Public Health Division's Community Health Improvement Plan Update Public Hearing and ongoing collaboration through the Worcester County Continuum of Care.
- Persons with Disabilities – Consultation with City of Worcester Office of Human Rights and Disabilities.
- Persons with HIV/AIDS and their Families – Consultations with service providers.
- Low-Income Persons – Focus group with providers and funders of basic needs and safety net services.
- Homeless Persons including Veterans and Persons with Special Needs – Coordination with agencies and other governmental entities involved in the Worcester County Continuum of Care, including coordination with the following City of Worcester municipal departments/divisions: Public Health Division, Office of Emergency Operations, Health and Inspectional Services Division, Workforce Development, and the City Manager's Office on Human Rights and Disabilities.
- Publicly Funded Institutions and Systems of Care – Coordination with corrections facilities, medical providers and mental health institutions including the Worcester County Sheriff's Office, UMass Memorial Medical Center, Community Healthlink, local detox centers and the Department of Mental Health through the Worcester County Continuum of Care.
- State and Local Health and Child Welfare Agencies – Consultation to identify the addresses of housing units with lead-poisoned children. Ongoing collaboration with the MA Department of Public Health and the Worcester Public Health Division.
- Regional and Planning Efforts – Consultation with the Central MA Regional Planning Commission (CMRPC) and the Central MA Workforce Investment Board.

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 EOED works to foster strong relationships and enhance cooperation and coordination between public and private service and housing providers. Development of the Consolidated Plan benefitted from input from a broad range of stakeholders who contributed through interviews and focus groups, in addition to those who were represented at public meetings and hearings. Entities participating in the process included agencies and groups with expertise in areas such as housing, youth services, case management, mental health, education, employment assistance, basic needs, and health services. As a means of gaining input, individual and group consultations were held in the winter of 2015 with providers of public and affordable housing, and services for homeless, special needs, and low-income populations.

The EOED conducted group-based consultation workshops on December 16, 2014, February 20, 2015, and March 12, 2015, with a total of 23 participating public and private agencies. The workshops were designed as focus groups to discuss what each agency defines as the key homeless and social service issues in Worcester, to identify gaps in service, and to brainstorm potential strategies to address needs and gaps. The workshops were also designed to foster dialogue among agencies/departments to enhance collaboration and the sharing of information. Participating agencies and groups are contained in Section PR-10, Table 2.

A number of plans and reports were consulted in preparation of this Consolidated Plan, reflecting policies, needs or significant research. These are contained in Section PR-10, Table 3.

The City of Worcester actively participates in ongoing efforts to enhance coordination with private industry, businesses, developers, and social service agencies in order to foster economic development. EOED, through the Business Assistance Division, plays a leadership role in the Worcester Business Resource Alliance (WBRA), a centralized network of business professionals, technical assistance providers, lenders, and community development organizations that collectively provide services to entrepreneurs and small business owners and managers. EOED also meets regularly with neighborhood business associations, and coordinates with the Worcester Regional Chamber of Commerce and Worcester Business Development Corporation. At the state level, EOED has strong partnerships with the Mass Office of Business Development and MassDevelopment, as well as relationships with the Massachusetts Life Sciences Center and the Massachusetts Manufacturing Extension Partnership (MassMEP).

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

Substantial consultation with Worcester area homeless service providers and clients has been a cornerstone of ongoing planning and efforts to address the unique needs of multiple priority subpopulations experiencing homelessness or at risk of becoming homeless. As part of the Consolidated Planning process referenced above, the City hosted a consultation workshop for homeless service providers to consider the evolution of Worcester's system in recent years, discuss current service access, and envision improvements to assist target populations. The workshop groups focused on three areas: 1) Access to Housing 2) Supportive Services 3) System Coordination. As a result of consultation efforts, coordination is ongoing related to these target populations: chronically and episodically homeless households with or without children, veterans, unaccompanied youth, and people living with HIV/AIDS, survivors of domestic violence, human trafficking and sexual exploitation.

Worcester is increasingly focusing on the Unaccompanied Youth population as a result of the Point-in-Time Survey on Unaccompanied Homeless Youth that has been conducted annually since 2009. The survey has helped the community gauge the extent of the problem, and garners resources to serve the often invisible population of homeless youth. The Survey on Unaccompanied Homeless Youth has been spearheaded by Worcester's Teen Housing Task Force, now formally known as the Compass Network with 13 partner agencies, and has raised significant community awareness. Beginning in 2014, the Massachusetts Interagency Council on Housing and Homelessness (ICHH) now implements a state-wide survey on homeless youth via the local Continuum of Care Programs in the state. The MA ICHH Youth Point-in-Time survey was modeled after best practices in the Compass Network's efforts to understand the extent of risk factors associated with young adult housing instability in Worcester.

The City of Worcester's role through the Executive Office of Economic Development (EOED) is to coordinate and monitor the system of housing and services for the homeless in Worcester, working closely with community and governmental stakeholders through the following efforts:

- The City coordinates housing and service policies in conjunction with the Central Massachusetts Housing Alliance (CMHA) via its advisory role on the CoC Board and planning process, and chairing the Monitoring and Evaluation Subcommittee for the local CoC.
- The City partially funds and monitors the performance of Triage and Assessment, along with Diversion services, for Homeless Individuals. This provides valuable information regarding housing and service system performance and enables consistent cooperation in quality improvement for service operations.
- The City continues to match funds for the Worcester County Homeless Management Information System (HMIS) that provides valuable data on the number and demographics of the homeless, and service outcomes in partnership with the CoC Lead Agency: CMHA.
- The City continues to compile, analyze, and act on program monitoring reports obtained from funding agencies for all homeless housing and service programs.
- The EOED works collaboratively with various municipal departments to enhance resources to address the multi-faceted issue of homelessness. These municipal players include the Division of Public Health, Office of Emergency Operations, Health and Inspectional Services Division,

Workforce Development, Neighborhood Development, and the City Manager's Office on Human Rights and Disabilities.

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

Area-wide planning and coordination efforts of the Worcester County Continuum of Care continues to bear fruit. The CoC facilitates on-going consultation and coordination with organizations that provide housing and supportive services for special needs populations including elderly persons, persons with disabilities, persons with HIV/AIDS and homeless persons. Since 1996, the Central Massachusetts Housing Alliance (CMHA) has been designated to lead the annual CoC planning Process and is supported by the rest of Worcester County by chief executives of the county's three entitlement cities (Worcester, Fitchburg, and Leominster). A newly formed Continuum of Care board includes wide constituency based on HUD's 2012 Guidance on Establishing and Operating a Continuum of Care. Sub-committees within the Continuum operate accordingly related to Veterans services, HMIS and data management, and monitoring and outcome evaluation. A working group formed in 2015 is focused on improving the region's coordinated entry system for homeless individuals, while the closed-referral system for family housing operates in its own coordinated entry system. Corrections facilities, medical providers and mental health institutions (Worcester County Sherriff's Office, UMass Memorial Medical Center, Community Healthlink, local detox centers and the Dept. of Mental Health) incorporate their discharge planning into the coordinated entry system with CoC partners as well. Evaluation of these working groups and subcommittees inform future funding, policies and outcome standards in serving homeless populations.

The CoC planning process is guided by two principals: an open & inclusive process with broad-based participation by citizens and stakeholders throughout the county; and, a comprehensive approach which develops, coordinates and integrates a system of care for homeless individuals and families, including major sub-populations such as the chronically homeless, mentally-ill, substance abusers, persons with HIV/AIDS, veterans, victims of domestic violence, children, adolescents, adults, and the elderly. Key features of the planning process include: active year-round planning, facilitating completion of planned activities; a committee structure that divides tasks among specialized groups, organized around participants' interests and expertise; work plans for the committees to ensure timely completion of necessary tasks; one vote per agency, encouraging broad participation and preventing dominance by any particular agency; a sub-regional process that helps ensure equitable treatment among geographic service areas; monitoring & evaluation of programs to ensure accountability and optimal service quality; and, widespread dissemination of information about the planning process which facilitates maximum participation.

The CoC planning grant awarded to the CMHA has enabled the CoC Advisory Board and the City to consult with one another in determining how to allocate Emergency Solutions Grant (ESG) funds. Members of the CoC board and diverse funding partners such as the United Way contribute to

recommendations for ESG funds, with knowledge of existing needs and resources in the community. In the past 5 years, ESG funds have been used for prevention, rapid-rehousing, street outreach and emergency shelter operations to serve major sub-populations represented in our community. The decision to allocate funds to these activities is greatly informed by the gaps and resources currently available through the federal HEARTH act.

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	Agency/Group/Organization	Central Massachusetts Housing Alliance Inc
	Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Employment Service-Fair Housing Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	CMHA is the lead agency for the annual Continuum of Care (CoC) planning process. This collaborative process involves ongoing consultations with the City and organizations that provide housing and supportive services for special needs populations including elderly persons, persons with disabilities, persons with HIV/AIDS and homeless persons. These consultations inform the needs assessment and strategic plan.

2	Agency/Group/Organization	SMOC Greater Worcester Housing Connection
	Agency/Group/Organization Type	Services - Housing Services-Persons with Disabilities Services-homeless
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted in the extent of chronic homelessness and homelessness for people with disabilities. Outcomes include improved coordination in services for homeless households without children, chronically homeless, and improvement on Coordinated Assessment, Entry, and Housing Placement.
3	Agency/Group/Organization	L.U.K. Crisis Center, Inc.
	Agency/Group/Organization Type	Services - Housing Services-homeless Services-Health Services - Victims Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homelessness Needs - Unaccompanied youth
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted in the needs of unaccompanied youth for the Strategic Plan. Anticipated outcomes include improved coordination with the Compass Network, a low-barrier access to service network for unaccompanied youth, and the incorporation of homeless youth needs in the scope of CoC work.
4	Agency/Group/Organization	Community Healthlink, Inc.
	Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-homeless Services-Health Health Agency Regional organization

	What section of the Plan was addressed by Consultation?	Homelessness Strategy Homeless Needs - Chronically homeless Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs HOPWA Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Agency is a HOPWA subrecipient and major recipient of Continuum of Care grants. Consulted at workshop with service providers. Anticipated outcomes include increased coordination with the CoC for monitoring and evaluation, services for people with disabilities, basic homeless needs, and coordinated entry.
5	Agency/Group/Organization	Friendly House Inc.
	Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-homeless Services-Education Services-Employment
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Families with children Homelessness Needs - Unaccompanied youth HOPWA Strategy Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Agency is a subrecipient of CDBG and ESG funds. Consulted at workshop with service providers and during the community input meeting series. Anticipated outcomes include increased coordination for youth services and services for homeless families with children.
6	Agency/Group/Organization	Catholic Charities
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Persons with Disabilities
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Families with children Non-Homeless Special Needs Anti-poverty Strategy

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Ongoing coordination through the Continuum of Care and consulted at workshop with homeless service providers.
7	Agency/Group/Organization	AIDS Project Worcester
	Agency/Group/Organization Type	Housing Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-homeless Services-Health Services-Education Services-Employment Health Agency
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Non-Homeless Special Needs HOPWA Strategy Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	HOPWA subrecipient consulted at workshop with homeless service providers. Increased coordination for non-homeless special needs and the homeless strategy.
8	Agency/Group/Organization	African Community Education Program, Inc.
	Agency/Group/Organization Type	Services-Children Services-Education
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	CDBG subrecipient consulted at Children and Youth Service Provider workshop and at the community needs assessment public hearing to provide input on the plan. The consultations support continued coordination and the inclusion of the organization's input in the Consolidated Plan and Action Plan.
9	Agency/Group/Organization	Boys and Girls Club
	Agency/Group/Organization Type	Services-Children

	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the workshop for service providers and the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
10	Agency/Group/Organization	Central MA Regional Planning Commission
	Agency/Group/Organization Type	Regional organization Planning organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Market Analysis
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The in-person consultation is anticipated to improve coordination between the City of Worcester and Central MA Regional Planning Commission.
11	Agency/Group/Organization	Central MA Workforce Investment Board
	Agency/Group/Organization Type	Services-Employment Regional organization
	What section of the Plan was addressed by Consultation?	Economic Development Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The face-to-face meeting is anticipated to improve coordination for employment and job training opportunities in addition to economic development efforts.
12	Agency/Group/Organization	Centro Las Americas, Inc.
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Subrecipient participation in the workshop for service providers and the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
13	Agency/Group/Organization	Children's Friend
	Agency/Group/Organization Type	Services-Children

	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the focus group for service providers helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
14	Agency/Group/Organization	City of Worcester Office of Elder Affairs
	Agency/Group/Organization Type	Services-Elderly Persons Other government - Local
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Face-to-face consultation informed the Consolidated Plan and Action Plan by providing information related to the needs of elderly persons and fostering improved coordination.
15	Agency/Group/Organization	City of Worcester Office of Human Rights and Disabilities
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Face-to-face meeting to discuss needs related to persons with disabilities. The discussion informed the priority needs and goals of the Consolidated Plan and Action Plan.
16	Agency/Group/Organization	City of Worcester Youth Opportunities Office
	Agency/Group/Organization Type	Services-Children Other government - Local
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the workshop for service providers is anticipated to provide improved coordination around youth services including educational and recreational opportunities and youth employment.

17	Agency/Group/Organization	Ethiopian Dream Center
	Agency/Group/Organization Type	Services-Health Services-Education Services-Employment
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the workshop for service providers and the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
18	Agency/Group/Organization	Family Services of Central MA
	Agency/Group/Organization Type	Services-Children Services - Victims
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The organization's participation in the community needs assessment public hearing helped inform the Needs Assessment portion of the Consolidated Plan.
19	Agency/Group/Organization	Girls Inc.
	Agency/Group/Organization Type	Services-Children
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the workshop for service providers helped inform the Needs Assessment and Strategic Plan sections of the Consolidated Plan.
20	Agency/Group/Organization	Main South Community Development Corporation
	Agency/Group/Organization Type	Services - Housing Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The in-person consultation facilitated continued coordination and helped inform the Consolidated Plan and Action Plan.

21	Agency/Group/Organization	Massachusetts Department of Public Health
	Agency/Group/Organization Type	Other government - State
	What section of the Plan was addressed by Consultation?	Lead-based Paint Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	This collaboration ensures that statewide reporting for all children with elevated blood lead levels (EBLs) is managed connectively to catch each EBL prior to poisoned level occurring.
22	Agency/Group/Organization	Oak Hill Community Development Corp
	Agency/Group/Organization Type	Services - Housing Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The in-person consultation is anticipated to continue coordination and helped inform the Consolidated Plan and Action Plan.
23	Agency/Group/Organization	Pernet Family Health Services
	Agency/Group/Organization Type	Services-Children Services-Health Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The organization's participation in a workshop for service providers helped inform the Needs Assessment and Strategic Plan sections of the Consolidated Plan.
24	Agency/Group/Organization	Regional Environmental Council
	Agency/Group/Organization Type	Services - Nutrition, Urban Gardening, Youth Development
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The organization's participation in a workshop for service providers helped inform the Needs Assessment and Strategic Plan sections of the Consolidated Plan.

25	Agency/Group/Organization	Southeast Asian Coalition Of Central Massachusetts, Inc.
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Education Services-Employment
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the workshop for service providers and the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
26	Agency/Group/Organization	South Worcester Neighborhood Improvement Corporation, Inc.
	Agency/Group/Organization Type	Services-Children Food Pantry
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The organization's participation helped inform the Needs Assessment and Strategic Plan sections of the Consolidated Plan.
27	Agency/Group/Organization	Worcester Common Ground, Inc.
	Agency/Group/Organization Type	Services - Housing Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The in-person consultation is anticipated to continue coordination and helped inform the Consolidated Plan and Action Plan.
28	Agency/Group/Organization	Worcester Housing Authority
	Agency/Group/Organization Type	PHA
	What section of the Plan was addressed by Consultation?	Public Housing Needs Non-Homeless Special Needs

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted recently completed 5 Year Agency Plan to establish Authority mission, priorities and planned investments in coming years. Face-to-face meeting to gather input concerning public housing needs, planned programs, and activities.
29	Agency/Group/Organization	Worcester Senior Center
	Agency/Group/Organization Type	Services-Elderly Persons Other government - Local
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The face-to-face meeting and ongoing collaboration provides critical input for meeting the needs of elderly persons.
30	Agency/Group/Organization	City of Worcester Public Health Division
	Agency/Group/Organization Type	Services-Health Other government - Local
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Ongoing collaboration through the Worcester Lead Abatement Program guides the lead-based paint strategy. Additionally, EOED staff attended the Greater Worcester Region Community Health Improvement Plan (CHIP) Update public meeting. The CHIP informs the priority needs and goals of the Consolidated Plan and Action Plan.
31	Agency/Group/Organization	Worcester Community Action Council
	Agency/Group/Organization Type	Other government - Local Regional organization Anti-Poverty Agency
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The organization's participation in a workshop for service providers helped inform the Needs Assessment and Strategic Plan sections of the Consolidated Plan.

32	Agency/Group/Organization	Worcester Community Connections Coalition
	Agency/Group/Organization Type	Family Support Services
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the community needs public hearing helps inform the priority needs and goals of the Consolidated Plan and Action Plan.
33	Agency/Group/Organization	Nuestro Huerto
	Agency/Group/Organization Type	Urban Agriculture
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.
34	Agency/Group/Organization	Worcester East Side CDC
	Agency/Group/Organization Type	Services - Housing Community Development Corporation
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The in-person consultation is anticipated to continue coordination and the inform the Consolidated Plan and Action Plan.
35	Agency/Group/Organization	Workforce Central
	Agency/Group/Organization Type	Services-Employment Regional organization
	What section of the Plan was addressed by Consultation?	Economic Development Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Face-to-face meeting to request input on the Consolidated Plan and Action Plan. Anticipated outcomes include improved coordination for employment and job training opportunities.

36	Agency/Group/Organization	Worcester WIC at Family Health Center
	Agency/Group/Organization Type	Services-Children Services-Health
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the service providers workshop helped inform the Needs Assessment portion of the Consolidated Plan.
37	Agency/Group/Organization	Y.O.U., Inc.
	Agency/Group/Organization Type	Services-Children Services-Health Services-Education
	What section of the Plan was addressed by Consultation?	Non-Housing Community Development Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participation in the community needs public hearing helped inform the priority needs and goals of the Consolidated Plan and Action Plan.

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

The City of Worcester developed its Consolidated Plan through extensive consultation with housing, social and health service providers; local and regional agencies; and the Worcester Housing Authority. The City has consulted with all of the known agencies relevant to the Consolidated Plan.

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	Central MA Housing Alliance	The Continuum of Care Action Plan is an integral part of the City's efforts to address homelessness, including expanding resources for homeless prevention, resolving barriers to housing for homeless persons, and participating in a coordinated entry system.

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Worcester Housing Authority 5-Year and Annual Plan	Worcester Housing Authority	The Worcester Housing Authority is responsible for providing decent, safe, and sanitary housing for very low- to moderate-income households, which overlaps with the Strategic Plan goals related to affordable housing and providing access to public housing.
Draft ADA Self-Evaluation (2014)	City of Worcester	The goals of the Strategic Plan include public facility improvements that address the large number of aging buildings and other facilities that pose barriers to residents with disabilities.
CMWIB Strategic Plan FY2015 to 2017	Central Massachusetts Workforce Investment Board	The goals of the Strategic Plan in this Consolidated Plan overlap with the CMWIB goals related to building the skills of the workforce and fostering economic development.
Greater Worcester Region CHIP	Central MA Regional Public Health Alliance	The goals of the Strategic Plan align with the Greater Worcester Region CHIP in order to improve upon the services provided to residents and to strengthen the public health system.
Housing Market Study (2012)	City of Worcester	This report helps guide the Strategic Plan goals related to affordable housing development and preservation as well as healthy and sustainable housing.
Analysis of Impediments to Affordable Housing 2012	City of Worcester	This report helps guide the Strategic Plan goals related to affordable housing development and preservation.
HOPWA Needs Analysis (2011)	City of Worcester	This report informed the HOPWA Annual Action Plan.
Union Hill Neighborhood Revitalization Action Plan	City of Worcester and Worcester Business Development Corporation	The Union Hill Neighborhood Revitalization Action Plan (2014) guides revitalization efforts in the Union Hill neighborhood, a geographic priority area identified in the Strategic Plan.

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(I))

The City of Worcester consulted and will continue to coordinate with the Central MA Workforce Investment Board and the Central MA Regional Planning Commission with regard to needs that go beyond the local jurisdiction, such as workforce development, transportation, and regional housing

planning issues. Additionally, the City has a history of participation in state-wide efforts to eliminate childhood lead poisoning and has taken a lead role in the local coordination among critical agencies. The EOED collaborates with the MA Department of Public Health and the Worcester Department of Public Health, and is also actively involved with the Worcester Green and Healthy Homes Coalition (WGHC), a joint effort of public and private agencies, grassroots organizations, and concerned citizens committed to eliminating home health hazards, promoting energy efficiency, and improving health and quality of life in Worcester. Additionally, the EOED is enhancing collaboration with Worcester's Department of Public Health and Worcester Public Schools to provide in-home interventions for school age children that have direct health issues related to housing.

A City of Worcester Draft 2015-20 Consolidated Plan / 2015-16 Annual Action Plan was completed and made available for a 30-day public comment period May 21, 2015 through Friday, June 19, 2015. The draft plan was made public through the City of Worcester's website, and therefore was visible to the State, regional agencies, and adjacent units of general local government.

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

Beginning in the fall of 2014, the Executive Office of Economic Development (EOED) engaged in a citizen participation process to identify community needs and provide community input on activities and programs to fund. The EOED hosted a series of community meetings using a facilitated process to encourage and seek input. Both "open ended" questions were asked and "voting and ranking" exercises were used with participants. The process addressed both housing and community development needs including public services and public improvements.

Eight community needs assessment public meetings were held in different parts of the City, with at least one in each of the City Council districts. The meetings were attended by over 110 total participants from neighborhoods with underserved, low-income, diverse, and minority residents. All meetings were intentionally held at locations accessible for potential and actual beneficiaries. The public meetings were advertised broadly through the City's media office as well as through door-to-door neighborhood outreach with at least one bilingual staff member. At each of the meetings, two bilingual staff persons were present that were able to provide translation and/or facilitation in Spanish and Vietnamese.

A ninth meeting, the Community Needs Public Hearing, was held at Worcester City Hall, and served as a capstone meeting to review and further refine community needs identified over the last eight community meetings. This public hearing attracted 29 individuals who were split into five working groups. In addition, a public meeting was held during the evening of January 29, 2015, for all prospective applicants of CDBG funds to present their proposals for CDBG Public Service and Public Facility activities related to the First Year Annual Action Plan.

Citizen participation was furthered through the Community Development Advisory Committee (CDAC), a citizen advisory committee comprised of ten members with two from each of Worcester's five City Council districts. The CDAC reviews all applicant proposals for funding under the CDBG program and participates, in coordination with the EOED, in setting funding priorities and helping formulate recommendations to the City Manager regarding agencies and programs to be funded annually. The advisory committee also engages in the citizen outreach and participation process whenever possible, such as attending the public hearing on identifying community needs.

The City of Worcester Draft 2015-2020 Consolidated Plan / 2015-2016 Annual Action Plan was made available for a 30-day public review and comment period from May 21, 2015, to June 19, 2015. A hardcopy of said Draft Consolidated Plan / Annual Action Plan was available at the City of Worcester, Executive Office of Economic Development (EOED), City Hall, 455 Main Street, 4th Floor, Room 404, Worcester, MA 01608 (open 8:30 AM – 5 PM, normal working days). An electronic copy was also available at: <http://www.worcesterma.gov/e-services/document-center/neighborhood-development>. Persons wishing to submit comments regarding the City of Worcester Annual Action Plan funding recommendations were encouraged to submit them in writing by 5 PM on June 19, 2015,

to the City of Worcester, Executive Office of Economic Development, City Hall, 455 Main Street, 4th Floor, Room 404, Worcester, MA 01608 or by email to development@worcesterma.gov. A public hearing was also held from 6:00 – 7:00 PM on June 10, 2015, in City Hall Room 401, 4th Floor, 455 Main Street, Worcester, MA 01608 to discuss the Consolidated Plan / Annual Action Plan and respond to interested parties.

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)
1	Public Meeting	Non-targeted/broad community Low-Income Neighborhood	Eleven (11) members of the public attended the meeting held at the Quinsigamond Village Community Center.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma
2	Public Meeting	Non-targeted/broad community	Six (6) members of the public attended the meeting held at the Frances Perkins Public Library Branch.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma

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 Meeting	Non-targeted/broad community Low-income neighborhood	Thirteen (13) members of the public attended the meeting held at the National Grid Sustainability Hub in the Main South neighborhood.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma
4	Public Meeting	Non-targeted/broad community Residents of Public and Assisted Housing Elderly Persons	Twenty-two (22) members of the public attended the meeting at the Lincoln Park Tower Apartments.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma
5	Public Meeting	Non-targeted/broad community Low-income neighborhood	A total of ten (10) members of the public attended the meeting held at Worcester Academy.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma

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)
6	Public Meeting	Non-targeted/broad community Residents of Public and Assisted Housing	A total of twelve (12) members of the public attended the meeting held in the Community Center at Great Brook Valley, a public housing family development.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma
7	Public Meeting	Non-targeted/broad community Low-income neighborhood	Twenty-one (21) members of the public attended the meeting held at Elm Park Tower Apartments.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma
8	Public Meeting	Non-targeted/broad community	Sixteen (16) members of the public attended the meeting held at the Worcester Youth Center.	Neighborhood strengths and needs including public services, public facilities, housing, and populations with unique needs.	All comments were accepted.	http://tinyurl.com/worcesterma

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)
9	Public Hearing	Non-targeted/broad community	Twenty-nine (29) members of the public attended the public hearing held at City Hall on December 11, 2014.	Community needs including public services, infrastructure, housing, non-homeless special needs, and improving the delivery of existing services and programs	All comments were accepted.	http://tinyurl.com/n7eb4h2
10	Public Meeting	Non-targeted/broad community Non-profits and agencies	Twenty-four (24) participants attended the technical assistance workshop.	HUD Entitlement Program workshop provided an overview of funding opportunities and technical assistance for groups seeking funding assistance.	N/A	http://tinyurl.com/TAwrksp

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)
11	Newspaper ad, other media, and direct correspondence	Non-targeted/broad community	A hardcopy of the Draft Consolidated Plan / Annual Action Plan was available at the City of Worcester, Executive Office of Economic Development (EOED), City Hall, 455 Main Street, 4th Floor, Room 404, Worcester, MA 01608 (open 8:30 AM to 5 PM, normal working days).	N/A	N/A	

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)
12	Public Hearing	Non-targeted/broad community	A public hearing was held 6 PM - 7 PM, Wednesday, June 10, 2015, in City Hall Room 401, 455 Main Street, Worcester, MA 01608 to discuss the Consolidated Plan / Annual Action Plan and respond to interested parties.	Public hearing was held after the publication of this Draft Consolidated Plan / Annual Action Plan.	N/A	
13	Newspaper ad, other media, and direct correspondence	Non-targeted/broad community	The City of Worcester Draft 2015-2020 Consolidated Plan / 2015-2016 Annual Action Plan was made available for a 30-day public review and comment period from Thursday, May 21, 2015 to Friday, June 19, 2015.	Written comments were accepted through Friday, June 19, 2015.	Written comments were accepted through Friday, June 19, 2015.	

Table 4 – Citizen Participation Outreach

Needs Assessment

NA-05 Overview

Needs Assessment Overview

The following needs have been identified for the City of Worcester, MA through the Housing Needs Assessment provided in this section:

- High housing cost burdens are the most significant problems affecting both renter and owner occupied households.
- The problem of high housing cost burdens has increased during the last decade.
- The effects of high housing cost burdens are most pronounced among lower income households.
- There has been a significant increase in the number of single-person, non-elderly home owners.
- A large percentage of renter and single-person households are affected by high housing cost burdens.
- Single elders comprise a significant proportion of owners and renters in the city.
- A large proportion of single, elderly renters and owners are affected by high housing cost burdens.
- High housing cost burdens impact home owners more than renters.
- The issues of affordability, supply, and quality of the non-subsidized housing stock in the City of Worcester continues to be the most problematic for low, very low and extremely low income families.
- It is critical for the sustainability of our most vulnerable households that more opportunities for affordable housing become available.

The following needs have been identified for the City of Worcester, MA through the Homeless Needs Assessment provided in this section:

- Families with children continue to count for a larger percentage of the homeless population in Worcester County, with a 22% increase from the 2013 to 2014 Point-in-Time count.
- On average, a family will move about five times before entering shelter, resulting in frequent school changes and hardships for children.
- The type of families in need of housing assistance tend to be families with single-parent female heads of households, as discussed in NA-10, housing needs assessment.
- Other common characteristics among Veteran and non- Veteran families in need of housing assistance are disabilities that inhibit the ability to work, and increasing family size coupled with the lack of resources for affordable and quality housing stock.

The following needs have been identified for the City of Worcester, MA through the Non-Homeless Special Needs Assessment provided in this section:

- Intensive case management services addressing substance use, mental health, and medical care
- Housing search and advocacy services
- Case management addressing life skills and financial literacy
- Transportation assistance
- Nutritional and food security related assistance
- Vocational, educational, and job skills training
- A need for small business assistance, economic development, and job opportunities
- A need for a wider range of housing available to people with HIV/AIDS from housing with nursing support for more independent living arrangements
- A need for more low-threshold housing assistance options for those who cannot access HCVP or other forms of subsidizing housing
- A lack of housing for families
- A lack of safe, decent, affordable housing
- Weak linkages between HIV/AIDS housing and more “mainstream” housing systems

The following needs have been identified for the City of Worcester, MA through the Non-Housing Community Development Needs Assessment provided in this section:

- Public facilities provide residents with access to essential services and provide the foundation for successful community development. In Worcester, many of the existing neighborhood and public facilities such as community centers, health and education facilities, parks, food banks, homeless shelters, and youth centers suffer from old age, deferred maintenance, and heavy use.
- Nearly three-quarters of the non-profit facilities in Worcester were built before 1975, and approximately 58 percent were built by 1950. In terms of municipally-owned public facilities, the City of Worcester is responsible for over 4.5 million square feet of buildings and facilities that either directly service residents, or exist to house activities that service residents. Roughly 30 percent of these City-owned buildings serving the public were built before 1950, and about 72 percent were built by 1975.
- Accessibility improvements are needed for City-owned facilities that serve the public, as captured in the 2014 ADA Self-Evaluation report that provides a summary of architectural barriers and proposed barrier removal solutions for the City’s 11 major municipal buildings, three libraries, one police station, 10 fire stations, and over 20 open spaces.
- At the neighborhood level, residents and stakeholders most commonly cited the condition of existing parks and public recreational facilities, or the lack thereof, as the most pressing public facilities need.

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

Summary of Housing Needs

Comprehensive Housing Affordability Strategy (CHAS) data imbedded in the tables of this document have been generated for HUD from the U.S. Census 2007-11 American Community Survey (ACS). An examination of the Housing Needs Summary Tables on pages 4-7, reveals that high housing cost burdens are the most significant problems affecting both renter and owner occupied households in the City of Worcester. For example, among renters within 0-80% of Housing Area Median Family Income (HAMFI), 16,840 (or 61.4%) have housing cost burdens that are greater than 30% of their income, while 9,465 (or 37.8%) have housing cost burdens greater than 50% of their income. Other housing problems are of much smaller magnitude among renters. For example among renters within the same HAFMI, 830 (3.0%) have zero/negative income, 675 (2.5%) are affected by overcrowded housing (defined by HUD as having 1.01 - 1.5 persons per room), 615 (2.2%) suffer from substandard housing conditions (defined by HUD as lacking complete plumbing or kitchen facilities), and 165 (0.6%) are affected by severely overcrowded housing (defined by HUD as having more than 1.5 persons per room). For owners within 0-80% of HAFMI, 6,844 (or 67.1%) have housing cost burdens greater than 30% of their income, while 3,830 (37.5%) having housing cost burdens greater than 50% of their income. As with renters, other housing problems are also of much less magnitude among owners. Among owners within the same HAFMI, 130 (1.3%) have zero/negative income, 75 (0.7%) are affected by overcrowded housing, 29 (0.3%) suffer from substandard housing conditions, and 25 (0.2%) are affected by severely overcrowded housing.

The problem of high housing cost burdens has increased during the last decade when one compares the CHAS data presented below for 2007-11 with CHAS data last released for 2000. Among those households of 0-80% HAMFI, the number of households affected by housing cost burdens of more than 30% increased by 3,366 (+25.0%) for renters and 1,772 (+34.9%) for owners from 2000 to 2007-11. Among households of 0-80% HAMFI, the number of households affected by housing burdens of more than 50% increased by 2,596 (+37.8%) for renters and 1,550 (+68.0%) for owners during that same period. Indicative of this increased cost in housing, is the fact that while Table 1 (Housing Needs Assessment Demographics) shows that city's median income increased by 28.7% between 2000 and 2007-11. Analysis of U.S. Census data for the same time period, reveals that median contract rents increased in the city by 51.1% (from \$505 to \$763) while the median value of owner occupied housing increased by 98.0% (from \$118,400 to \$234,400).

The effects of high housing cost burdens are most pronounced among lower income households. For instance, the percentage of renters with housing cost burdens greater than 30% of their income based upon their Housing Area Median Family Income (HAFMI) was 68.5% (0-30% HAMFI), 69.7% (31-50% HAMFI) 34.0% (51-80% HAMFI), 3.9% (>80% HAMFI). The percentage of renters with housing cost burdens of greater than 50% of their income based on HAMFI was 53.8% (0-30% HAMFI), 22.4% (31-50% HAMFI), 1.8% (51-80% HAMFI) and 0.0% (>80% HAMFI). The percentage of owners with housing cost burdens greater than 30% of their income based upon HAMFI was 86.0% (0-30% HAMFI), 63.9% (31-50% HAMFI), 58.7% (51-80% HAMFI) and 21.8% (>80% HAMFI). The percentage of owners with housing cost

burdens greater than 50% of their income based on HAMFI was 66.5% (0-30% HAMFI), 34.2% (31-50% HAMFI), 23.4% (51-80% HAMFI) and 3.1% (>80% HAMFI).

Demographics	Base Year: 2000	Most Recent Year: 2011	% Change
Population	172,648	180,519	5%
Households	67,083	70,248	5%
Median Income	\$35,623.00	\$45,846.00	29%

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 *	16,955	10,445	10,245	7,720	24,880
Small Family Households *	5,620	4,125	3,745	3,360	12,890
Large Family Households *	915	645	600	655	1,790
Household contains at least one person 62-74 years of age	2,650	1,575	1,640	1,475	3,635
Household contains at least one person age 75 or older	3,095	2,055	1,135	615	1,380
Households with one or more children 6 years old or younger *	3,345	2,085	1,385	1,365	2,905
* 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
NUMBER OF HOUSEHOLDS										
Substandard Housing - Lacking complete plumbing or kitchen facilities	450	105	60	10	625	4	25	0	0	29
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	115	10	40	25	190	15	0	10	20	45
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	245	245	185	10	685	30	25	20	80	155
Housing cost burden greater than 50% of income (and none of the above problems)	7,235	1,490	95	0	8,820	1,625	1,135	1,010	440	4,210
Housing cost burden greater than 30% of income (and none of the above problems)	2,045	3,190	1,835	380	7,450	495	980	1,500	1,880	4,855

	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)	830	0	0	0	830	130	0	0	0	130

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	8,045	1,855	380	45	10,325	1,675	1,185	1,040	535	4,435
Having none of four housing problems	5,570	5,225	5,535	3,360	19,690	700	2,180	3,290	3,785	9,955
Household has negative income, but none of the other housing problems	830	0	0	0	830	130	0	0	0	130

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	4,000	2,330	720	7,050	360	720	1,225	2,305
Large Related	440	315	85	840	144	140	220	504
Elderly	2,250	830	260	3,340	1,250	975	595	2,820

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Other	3,205	1,460	945	5,610	400	315	500	1,215
Total need by income	9,895	4,935	2,010	16,840	2,154	2,150	2,540	6,844

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	3,175	640	35	3,850	360	490	410	1,260
Large Related	415	65	0	480	140	55	90	285
Elderly	1,560	430	20	2,010	800	365	205	1,370
Other	2,625	450	50	3,125	365	240	310	915
Total need by income	7,775	1,585	105	9,465	1,665	1,150	1,015	3,830

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	280	240	140	35	695	45	25	10	100	180
Multiple, unrelated family households	130	15	55	0	200	0	0	15	0	15
Other, non-family households	0	0	30	0	30	0	0	4	0	4
Total need by income	410	255	225	35	925	45	25	29	100	199

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.

The U.S. Census reported that there were 21,846 single person households in Worcester in 2010 (31.8% of households). The number of single person households declined during the last decade by 268 (-1.2%) in Worcester, while number of households containing two or more persons grew by 4.2%, consistent with census data which shows that the median household size increased in Worcester from 2.41 to 2.46 from 2000 to 2010.

There has been a significant increase in the number of single-person, non-elderly owner occupied housing in Worcester. While the number of single person, renter units dropped by 838 (-5.6%) in Worcester between 2000-10, single person, owner occupied units increased by 556 units in Worcester from 2000-10, (+7.8%, faster than the +4.2% increase among multiple-person, owner occupied units). Among single person households, 35.1% were home owners in 2010 (up from 32.1% in 2000). This increase in single-person, homeowners has been fueled entirely by non-elderly (below age 65), single persons. Single, non-elderly male owners grew by 488 (+27.0%), while single, non-elderly female owners grew by 418 (+21.9%).

A large percentage of renter and owner single-person households are affected by high housing cost burdens in Worcester. HUD CHAS data does not specifically report on single person households apart from other types of households. The imbedded CHAS Housing Needs Summary Tables provide cost burden and overcrowding data for the category of "Other Households", which are defined by HUD as those which contain one, or more, unrelated, non-elderly persons (under age 62). U.S. Census defines non-family ("other") households as housing units comprised of one, or more persons not related by birth, marriage or adoption. According to the 2010 U.S. Census, single persons under age 65 comprised 68.5% of non-family rental households and 73.2% of non-family owner households in Worcester. Thus within the CHAS Other Household category it can be projected that 68.5% of rental and 73.2% of owner units are occupied by single, non-elderly persons. From the CHAS data, it is estimated that among single, non-elderly renters within 0-80% HAMFI, 64.1% have housing cost burdens of greater than 30% of their income, while 35.6% have housing cost burdens greater than 50% of their income. Among single, non-elderly owners within 0-80% HAMFI, 30.3% have housing cost burdens of greater than 30% of their income, while 22.8% have housing cost burdens of greater than 50%.

Single elders comprise a significant proportion of owners and renters in the city. According to the 2010 U.S. Census, 54.2% of all elder households were headed by a single person of age 65 or more. In 2010,

there were 3,043 units owned by single persons of age 65 or more (down from 3,393, -10.3% from 2000). Of these 3,043 units, 2,191 (72.0%) were owned by single women of age 65 or more. In 2010, there were 4,244 rental units occupied by single persons of age 65 or more (down from 4,773, -11.1% from 2000). Of these 4,244 renter units, 3,138 (65.7%) were occupied by single women of age 65 or more.

A large proportion of single, elderly renters and owners are affected by high housing cost burdens in Worcester. The CHAS data shows that among elder, renter households, within 0-80% HAMFI, 64.1% had housing cost burdens of greater than 30% of their income, while 35.6% had housing cost burdens of greater than 50%. Among owners within 0-80% HAMFI, 92.7% had housing cost burdens of greater than 30%, while 45.0% had housing cost burdens of greater than 50%.

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.

In fiscal year 2014 (7/1/13-6/30/14), SafeLink, the statewide domestic violence hotline answered 27,226 service related calls, in which 7% or 1,906 were from the Worcester County, or central, region of the state of MA (www.casamyrna.org/safelink/factsheet). The Young Women's Christian Association (YWCA) Daybreak Shelter Program is one of only two confidential emergency shelters that serve single adults and adults with dependent children affected by and fleeing domestic violence in the greater Worcester County and the central region of the state. According to the YWCA's 2014 application for Emergency Solutions Grant funding, in an effort to show the need for emergency shelter, their staff documented the number of requests for shelter that go unmet annually. Over the past year (2014), there were 736 requests for emergency shelter made by victims/survivors of domestic violence that could not be met, although advocates provided phone advocacy, support and referrals to housing assistance in an effort to keep victims safe.

What are the most common housing problems?

High housing cost burdens are the most significant problems affecting both renter and owner occupied households in the City of Worcester. Analysis of CHAS data shows that among renters within 0-80% of Housing Area Median Family Income (HAMFI), 61.4% have housing cost burdens that are greater than 30% of their income, while 37.8% have housing cost burdens greater than 50% of their income. Other housing problems are of much smaller magnitude among renters. For renters within the same HAFMI, 3.0% have zero/negative income, 2.5% are affected by overcrowded housing, 2.2% suffer from substandard housing conditions and 0.6% are affected by severely overcrowded housing. For owners within 0-80% of HAFMI, 67.1% have housing cost burdens greater than 30% of their income, while 37.5% having housing cost burdens greater than 50% of their income. As with renters, other housing problems are also of much less magnitude among owners. Among owners within the same HAMFI, 1.3% have zero/negative income, 0.7% are affected by overcrowded housing, 0.3% suffer from substandard housing conditions, and 0.2% are affected by severely overcrowded housing.

The problem of high housing cost burdens has increased during the last decade when one compares the CHAS data presented below for 2007-11 with CHAS data last released for 2000. Among those households of 0-80% HAMFI, the number of households affected by housing cost burdens of more than 30% increased by 3,366 (+25.0%) for renters and 1,772 (+34.9%) for owners from 2000 to 2007-11. Among households of 0-80% HAMFI, the number of households affected by housing burdens of more than 50% increased by 2,596 (+37.8%) for renters and 1,550 (+68.0%) for owners during that same period. Indicative of this increased cost in housing, is the fact that while Table 1 (Housing Needs Assessment Demographics) shows that city's median income increased by 28.7% between 2000 and 2007-11, analysis of U.S. Census data for the same time period reveals that median contract rents increased in the city by 51.1% (from \$505 to \$763) while the median value of owner occupied housing increased by 98.0% (from \$118,400 to \$234,400).

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

The effects of high housing cost burdens are most pronounced among lower income households. For instance, the percentage of:

Renters with housing cost burdens greater than 30% of their income based upon their Housing Area Median Family Income (HAMFI) was:

68.5% (0-30% HAMFI)
69.7% (31-50% HAMFI)
34.0% (51-80% HAMFI)
3.9% (>80% HAMFI).

Renters with housing cost burdens of greater than 50% of their income based on HAMFI was:

53.8% (0-30% HAMFI)
22.4% (31-50% HAMFI)
1.8% (51-80% HAMFI)
0.0% (>80% HAMFI).

Owners with housing cost burdens greater than 30% of their income based upon HAMFI was:

86.0% (0-30% HAMFI)
63.9% (31-50% HAMFI)
58.7% (51-80% HAMFI)
21.8% (>80% HAMFI).

Owners with housing cost burdens greater than 50% of their income based on HAMFI was:

66.5% (0-30% HAMFI)
34.2% (31-50% HAMFI)
23.4% (51-80% HAMFI)
3.1% (>80% HAMFI).

High housing cost burdens impact more home owners than renters. As can be seen in the preceding paragraph, for seven out of eight income/housing cost burden categories, the percentage of owners affected by high housing cost burdens is greater than the percentage of renters. The same is true among elder householders. For example, for elder households within 0-80% HAFMI, 92.7% of owners and 64.1% of renters have housing cost burdens of more than 30% of their income. Among elder householders of the same HAFMI, 45.0% of owners and 35.6% of renters have housing cost burdens of more than 50%.

Only among non-elderly, single-person householders do high housing cost burdens effect owners less than renters. For example among non-elderly, single person households within 0-80% HAFMI, 64.1% of renters and 30.3% of owners have housing cost burdens of more than 30%. Among non-elderly, single-person households of the same HAFMI, 35.6% of renters and 22.8% of owners have cost burdens of more than 50%.

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

The Central Massachusetts Housing Alliance (CMHA) holds an annual legislative lunch highlighting the extent of homelessness in Worcester County and the resource needs associated with these populations. In their 2015 Homelessness Overview, CMHA describes the gap between Housing Costs and Income as a major characteristic linked with instability and an increased risk of homelessness. According to the 2014 Out of Reach report of the National Low Income Housing Coalition, Fair Market Rents (FMR) for a moderate two-bedroom apartment in Worcester and its surrounding communities is \$948.00 per month. In order to afford a moderate two-bedroom apartment in the community, a household would need to work 1.5 full time jobs at the mean renter wage in Worcester of \$11.83 an hour. Minimum wage workers earning \$8.00 an hour would need to work 2.3 full-time jobs.

In Worcester County, 113 households received homeless prevention funds through the Residential Assistance to Families in Transition (RAFT) program from CMHA. Within the 113 households:

- The average family size was 3.7 individuals
- 66.4% of households reported themselves as “single parent households”
- 89.4% of households assisted had a female head of household
- 23.9% Percent were considered disabled
- Educational attainment was low with 46.3% not completing high school and 42.5% completing a high

school diploma or GED.

-The ethnicity and race of these 113 families are: 46% Hispanic, 30% White, and 20.4% African American/Black, 3.6% Other.

Participation in the Tenancy Preservation Program (TPP) reveals characteristics of households facing eviction due to disability. The program works with tenants (households with children and without children) who are facing eviction as a result of behavior related to disability (i.e. mental illness, developmental disabilities, substance abuse, and age-related impairments). TPP differs from other prevention programs by focusing on clinical services specific to the housing problem, in consultation with the Housing Court Department, to provide intensive short-term case management and address the underlying issues threatening tenancy. Across Massachusetts, over one-third of TPP participants have had a history of homelessness and approximately half of the participants are single parents with children. Community Healthlink, Inc. (CHL) is the lead agency providing TPP to Worcester County. From July of 2014 through February of 2015, CHL performed 112 consultations with households facing eviction, and preserved tenancies or prevented homelessness for 84 households.

Formerly homeless individuals who are receiving rapid re-housing assistance are most in need of access to mainstream benefits and housing stabilization services. Individuals receiving Rapid Re-Housing for short-term (up to 3 months) and medium-term (4 to 24 months) rental assistance do receive housing relocation and stabilization services to help the individual move as quickly as possible into permanent housing and achieve stability. These services include counseling and case management in obtaining Federal, State, and local benefits. Tenants also require assistance in skill-building such as maintaining their unit and paying rent on time. The MA DHCD Supportive Housing Program has found that offering such skills to disabled people improves outcomes such as length of housing tenure, increased household income including earned income, and reduction in use of emergency services. Tenancy Preservation Programs further contribute to stabilization advocacy for those who have trouble maintaining stability due to a disability after RRH services have run out. Yet when case management is limited to the period of rapid re-housing assistance, disabled individuals in particular face challenges in accessing cash and non-cash benefits in time to maintain independent stability.

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:

At-risk populations are defined using the following operational criteria, set forth by the Emergency Solutions Grant program regulations, and which are consistent with the estimates generated from CHAS data. The definition of a household at-risk of homelessness:

An individual or family who:

- (i.) Has an annual income below 30% of median family income for the area; AND
- (ii.) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter; AND
- (iii.) Meets one of the following conditions:

- Has moved because of economic reasons 2 or more times during the two months immediately preceding an application for assistance; OR
- Is living in the home of another because of economic hardship; OR
- Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR
- Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State or local government programs for low-income individuals; OR
- Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR
- Is exiting a publicly funded institution or system of care; OR
- Otherwise lives in housing that has characteristics associated with an increased risk of homelessness such as high cost burden, overcrowding, and substandard housing conditions.

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

Housing characteristics that have been linked with instability and an increased risk of homelessness include 1) Overcrowding, in which large families live together in too small of units, resulting in unstable conditions and the possible need for youth or young adults to leave home before they have the means to support themselves in stable housing, resulting in increase of youth homelessness; 2) Housing Cost Burden, in which households are contributing the majority of their income towards housing and unable to sustain stable situations; and 3) Substandard Conditions being experienced by low-income and extremely low-income households. These may include health risks, or in the event that a house is being foreclosed on because of landlord neglect, resulting in a household's risk of eviction or homelessness.

Discussion

Families with children at imminent risk of either residing in shelter or becoming unsheltered are underserved in the way of homelessness prevention. The increase of at-risk families tends to occur in tandem with the termination of local utility shut-off moratoriums, leaving households with extremely low area median income severely at risk of residing in shelters. Those at-risk are eligible for state financial assistance termed Residential Assistance to Families in Transition (RAFT). RAFT is administered by two providers in Worcester County: the Central Massachusetts Housing Alliance and RCAP Solutions. Eligible families may receive up to \$4,000 of flexible financial assistance within a 12-month period to avoid becoming homeless or to re-establish tenancy. RAFT helps families who are behind on rent, mortgage, or utility payments. However, providers have found that RAFT funds are fully expended state-wide before the end of the fiscal year (traditionally in April), just as trends in the number of families accessing shelter increases.

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

For Consolidated Planning purposes, HUD defines disproportionate need as when the proportion of persons within a category of need who are members of a particular racial or ethnic group are at least 10% higher than the percentage of all persons in said category of need. The next four tables provide CHAS data for housing that has problems by City of Worcester racial and ethnic groups as per Housing Area Median Family Income (HAMFI) levels. The CHAS data identifies the following four types of housing problems: 1.) unit lacks complete kitchen facilities, 2.) unit lacks complete plumbing facilities, 3.) unit has more than one person per room, 4.) cost burden is greater than 30% of income. As reported earlier in this section (see page 2), high housing cost burdens are by far, the most common problem that affects Worcester households. For instance, among citywide renters of 0-80% HAMFI, 61.4% have housing cost burdens of greater than 30%. Other housing problems are of much smaller magnitude, for instance, 3.0% have no/negative income, 2.5% are affected by overcrowded housing, 2.2% have substandard housing conditions and 0.6% are affected by severely overcrowded housing. Among citywide owners of 0-80% HAMFI, 67.1% have housing cost burdens of greater than 30%, while only 1.3% have no/negative income, 0.7% are affected by overcrowded housing, 0.3% suffer from substandard housing and 0.2% suffer from severely overcrowded housing. Discussion of the analysis of the data found in the next four tables with regard to disproportionately greater need with regard to housing problems can be found after the next four tables.

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	10,965	3,520	1,240
White	6,545	2,135	855
Black / African American	725	110	135
Asian	430	150	155
American Indian, Alaska Native	0	0	0
Pacific Islander	25	0	0
Hispanic	3,145	1,105	95

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	6,175	2,580	0
White	4,000	1,945	0
Black / African American	760	90	0
Asian	410	30	0
American Indian, Alaska Native	4	0	0
Pacific Islander	0	0	0
Hispanic	940	450	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	6,205	7,000	0
White	4,030	4,810	0
Black / African American	860	670	0
Asian	290	370	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	825	1,075	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	2,455	4,735	0
White	1,885	3,595	0
Black / African American	255	440	0
Asian	75	130	0
American Indian, Alaska Native	0	10	0
Pacific Islander	0	0	0
Hispanic	190	510	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

Analysis of the CHAS data presented in the last four tables has been used to determine which racial/ethnic groups have a disproportionately greater need with regard to housing problems. The below listed *italicized* groups were those that have a disproportionate need given that the percentage of persons with said housing problems within these groups was more than 10% greater than for that of the citywide population as a whole

Within 0-30% Housing Area Median Family Income (HAMFI), 69.7% (10,965) citywide households have one or more of the four above listed housing problems, while 7.9% (1,240) had no/negative income. The percentage (and number) of households with one or more housing problems by racial/ethnic group were: *100.0% (25) Pacific Islander*, 74.7% (725) Black / African American, 72.4% (3,145) Hispanic, 68.6% (6,545) White, 58.5% (430) Asian and 0% (0) American Indian, Alaska Native. Thus within this HAFMI, *Pacific Islanders have a disproportionately greater need relative to housing problems*. Housing with no/negative income by racial/ethnic group were: *21.1% (155) Asian*, 13.9% (135) Black / African American, 8.9% (855) White, 2.2% (95) Hispanic and 0% (0) American Indian, Alaska Native and Pacific Islander. Thus within this HAFMI, *Asians have a disproportionately greater need relative to housing with no/negative income*.

Within 31-50% HAMFI, 70.5% (6,175) citywide households have one or more of the four above listed housing problems while none had zero/negative income. Within this same income range, the percentage (and number) of households with one or more housing problems by racial/ethnic group were: *100.0% (4) American Indian, Alaska Native*, *93.2% (410) Asian*, *89.4% (760) Black / African*

American, 67.3% (4,000) White, 63.5% (940) Hispanic, 0% (0) Pacific Islander. Thus within this HAMFI, American Indians, Alaska Natives, Asians and Blacks / African Americans has a disproportionately greater need relative to housing problems.

Within 51-80% HAMFI, 47.5% (6,205) citywide households have one or more of the four above listed housing problems while none had zero/negative income. Within this same income range, the percentage (and number) of households with one or more housing problems by racial/ethnic group were: 56.2% (860) Black / African American, 45.6% (4,030) White, 43.9% (290) Asian, 43.4% (825) Hispanic, 0% (0) American Indian, Alaska Native and Pacific Islander. Within 51-80% HAMFI, no racial / ethnic groups had a disproportionate need given that the percentage of households that have one of more problems did not exceed 10% of the citywide percentage for any particular population group.

Within 81-100% HAMFI, 34.1% (2,455) citywide households have one or more of the four above listed housing problems while none had zero/negative income. Within this same income range, the percentage (and number) of households with one or more housing problems by racial/ethnic group were: 36.7% (255) Black / African American, 36.6% (75) Asian, 34.4% (1,885) White, 27.1% (190) Hispanic, 0% (0) American Indian, Alaska Native and Pacific Islander. Within 81-100% HAMFI, no racial / ethnic groups had a disproportionate need given that the percentage of households that have one of more problems did not exceed 10% of the citywide percentage for any particular population group.

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

For Consolidated Planning purposes, HUD defines disproportionate need as when the proportion of persons within a category of need who are members of a particular racial or ethnic group are at least 10% higher than the percentage of all persons within said category of need. The next four tables provide CHAS data for housing that has severe housing problems by City of Worcester racial and ethnic groups as per Housing Area Median Family Income (HAMFI) levels. The four severe housing problems are: 1.) unit lacks complete kitchen facilities, 2.) unit lacks complete plumbing facilities, 3.) unit has more than 1.5 persons per room, 4.) cost burden is greater than 50% of income. As reported earlier in this section (see page 2), high housing cost burdens are, by far, the most common problem that affects Worcester households. For example, among citywide renters of 0-80% HAMFI, 37.8% have housing cost burdens of greater than 50%, 3.0% have no/negative income, 2.5% are affected by overcrowded housing, 2.2% have substandard housing conditions (lack complete kitchen or plumbing facilities) and 0.6% are affected by severely overcrowded housing. Among citywide owners of 0-80% HAMFI, 37.5% have housing cost burdens of greater than 50%, 1.3% have no/negative income, 0.7% are affected by overcrowded housing, 0.3% suffer from substandard housing and 0.2% suffer from severely overcrowded housing. Discussion of the analysis of the data found in the next four tables with regard to disproportionately greater need with regard to severe housing problems can be found after the next four tables.

0%-30% 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	8,590	5,895	1,240
White	5,190	3,490	855
Black / African American	655	180	135
Asian	330	250	155
American Indian, Alaska Native	0	0	0
Pacific Islander	25	0	0
Hispanic	2,305	1,945	95

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%

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	2,800	5,955	0
White	1,785	4,160	0
Black / African American	450	400	0
Asian	120	315	0
American Indian, Alaska Native	0	4	0
Pacific Islander	0	0	0
Hispanic	400	985	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%

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	2,320	10,890	0
White	1,235	7,605	0
Black / African American	430	1,095	0
Asian	215	445	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	365	1,535	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%

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	410	6,775	0
White	305	5,170	0
Black / African American	25	675	0
Asian	10	190	0
American Indian, Alaska Native	0	10	0
Pacific Islander	0	0	0
Hispanic	70	630	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

Analysis of the CHAS data presented in the last four tables has been used to determine which racial/ethnic groups have a disproportionately greater need with regard to severe housing problems. The below listed *italicized* groups were those that have a disproportionate need given that the percentage of persons with said severe housing problems within these groups was more than 10% greater than for that of the citywide population as a whole.

Within 0-30% Housing Area Median Family Income (HAMFI), 54.6% (8,590) citywide households have one or more above listed severe housing problems, while 7.9% (1,240) had no/negative income. Within this same income range, the percentage (and number) of households with one or more severe housing problems by racial/ethnic group were: *100.0% (25) Pacific Islander, 65.7% (65) Black / African American, 54.4% (5,190) White, 53.0% (2,305) Hispanic, 44.9% (330) Asian and 0% (0) American Indian, Alaska Native.* Thus within this HAFMI, *Pacific Islanders and Blacks / African Americans have a disproportionately greater need with regard to severe housing problems.* Those that had no/negative income were: *21.1% (155) Asian, 13.9% (235) Black / African American, 9.0% (855) White, 2.1% (95) Hispanic and 0% (0) American Indian, Alaska Native and Pacific Islander.* Thus within this HAFMI, *Asians had a disproportionately greater need with regard to no / negative income.*

Within 31-50% HAMFI, 32.0% (2,800) citywide households have one or more of the above listed severe housing problems, while none had no/negative income. Within this same income range, the percentage (and number) of households with one or more severe housing problems by racial/ethnic group were: 52.9% (450) Black / African American, 30.0% (1,785) White, 28.9% (400) Hispanic, 27.6% (120) Asian, 0% (0) American Indian, Alaska Native, Pacific Islander. Thus within this HAFMI, *Blacks / African Americans had a disproportionately greater need with regard to severe housing problems.*

Within 51-80% HAMFI, 17.6% (2,320) citywide households have one or more of the above listed severe housing problems, while none had no/negative income. Within this same income range, the percentage (and number) of households with one or more severe housing problems by racial/ethnic group were: 32.6% (215) Asian, 28.2% (430) Black / African American, 19.2% (365) Hispanic, 14.0% (1,235) White, 0% (0) American Indian, Alaska Native and Pacific Islander. Thus within this HAFMI, *Asians and Blacks / African Americans had a disproportionately greater need with regard to severe housing problems.*

Within 81-100% HAMFI, 5.7% (410) citywide households have one or more of the four above listed severe housing problems, while none had no/negative income. Within this same income range, the percentage (and number) of households with one or more severe housing problems by racial/ethnic group were: 10.0% (70) Hispanic, 5.6% (305) White, 5.0% (10) Asian, 3.6% (25) Black / African American (25), 0% (0) American Indian, Native Alaska and Pacific Island. Within 81-100% HAMFI, no racial/ethnic group had a disproportionate need given that the percentage of households that have one or more severe housing problems did not exceed 10% of that citywide percentage for any particular population group.

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:

For Consolidated Planning purposes, HUD defines disproportionate need as when the proportion of persons within a category of need who are members of a particular racial or ethnic group are at least 10% higher than the percentage of persons in said category as a whole. The next table provides CHAS data for percentage of housing cost burden experienced by households by major racial/ethnic populations. As reported earlier in this (see section NA-10), high housing cost burdens are, by far, the most common problem that affects Worcester households. For instance among citywide renters of 0-80% HAMFI, 61.4% have housing cost burdens of greater than 30%, 3.0% have no/negative income, 2.5% are affected by overcrowded housing, 2.2% suffer from substandard housing conditions and 0.6% are affected by severely overcrowded housing. Among citywide owners of 0-80% HAMFI, 67.1% have housing cost burdens of greater than 30%, 1.3% have no/negative income, 0.7% are affected by overcrowded housing, 0.3% suffer from substandard housing and 0.2% suffer from severely overcrowded housing. Discussion of the analysis of the data found in the next table with regard to disproportionately greater need with regard to housing cost burdens can be found below.

Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	39,230	14,485	13,290	1,240
White	29,575	9,840	8,265	855
Black / African American	2,700	1,460	1,375	135
Asian	1,730	655	590	155
American Indian, Alaska Native	85	4	0	0
Pacific Islander	10	0	25	0
Hispanic	4,690	2,255	2,895	95

Table 21 – Greater Need: Housing Cost Burdens AMI

Data Source: 2007-2011 CHAS

Discussion:

Analysis of the CHAS data presented in the above table has been used to determine which racial/ethnic groups have a disproportionately greater need with regard to housing cost burdens. The below listed *italicized* groups were those that have a disproportionate need given that the percentage of persons

within said housing cost burdens within these groups was more than 10% greater than for that of the citywide population as a whole.

Housing cost burdens of 30% or less of income are defined as within acceptable limits. Citywide, 57.5% (39,230) households had housing cost burdens of 0-30% of their income. The percentages (and numbers) of households by racial / ethnic group with housing cost burdens of 0-30% were: 95.5% (85) Native American, Alaska Native, 60.9% (29,575) White, 55.2% (1,730) Asian, 47.6% (2,700) Black / African American, 47.2% (4,690) Hispanic and 28.6% (10) Pacific Islander. *Hispanics and Pacific Islanders have a disproportionate need* given that the percentages of those groups with 0-30% housing cost burdens was more than 10% lower than that experienced by the overall city population.

HUD defines housing cost burdens of greater than 30% of income as high. Citywide, 21.2% (14,485) households had housing cost burdens of 31-50% of their income. The percentages (and numbers) of households by racial / ethnic group with housing cost burdens of 31 - 50% were: 44.9% (4) American Indian, Alaska Native, 25.8% (1,460) Black / African American, 22.7% (2,255) Hispanic, 20.9% (655) Asian, 20.2% (9,840) White, and 0% (0) Pacific Islander. Thus, *American Indians, Alaska Natives have a disproportionately greater need relative to high housing cost burdens.*

HUD defines housing cost burdens of greater than 50% of income as very high. Citywide, 19.5% (13,290) households had housing cost burdens of 51% or higher of their income. The percentages (and numbers) of households by racial / ethnic group with housing cost burdens of 51% or higher were: 71.4% (25) Pacific Islander, 29.1% (2,895) Hispanic, 24.3% (1,375) Black / African American, 18.8% (590) Asian, 17.0% (8,265) White and 0% (0) American Indian, Native Alaska. Thus *Pacific Islanders have a disproportionately greater need relative to very high housing cost burdens.*

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?

As per analysis presented over the last few pages, the following City of Worcester racial/ethnic groups have been determined to have disproportionately greater needs as per Housing Area Median Family Income (HAMFI) levels. (The percentages of households within those groups are provided in parenthesis).

Households with disproportionately greater needs within 0-30% HAFMI: 155 Asian (21.1%) have no/negative income, 67 Black / African American (65.7%) have one or more severe housing problems, 25 Pacific Islanders (100.0%) have one or more severe housing problems.

Households with disproportionately greater needs within 31-50% HAFMI: 760 Black / African American (89.4%) have one or more housing problems, 450 Black / African Americans (52.9%) have one or more severe housing problems.

As had been discussed earlier, high housing cost burdens were by far the most significant of the housing problems or severe housing problems that affected Worcester households. For example, among renters within 0-80% of Housing Area Median Family Income (HAMFI), 16,840 (or 61.4%) have housing cost burdens that are greater than 30% of their income, while 9,465 (or 37.8%) have housing cost burdens greater than 50% of their income. Other housing problems are of much smaller magnitude among renters. For example among 0-80% of HAMFI, 830 renters (3.0%) have zero/negative income, 675 (2.5%) are affected by overcrowded housing (defined by HUD as having 1.01 - 1.5 persons per room), 615 (2.2%) suffer from substandard housing conditions (defined by HUD as lacking complete plumbing or kitchen facilities), and 165 (0.6%) are affected by severely overcrowded housing (defined by HUD as having more than 1.5 persons per room). For owners within 0-80% of HAFMI, 6,844 (or 67.1%) have housing cost burdens greater than 30% of their income, while 3,830 (37.5%) having housing cost burdens greater than 50% of their income. As with renters, other housing problems are also of much less magnitude among owners. Among 0-80% HAMFI, 130 (1.3%) owners have zero/negative income, 75 (0.7%) are affected by overcrowded housing, 29 (0.3%) suffer from substandard housing conditions, and 25 (0.2%) are affected by severely overcrowded housing.

Households with disproportionately greater needs among those that were within 0-30% housing cost burdens were: 4,690 Hispanic (47.2%), 10 Pacific Islander (28.6%), because the percentages of these groups that had housing cost burdens of 0-30% was more than 10% less than for citywide households as a whole.

Households with disproportionately greater needs among those that were within 31-50% housing cost burdens were: 4 American Indian, Alaska Native (44.9%).

Households with disproportionately greater needs among those that had housing cost burdens of 51% or more were: 25 Pacific Islander (71.4%).

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

The expansion of home ownership has always been an important cornerstone to the City of Worcester's neighborhood stabilization and revitalization efforts. An examination of home ownership rates among racial/ethnic groups shows that most minority households have disproportionately lower levels of home ownership when compared to citywide rates among the whole population. The 2010 U.S. Census reported that the citywide home ownership rate was 44.5%. The 2010 U.S. Census reports the following home ownership rates (with numbers of households in parenthesis) among the city's racial/ethnic groups: 54.2% White (24,891), 40.2% Asian (1,278), 29.5% Black / African American (1,858), 29.5% two or more races (320), 26.2% American Indian, Alaska Native (48), 19.8% some other race (77), 17.8% Hispanic (2,065) and 11.8% Native Hawaiian / Pacific Islander (2). The above bolded groups were disproportionately lower levels of home ownership when compared to the citywide rate. Expansion of minority home ownership opportunities in Worcester can both help the city achieve its neighborhood stabilization and revitalization goals as well as address issues of disproportionately greater need of home ownership opportunities among minority populations.

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

The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). (See 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations of these census tracts). The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan) show that these 23 tracts have a greater proportion of the city's racial and ethnic minority populations. According to the 2010 U.S. Census, the citywide percentages by racial and ethnic populations were: 59.6% White, non-Hispanic, 20.9% Hispanic, 10.2% Black/African American, non-Hispanic, 6.0% Asian, non-Hispanic, 2.3% multi-race, non-Hispanic, 0.7% all other single races. In comparison within these 23 tracts with majority low and moderate income populations, the 2010 census reported the following percentages by racial and ethnic populations: 45.9% White, non-Hispanic, 31.3% Hispanic, 12.1% Black/African American, non-Hispanic, 6.8% Asian, non-Hispanic, 2.6% multi-race, non-Hispanic, 1.1% all other single races.

The following 14 City U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). (See 2010 Low Income Population City of Worcester Map attached to this section of this ConPlan for locations). As can be seen by examination of the Demographic Analysis of Target Areas Tables 1 & 2 (attached to section MA-50 of this ConPlan), the percentages of racial and ethnic minority populations was even more concentrated within these 14

tracts: 38.5% Hispanic, 38.3% White, non-Hispanic, 11.9% Black/African American, non-Hispanic, 7.1% Asian, non-Hispanic, 2.8% multi-race, non-Hispanic, 1.3% all other single races. One of these tracts, 7324.00, was ranked as the city's most distressed and the sixth most distressed in the State with high levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. This tract (7324.00) is the focus of the Union Hill Neighborhood Revitalization Initiative which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.

NA-35 Public Housing – 91.205(b)

Introduction

The Worcester Housing Authority (WHA) has 3,934 leased housing units (3,595 Federal and 339 State) that provide housing for over 5,500 persons (3% of the City’s population). WHA operates 24 facilities which include 4 facilities that are designated for the elderly, 8 facilities for family housing, and the remaining 12 facilities which house a mix of family, elderly, and the disabled. WHA very first property was Lakeside Apartments built in 1949 and its largest development is Great Brook Valley (Federal) and Curtis Apartments (State) which have a combined 962 units. WHA also operates several small complexes (2-6 units each) in residential neighborhoods scattered throughout the City. There are also 15 transitional housing units, 42 beds for adults and adolescents with special needs, and 423 DMH/DDS leased units (341 Federal and 82 State).

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	35	39	2,282	2,062	257	1,755	42	1	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	15,156	15,321	12,228	13,029	10,571	13,282	14,613	7,800
Average length of stay	5	5	6	6	7	7	0	8
Average Household size	4	2	1	2	1	2	1	4
# Homeless at admission	1	0	7	1	0	1	0	0
# of Elderly Program Participants (>62)	0	6	950	278	47	226	5	0
# of Disabled Families	8	10	689	904	206	677	20	0
# of Families requesting accessibility features	35	39	2,282	2,062	257	1,755	42	1
# 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	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled
White	30	30	2,078	1,813	241	1,529	36	1	0
Black/African American	5	9	194	245	16	222	6	0	0
Asian	0	0	0	0	0	0	0	0	0
American Indian/Alaska Native	0	0	10	4	0	4	0	0	0
Pacific Islander	0	0	0	0	0	0	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	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled
Hispanic	23	17	1,187	1,009	113	890	2	0	0
Not Hispanic	12	22	1,095	1,053	144	865	40	1	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:

The issues of affordability supply and quality of the non-subsidized housing stock in the City of Worcester continues to be the most problematic for low, very low and extremely low income families. The demand for affordable housing continues to increase while the supply is virtually unchanged. The WHA and other agencies continue to see an increased need for affordable housing. Currently, there are more than 12,300 families on the WHA combined public and leased housing waiting lists and the demand keeps growing. Approximately 10,650 applicants are on the waiting list for the Section 8 housing vouchers. The demand cannot be met now and in the foreseeable future as the demand for affordable housing far exceeds the availability and the development capacity of the region. Strategies working with public and private entities will be critical towards addressing the need.

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

Public housing residents and Section 8 voucher holders are at extremely low-income levels with yearly mean incomes below 30% AMI. Elderly and disabled residents of public housing are often on fixed incomes. For families in public housing, ongoing housing assistance is crucial. Affordable, quality housing for extremely low-income households is nearly non-existent in La Crosse and public housing is their best option. In the case of the public housing waiting list, 92% of the families were of extremely low income (\geq 30% AMI). Of those on the section 8 waiting list, 92% were extremely low income, 7% very low income (30 - 50% AMI), and under 1% low income (50-80% AMI), 73% were families with children, 4% were elderly families, 15% were families with disabilities, and by race/ethnicity, 69% were White, 55% Hispanic (could be any race), 27% Black, 3% Asian and about 1.5% Native American.

The need for additional affordable housing subsidies is not new. However at this time it is critical for the sustainability of our most vulnerable households that more opportunities for affordable housing become available. In the summer of 2014, the WHA was invited to participate in two Rental Assistance Demonstration (RAD) conversions projects in the City of Worcester. The Lincoln Village RAD conversion, a privately owned multi-family housing development of 1,275 units, resulted in approximately 600 project based subsidy assisted units. Over 500 mobile housing vouchers have been become available to the WHA expanding on what typically is only about 185 such vouchers offered annually. Additionally, Coe's Pond Village RAD conversion in late 2015 will result in an additional 250 project based subsidy assisted units.

Furthermore, WHA is in discussion with the Massachusetts Department of Mental Health (DMH) and the Department of Developmental Services (DDS) on a private scattered site 300-unit project based subsidy conversion similar to the Coe's and Lincoln Village RAD conversions. This conversion will however be specific to service a specific population with eligibility requirements identified by DMH and DDS.

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

The challenges facing extreme low-income to low and moderate income households and individuals, especially in relation to affordable housing, are similar: high cost and short supply of available land for development, shortage of new affordable housing stock, and shortage of assistance funds create financial impediments to housing for many.

However, the residents of public housing have the most acute needs in terms of income and often represent the highest need. A large portion of all public housing residents and Section 8 voucher holders are disabled and likely receive a fixed income.

Discussion

The Worcester Housing Authority (WHA) has 3,934 leased housing units (3,595 Federal and 339 State) that provide housing for over 5,500 persons (3% of the City's population).

The issues of affordability supply and quality of the non-subsidized housing stock in the City of Worcester continues to be the most problematic for low, very low and extremely low income families. Currently, there are more than 12,300 families on the WHA combined public and leased housing waiting lists and the demand keeps growing. Approximately 10,650 applicants are on the waiting list for the Section 8 housing vouchers.

The need for additional affordable housing subsidies is not new. However at this time it is critical for the sustainability of our most vulnerable households that more opportunities for affordable housing become available. In the summer of 2014, the WHA was invited to participate in two Rental Assistance Demonstration (RAD) conversions projects in the City of Worcester. The Lincoln Village RAD conversion, a privately owned multi-family housing development of 1,275 units, resulted in approximately 600 project based subsidy assisted units. Over 500 mobile housing vouchers have been become available to the WHA expanding on what typically is only about 185 such vouchers offered annually. Additionally, Coe's Pond Village RAD conversion in late 2015 will result in an additional 250 project based subsidy assisted units.

Furthermore, WHA is in discussion with the Massachusetts Department of Mental Health (DMH) and the Department of Developmental Services (DDS) on a private scattered site 300-unit project based subsidy conversion similar to the Coe's and Lincoln Village RAD conversions. This conversion will however be specific to service a specific population with eligibility requirements identified by DMH and DDS.

The challenges facing extreme low-income to low- and moderate-income households and individuals, especially in relation to affordable housing, are similar: high cost and short supply of available land for development, shortage of new affordable housing stock, and shortage of assistance funds create

financial impediments to housing for many. However, the residents of public housing have the most acute needs in terms of income and often represent the highest need.

NA-40 Homeless Needs Assessment – 91.205(c)

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)	3	1,325	2,186	0	1,311	90
Persons in Households with Only Children	Data Unavailable	Data Unavailable	Data Unavailable	Data Unavailable	Data Unavailable	Data Unavailable
Persons in Households with Only Adults	46	409	2,164	0	1,298	45
Chronically Homeless Individuals	19	32	30	Data Unavailable	Data Unavailable	Data Unavailable
Chronically Homeless Families	0	3	4	Data Unavailable	Data Unavailable	Data Unavailable
Veterans	0	113	484	Data Unavailable	Data Unavailable	Data Unavailable
Unaccompanied Child	0	0	24	Data Unavailable	Data Unavailable	Data Unavailable
Persons with HIV	0	8	104	Data Unavailable	Data Unavailable	Data Unavailable

Table 26 - Homeless Needs Assessment

Alternate Data Source Name:

Worcester City and County CoC Data

Data Source

Comments:

When printed, the headings of the second and third column of "Unsheltered" and "Sheltered" are reversed by IDIS, although the data elements remain in the correct columns. Thus when printed, the values under "Unsheltered" should be: 3, 0, 46, 19, 0, 0, 0, 0; the values under "Sheltered" should be 1,325, 0, 409, 32, 3, 113, 0 8. The other columns in this table are not impacted, and their data elements are correct as they appear when table is printed.

Regarding the number of days homeless, for households without children and chronically homeless individuals, the Triage and Assessment Center for Homeless Individuals reports an average shelter stay for individuals to be between nine and eighteen days, depending on the month. About half of those individuals exit homelessness successfully, while another ten to twenty percent probably leave successfully without reporting their housing outcome to the shelter. The other thirty percent of homeless individuals may have multiple episodes between multiple locations, or may live outside in the summer. Therefore, their durations in the winter are likely longer, sometimes far longer. According to estimates by the Triage and Assessment Center, if 70% of individuals are no longer homeless in approximately fourteen days, and the other 30% take approximately 120 days to resolve their homeless episode on average, then the average number of days of homelessness experienced by individuals staying in shelter could be forty-five days per person on average.

In terms of Veterans and their families, Worcester has seen great success in the number of persons becoming and exiting homelessness each year. There is consistently a decrease in Veteran homelessness thanks to resource-rich service providers that utilize supportive housing and rapid re-housing methods to provide Veteran-specific services across the county.

The data reported for unaccompanied youth may provide an incomplete picture of homeless youth in Worcester. Homeless youth often avoid identification, are doubled up with other homeless youth, or are not engaged with homeless service providers within their CoC. As a result, many homeless youth are not successfully captured in the annual PIT count. While the exact scope of youth homelessness remains unclear, the risks associated with it are well documented. The State Youth Count led by the MA Special Commission of Unaccompanied Homeless Youth was able to broadly capture the number of youth “at-risk” of homelessness, by including in its survey a question response indicating that the youth did not know if they could stay where they were for the next 14 days. It also measured risk factors associated with youth homelessness. Youth often leave home due to some form of significant family conflict (such as abuse, neglect, substance abuse, and lack of acceptance of gender identity or sexual orientation, among others), aging out of the foster care system and declining to accept DCF voluntary services, or because they have been separated from their family due to their own housing instability. Each of those factors are associated with trauma, compounding the challenges faced during homelessness. Depression and other mental health disorders are common, as well as chronic physical health issues, including asthma, diabetes, and hepatitis. Substance abuse is also common among homeless youth. Homeless youth often engage in risky behaviors associated with survival, such as selling drugs, stealing, or sex work. These risks increase as the time spent experiencing homelessness increases. Counting unaccompanied youth is a relatively new effort. However, the Worcester is known as a leader in efforts to address Unaccompanied Youth Homelessness in the community. Leading efforts by Worcester’s Compass Network are discussed below, and in this Consolidated Plan section PR-10, Consultation.

Nature and Extent of Homelessness: (Optional)

Race:	Sheltered:	Unsheltered (optional)
White	2,995	0
Black or African American	1,016	0
Asian	33	0
American Indian or Alaska Native	22	0
Pacific Islander	33	0
Ethnicity:	Sheltered:	Unsheltered (optional)
Hispanic	1,793	0
Not Hispanic	2,667	0

Alternate Data Source Name:
Worcester City and County CoC Data

Data Source

Comments: Unsheltered data unavailable

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

Families with children continue to count for a larger percentage of the homeless population in Worcester County, with a 22% increase from the 2013 to 2014 Point-in-Time count. It is difficult to count this population accurately as they are living in unstable situations. On average, a family will move about five times before entering shelter, resulting in frequent school changes and hardships for children. The type of families in need of housing assistance tend to be families with single-parent female heads of households, as discussed in NA-10, housing needs assessment.

Other common characteristics among Veteran and non- Veteran families in need of housing assistance are disabilities that inhibit the ability to work, and increasing family size coupled with the lack of resources for affordable and quality housing stock.

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

Data collected from HMIS does report race and ethnicity for sheltered persons experiencing homelessness. The table above indicates the following racial breakdown by percentage of sheltered homeless persons: 73.1% White; 24.8% Black or African American; 1% Asian; 1% American Indian or Alaska Native; .1% Pacific Islander. The ethnicity of sheltered homeless persons in 2014 was found to be 40.2% Hispanic and 59.8% Not Hispanic. Street Outreach workers conducting the Point in Time Count on January 29, 2014 did not record racial or ethnic characteristics for unsheltered homeless persons.

Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.

From 2013 to 2014, the total number of homeless persons in Worcester County increased by 8% from 1657 to 1796. The number of unsheltered or street homeless individuals increased slightly from 45 in 2013 to 49 in 2014, or 9%.

The total number of homeless individuals decreased from 557 to 468 in 2014, a 16% decrease. The decrease in Unaccompanied Homeless Adult Individuals, and 9% decrease in Chronically homeless individuals (both Veterans and non-Veterans), can be attributed to street outreach efforts, the continued implementation of Federal, State, and Local RRH programs, and Continuum of Care Permanent Supportive Housing programs for individuals with disabilities.

Families with children continue to count for a larger percentage of the homeless population in Worcester County, with a 22% increase from the 2013 to 2014 Point-in-Time count, while the trend of increased family size continued. The number of persons in homeless family households changed from 1071 to 1328 from 2013 to 2014, an increase of 24%. On average, a family will move about five times before entering shelter, resulting in frequent school changes and hardships for children. The increase in total homeless family households is likely attributed to a lack of affordable housing, long waitlists for low-income housing, and slow job recovery from the long economic recession.

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

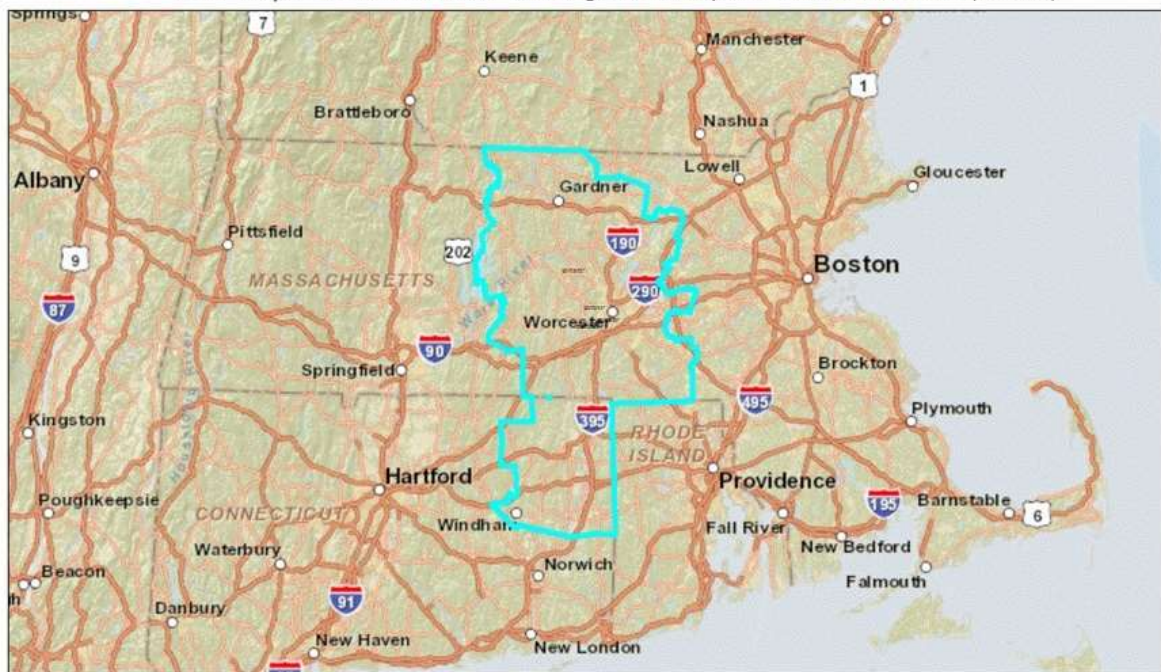
HOPWA

Current HOPWA formula use:	
Cumulative cases of AIDS reported	2,431
Area incidence of AIDS	50
Rate per population	5
Number of new cases prior year (3 years of data)	170
Rate per population (3 years of data)	6
Current HIV surveillance data:	
Number of Persons living with HIV (PLWH)	1,820
Area Prevalence (PLWH per population)	197
Number of new HIV cases reported last year	0

Table 27 – HOPWA Data

Data Source: CDC HIV Surveillance

CPD Maps - Worcester HOPWA Eligible Metropolitan Statistical Area (EMSA)



May 7, 2015

Override 1

Override 1

1:1,746,711

0 15 30 60 mi

0 20 40 80 km

Source: Esri, HERE, DeLorme, USGS, Intermap, Incorporeo P Corp., NRCAN, Esri Japan, METI, Esri China (Hong Kong), Swis (Tailand), TomTom, Mapbox, and the OpenStreetMap contributors, and the GIS User Community

NA-45 Map #1 Worcester HOPWA EMSA

HIV Housing Need (HOPWA Grantees Only)

Type of HOPWA Assistance	Estimates of Unmet Need
Tenant based rental assistance	49
Short-term Rent, Mortgage, and Utility	0
Facility Based Housing (Permanent, short-term or transitional)	0

Table 28 – HIV Housing Need

Data Source: HOPWA CAPER and HOPWA Beneficiary Verification Worksheet

Describe the characteristics of special needs populations in your community:

Persons with Disabilities Among Civilian Non-Institutionalized in Worcester, MA	Total	With a Disability	Percent with a Disability
Total civilian noninstitutionalized population	179,677	24,146	13.4%
Population under 5 years	12,250	123	1.0%
With a hearing difficulty	(X) 53	0.4%	
With a vision difficulty	(X) 70	0.6%	
Population 5 to 17 years	27,371	2,248	8.2%
With a hearing difficulty	(X) 196	0.7%	
With a vision difficulty	(X) 219	0.8%	
With a cognitive difficulty	(X) 1,863	6.8%	
With an ambulatory difficulty	(X) 206	0.8%	
With a self-care difficulty	(X) 494	1.8%	
Population 18 to 64 years	119,723	13,571	11.3%
With a hearing difficulty	(X) 1,557	1.3%	
With a vision difficulty	(X) 1,624	1.4%	
With a cognitive difficulty	(X) 6,768	5.7%	
With an ambulatory difficulty	(X) 6,369	5.3%	
With a self-care difficulty	(X) 2,775	2.3%	
With an independent living difficulty	(X) 5,550	4.6%	
Population 65 years and over	20,333	8,204	40.3%
With a hearing difficulty	(X) 3,087	15.2%	
With a vision difficulty	(X) 1,605	7.9%	
With a cognitive difficulty	(X) 2,185	10.7%	
With an ambulatory difficulty	(X) 5,582	27.5%	
With a self-care difficulty	(X) 2,320	11.4%	
With an independent living difficulty	(X) 4,192	20.6%	

Source: American Community Survey (2009-2013)

Special Needs Populations in Worcester, MA

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

Based on statements from providers attending Public Hearings, the vast majority of their clients rely on Supplemental Security Income (SSI) as their main source of income. SSI provides income benefits to persons who have been determined to be disabled, but do not have a substantial work history (Social

Security Disability Insurance or SSDI is paid to those who become disabled and have 'paid in' sufficient amounts through previous employment).

Considering the prevailing rents in Worcester County, a single person receiving SSI payments would either be substantially rent burdened or completely unable to afford housing in their communities. HUD recommends that households pay no more than 30% of their income towards rent.

- Rent for a 0 Bedroom, Efficiency or Single-Room Occupancy unit in the City of Worcester is 89% of earned monthly income for an individual receiving SSI.
- Rent for a 1 Bedroom unit City of Worcester exceeds monthly SSI payments to a single individual, at 102% of total SSI income

Persons with HIV/AIDS

Data provided by the MA Department of Public Health on the income of clients receiving DPH funded HIV related services in Worcester County illustrate how HIV disease and poverty are dual epidemics. Between 2007 and 2009, 1,918 clients sought services in Worcester County. Of the 1,525 clients for whom income data is available, 1,200 (63%) had incomes at or below the poverty line. In order to be eligible for HOPWA services, including rental assistance, an HIV+ individual must have a low income, defined as 80% or less than the area median income (AMI). These definitions are from local income data and vary significantly from state to state, even from community to community and are defined by the federal government. While 80% of AMI is the maximum income a household can have and be eligible for HOPWA, the actual households served tend to fall within lower AMI categories. For example, of the 89 households that were reported to have received HOPWA Housing Subsidy Assistant (RA and STRMU), about 33% had income at or below 30% of AMI and 65% had income at or below 50% of AMI.

In 2010, the HOPWA Advisory Committee approved the allocation of \$20,000 of HOPWA funds in Worcester Eligible Metropolitan Statistical Area (EMSA) to provide an updated HOPWA Needs Analysis. That updated Needs Analysis was completed in 2011 by Victory Program, Inc. with the purpose of informing the City of Worcester regarding the effectiveness and performance of programs, who is living with HIV/AIDS in the geographic region, what is known about the population regarding income, race, mode of exposure, the barriers to permanent housing, and the resources available.

Alcohol and other Drug Addictions

With the guidance and support of local partners, Worcester Division of Public Health established the Regional Response to Addiction Partnership (RRAP). This new coalition was formed to coordinate regional activities around substance abuse prevention, treatment, and recovery. It combines membership and activities from several other groups that had been meeting independently with a focus on a single substance or population. Many participating in the partnership also provide services to households with supportive housing needs and help determine strategies to comprehensively address those needs.

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

Size of the population with HIV/AIDS in the Worcester EMSA: From 2009 – 2011, the average annual HIV diagnosis rate in Worcester County was 54.7 people per year. Still the diagnosis of HIV infection is slowly on the rise in Worcester County, which can most likely be attributed to the increasing trends of injection drug use in the region. In 2013, the average total number of people living with HIV/AIDS (PLWH/A) in Worcester County was 1,568, a rate of 196.4 people per 100,000. Although the prevalence of PLWH/A in Worcester County has gradually been increasing (from 1,457 in 2009 to 1,536 in 2011), the number of deaths per year dropped significantly from 27 deaths in 2009 to only 12 deaths in 2011. Between 2009-2013 in Windham County, CT, 26 people were diagnosed with HIV.

Characteristics of the population with HIV/AIDS in the Worcester EMSA: The gender, place of birth, race/ethnicity, exposure mode, and age at infection diagnosis are all indicators that can characterize the population with HIV/AIDS and their families. In Worcester County, 61% of PLWH/A are male and 39% are female. 61% of Worcester County PLWH/A were born in the US, while 18% were born in a US dependency (98% of people diagnosed with HIV infection from 2009–2011 who were born in a US dependency were born in Puerto Rico, 1% were born in the US Virgin Islands, 1% were born in Guam and 1% were born in an unknown dependency), the other 21% were born in non-US locations. The most common mode of exposure to infection occurs through injection drug use (24%) (IDU) and male-to-male sex (24%). Heterosexual sex is the third most common mode of exposure. Finally, in 2012 the age at diagnosis occurred most commonly in between the ages of 25 and 44. The majority of PLWH/A in Worcester County currently (40%) are between 45 and 54 years old. In Worcester County in 2012, 42% of PLWH/A were White (non-Hispanic), 25% were Black (non-Hispanic), and 41% were Hispanic/Latino. In Windham County, CT 17 of those 26 households (69.2%) diagnosed in 2013 with HIV were male. Of the 26, 61.5% were White, 34.6% were Hispanic, and only 3.8% were Black. The most common risk, or mode, for exposure, was male-to-male sex (38.5%), while the rate for mode of exposure for IDU and heterosexual sex accounted for 19.2%, respectively.

Data related to size and characteristics of People Living with HIV/AIDS (PLWHA) and their families in the Worcester EMSA is drawn from the Massachusetts Office of Health and Human Services' Regional HIV/AIDS Epidemiologic Profile of Worcester County (<http://www.mass.gov/eohhs/docs/dph/aids/2013-profiles/county-worcester.pdf>), Massachusetts: 2013, and the Connecticut Department of Public Health HIV Surveillance Program: Windham County People with HIV Infection by Risk, Sex, Race, and Age Group data tables for 2013 (http://www.ct.gov/dph/lib/dph/aids_and_chronic/surveillance/city_and_county/county_windham_5yr.pdf).

Discussion:

Collecting input from various stakeholders was a key effort in taking into account the knowledge and experiences of both consumers and providers. Victory Programs, Inc. coordinated two consumer-based

focus groups and one public hearing in 2011. These conversations solicited feedback regarding the current needs, barriers, and issues surrounding HIV/AIDS housing and related services. There were a combined total of 24 participants in the focus groups which occurred in Worcester and Fitchburg. All of the participants in the focus groups were people living with HIV/AIDS in the county. Additionally, there were 30 attendees at the public hearing which included HOPWA providers, AIDS Service Organizations, HOPWA Advisory Committee members, consumers, and public officials. Based on information gathered, there are a number of unmet housing and service needs for PLWHA in Worcester County:

Lack of Affordable Housing

The greatest housing need for persons living with HIV and AIDS in Worcester County is permanent, affordable housing.

- High incidence of poverty among PLWHA in Worcester County with many only receiving SSI as source of income
- Fair Market Rents valued at 89% or more of an individual's monthly SSI payment
- Rising costs of rent and utilities in a tight housing market and slow economy
- Long waiting lists for subsidized housing
- Focus groups prioritizing emergency assistance and vouchers as greatest need

Barriers to Accessing Housing

People with HIV/AIDS face serious challenges in finding and maintaining housing.

- Histories of criminal activity or substance abuse and poor credit and housing histories limit many from successfully applying for housing
- Program requirements such as rules regarding sobriety
- Homeless eligibility requirements
- Issues related to children or partners
- Lack of financial resources to pay move-in costs
- Difficulty finding decent, safe, affordable housing or landlords unwilling to accept housing subsidies

Services Needed to Maintain Housing

Although permanent affordable housing was identified as the greatest need, findings clearly indicated that supportive services are an integral part of a household's ability to obtain and maintain housing stability. The following services were highlighted as crucial to meeting the needs of PLWHA:

- Intensive case management services addressing substance use, mental health, and medical care.
- Housing search and advocacy services

- Case management addressing life skills and financial literacy
- Transportation assistance
- Nutritional assistance
- Vocational and educational training

Identified Gaps in the Housing Continuum:

- A need for a wider range of housing available to people with HIV/AIDS from housing with nursing support to more independent living arrangements
- A need for more low-threshold housing assistance options for those who cannot access HCVP or other forms of subsidizing housing
- A lack of housing for families
- A lack of safe, decent, affordable housing
- Weak linkages between HIV/AIDS housing and more “mainstream” housing systems

During the past five years, the City of Worcester has been able to produce positive housing and service outcomes for PLWHA in Worcester County with a variety of HOPWA activities. An integral component of maintaining and improving upon this success is to continue to develop strategies for reducing barriers to housing and services.

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

Describe the jurisdiction’s need for Public Facilities:

Public facilities provide residents with access to essential services and provide the foundation for successful community development. In Worcester, many of the existing neighborhood and public facilities such as community centers, health and education facilities, parks, food banks, homeless shelters, and youth centers suffer from old age, deferred maintenance, and heavy use. Nearly three-quarters of the non-profit facilities in Worcester were built before 1975, and approximately 58 percent were built by 1950. In terms of municipally-owned public facilities, the City of Worcester is responsible for over 4.5 million square feet of buildings and facilities that either directly service residents, or exist to house activities that service residents. Roughly 30 percent of these City-owned buildings serving the public were built before 1950, and about 72 percent were built by 1975.

Accessibility improvements are needed for City-owned facilities that serve the public, as captured in the 2014 ADA Self-Evaluation report that provides a summary of architectural barriers and proposed barrier removal solutions for the City’s 11 major municipal buildings, three libraries, one police station, 10 fire stations, and over 20 open spaces. Like many cities in the Commonwealth of Massachusetts, Worcester has a large number of aging buildings and other facilities that pose barriers to residents with disabilities, and the sheer amount of work that would be required to bring these older facilities into compliance is daunting. While most City-owned facilities built or renovated after the year 2000 are substantially more accessible and meet most architectural requirements, additional accessibility improvements to public facilities are necessary.[1]

At the neighborhood level, residents and stakeholders most commonly cited the condition of existing parks and public recreational facilities, or the lack thereof, as the most pressing public facilities need.

[1] City of Worcester Draft Report ADA Self-Evaluation, prepared by Institute for Human Centered Design (2014)

How were these needs determined?

There were several community meetings and consultations with local agencies in which the need for public facilities and their maintenance were discussed. As part of its annual CDBG Request for Proposal process, the city solicits “project use” proposals for the improvement or rehab of Public Facilities, including neighborhood or community facilities that serve CDBG eligible uses and population. Public facility needs were also identified through the aforementioned Draft ADA Self-Evaluation and the Draft Evaluation and Transition Plan of Polling Places. Additionally, the needs were determined by surveying non-profit and City-owned building data from the City of Worcester’s Assessing Division and two audit reports concerning City facilities.

Describe the jurisdiction's need for Public Improvements:

Like many East Coast cities, Worcester experiences general infrastructure needs for streets, water and sewer, and other improvements. The City of Worcester Department of Public Works & Parks maintains all public streets and right-of-way amenities, including approximately 515 miles of streets, 700 miles of sidewalks, and 13,800 street lights. The need for streets and sidewalk improvements was a consistent theme throughout the Consolidated Planning process. Agencies serving children and youth, for example, cited public improvements as a critical strategy for addressing neighborhood safety and increasing the ability of youth to access services and resources. Similarly, the City's Office on Disabilities emphasized the need for improving the condition and accessibility of public rights-of-way for persons with disabilities.

Through a targeted pilot interdepartmental neighborhood revitalization initiative in the predominantly low- and moderate-income Union Hill neighborhood, public improvements have been identified as a priority need. The initiative, which has come to involve over \$4.9 million in planned or currently underway public investments around streets and infrastructure in addition to housing improvements, code enforcement, public safety, and public health, prioritized the following public improvements:

- Tree plantings
- Street and sidewalk improvements
- Water main replacements
- Park upgrades
- Repainting and enhancing crosswalks at major intersections
- Implementing new or fixing existing ADA compliant curb cuts

How were these needs determined?

During the citizen participation process and consultations with local agencies, other City departments and divisions, and community-based organizations, the need for street and sidewalk improvements emerged as a priority issue. Public improvements were one of the most commonly stated needs by both residents and representatives of agencies serving low- to moderate-income persons.

In 2014, a special set of outreach meetings around neighborhood revitalization occurred in Union Hill, an area home to primarily low to moderate income residents. One meeting addressed anticipated CDBG funded street and housing improvements in Union Hill and was attended by over 60 neighborhood residents and property owners. A Neighborhood Revitalization Strategy was developed through these outreach efforts and through interdepartmental collaboration involving staff from the City of Worcester's Neighborhood Development Division, Housing Development Division, Division of Business Assistance, Office of Cultural Development, Division of Planning and Regulatory Services, Department of Inspectional Services, Department of Public Works & Parks, and the Central MA Workforce Investment Board and Workforce Central Career Center. The need to repair and maintain deteriorating public infrastructure emerged as a priority for revitalizing and improving the desirability of this distressed

neighborhood. As a result, the City of Worcester is investing a significant amount of CDBG and other funds into street and sidewalk improvements including street repaving, enhanced pedestrian amenities like sidewalks, crosswalks, and curb extensions, street trees and green strips.

Describe the jurisdiction's need for Public Services:

Throughout the eight community input meetings held during fall 2014, the most commonly stated needs included child and youth programming, public transit improvements, and street and sidewalk improvements. In terms of services for youth, employment opportunities, educational and recreational programs, and especially transportation to programs and services, were cited as important community needs. The following public service needs were also commonly stated:

- New immigrant services including English as Second Language (ESL) services
- Services for the elderly
- Recreational opportunities for all ages
- Drug and gang intervention
- Mental health services

At the neighborhood level, a need for better public safety and security was commonly cited. Other common concerns across neighborhoods included unemployment and the need to increase access to employment opportunities, as well as the need for more and better educational opportunities.

For senior services, the most pressing needs identified through the Consolidated Planning process included home maintenance services, interpretation services, assisted living, case management, food access, and mental health services.

In addition to the outcomes from consultations and public participation, the needs for public services impacting community health are captured in the current Greater Worcester Region Community Health Improvement Plan (CHIP)[1]. The CHIP utilized a participatory, community-driven approach to engage community members, area healthcare providers, academic institutions, community based organizations, and other municipalities for the development of a comprehensive plan to improve upon the services provided to residents and to strengthen the public health system. Needs of the most vulnerable populations were prioritized: elderly persons, youth, immigrants/refugees, people of color, GLBTQ, child-bearing women, and people with disabilities. In light of the priority needs and populations, the CHIP sets five domains for action:

- Healthy eating and active living, with a focus on transportation and the built environment.
- Behavioral health, including mental health and substance abuse.
- Primary care and wellness, with a focus on fostering a culturally responsive environment.
- Violence and injury prevention, including safety and crime.
- Health equity and health disparities.

Beyond the provision of specific public services, the need to improve access to these services and other opportunities emerged as a common theme throughout community meetings and consultations. Barriers preventing residents, especially vulnerable populations, from accessing services and other opportunities such as employment training include lack of transportation and the need to improve public transit, as well as a lack of affordable housing. Language and cultural barriers are also significant and serve to isolate households and impede successful utilization of community resources.

Needs for public services are also described in several sections in the Consolidated Plan, including sections discussing populations with special needs and homelessness.

[1] Greater Worcester Region Community Health Improvement Plan (2013) and Greater Worcester Region Community Health Improvement Plan Update Report (2014)

How were these needs determined?

Recognizing that the City of Worcester has significant needs and limited resources to address them, the City of Worcester sought to ensure that key stakeholders, including neighborhood residents, had an opportunity to help define priorities. Eight neighborhood-based community input meetings and a larger needs assessment public hearing were complemented by multiple consultations with key stakeholders. Local agencies, other City departments and divisions, and community-based organizations were consulted to gain additional insights about the needs of the City's low- and moderate-income residents and vulnerable populations. Additional information about the consultations and citizen participation is provided in the Process section of this Consolidated Plan, and the results of the community input meetings are summarized in the following slides. Outreach materials for the community input meetings and the public hearing are also included.



5 City of Worcester
FIVE YEAR PLAN: 2015 - 2020
COMMUNITY DEVELOPMENT BLOCK GRANT

**COMMUNITY NEEDS ASSESSMENT
MEETINGS SUMMARY**

Prepared by the Executive Office of Economic Development
Neighborhood Development Division

Community Needs Assessment Summary Slide 1



PROCESS

- In the Fall of 2014, the Executive Office of Economic Development (EOED) hosted a series of community meetings to obtain feedback and input on neighborhood needs.
- The meetings used a facilitated process to encourage and seek input. Both “open ended” questions were asked and “voting and ranking” exercises were used with participants.
- In all, eight (8) community meetings were held in different neighborhoods across the city, attracting a total of 111 participants.
- The public input received will be used by:
 - The City and the Community Development Advisory Committee (CDAC) when helping evaluate applications.
 - City administration when updating the City’s Five Year Consolidated Action Plan for the U.S. Department of Housing and Urban Development (HUD).

2

Community Needs Assessment Summary Slide 2



COMMUNITY INPUT MEETINGS

Location	Date
Quinsigamond Village Community Center	10/21/2014
Frances Perkins Public Library Branch	10/23/2014
National Grid Sustainability Hub	10/28/2014
Lincoln Park Tower Apartments	11/5/2014
Worcester Academy	11/6/2014
Great Brook Valley	11/13/2014
Elm Park Tower Apartments	11/18/2014
Worcester Youth Center	11/20/2014

Total Attendance: 111

3

Community Needs Assessment Summary Slide 3



THEMES ADDRESSED

- Neighborhood Strengths
- Neighborhood Weaknesses
- Non-Profit and Government Service Needs
- Top Neighborhood Issues and Concerns
- Housing Programs and Initiatives
- Urgency of Needs for Specific Populations

Community Needs Assessment Summary Slide 4



WHAT DO WE LIKE ABOUT OUR NEIGHBORHOODS?



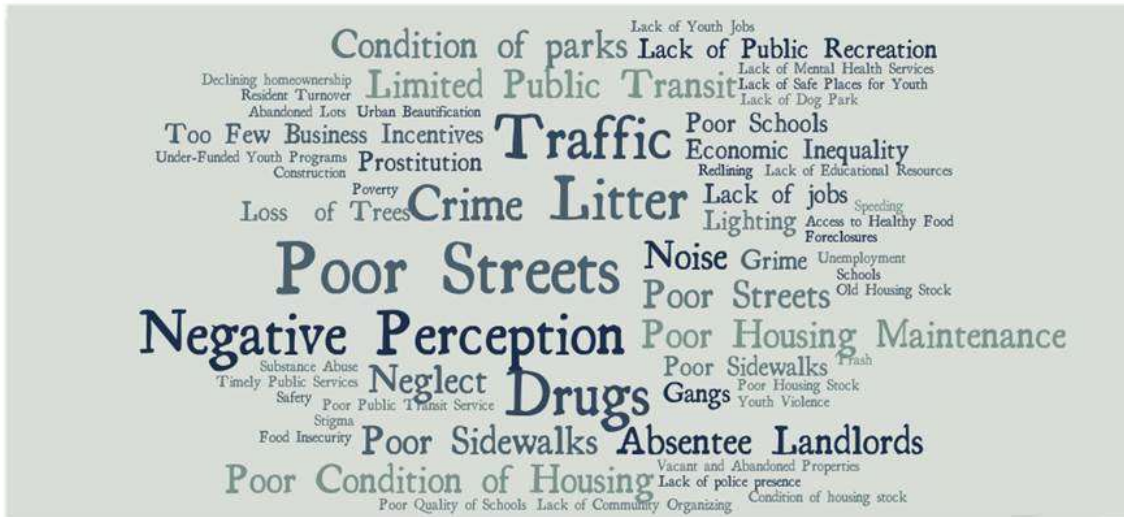
*As stated by participants at community input meetings and summarized in a word cloud. The larger the word in the visual the more often it was stated.

5

Community Needs Assessment Summary Slide 5



WHAT DO WE LIKE LEAST ABOUT OUR NEIGHBORHOODS?



*As stated by participants at community input meetings and summarized in a word cloud. The larger the word in the visual the more often it was stated.

6

Community Needs Assessment Summary Slide 6



TOP NEIGHBORHOOD ISSUES AND CONCERNS

■ Most Commonly Stated

- Streets and Sidewalks
- Litter and Lack of Cleanliness
- Vehicles and Traffic
- Negative Perception
- Unemployment/Access to Jobs
- Poor Condition of Housing Stock
- Condition and/or Lack of Parks & Public Recreational Facilities
- Need for More and Better Educational Opportunities

■ Stated Often

- Youth Violence and Gang Activity
- Substance Abuse
- Crime
- Absentee/Negligent Landlords
- Lack of Youth Opportunities

■ Stated Occasionally

- Lack of Recreational Opportunities
- Need for More Business Assistance
- Loss of Trees
- Food Insecurity
- Economic Inequality
- Drugs and Prostitution
- Need for Community Policing
- Abandoned and Vacant Lots

Community Needs Assessment Summary Slide 7



TOP PUBLIC SERVICE NEEDS

■ Most Commonly Stated

- Public Transit Improvements
- Street and Sidewalk Improvements

- Solid Waste Management
- Child and Youth Programming

■ Stated Often

- New Immigrant Services Including ESL Services
- Recreational Opportunities
- Community Policing
- Drug and Gang Intervention
- Mental Health Services

- Services for Seniors
- Coordination Amongst Service Providers
- Transportation to Youth Programs
- Business Incentives

■ Stated Occasionally

- Surveillance
- Weatherization
- Work With Property Owners for Code Enforcement
- Food Access
- Substance Abuse Services

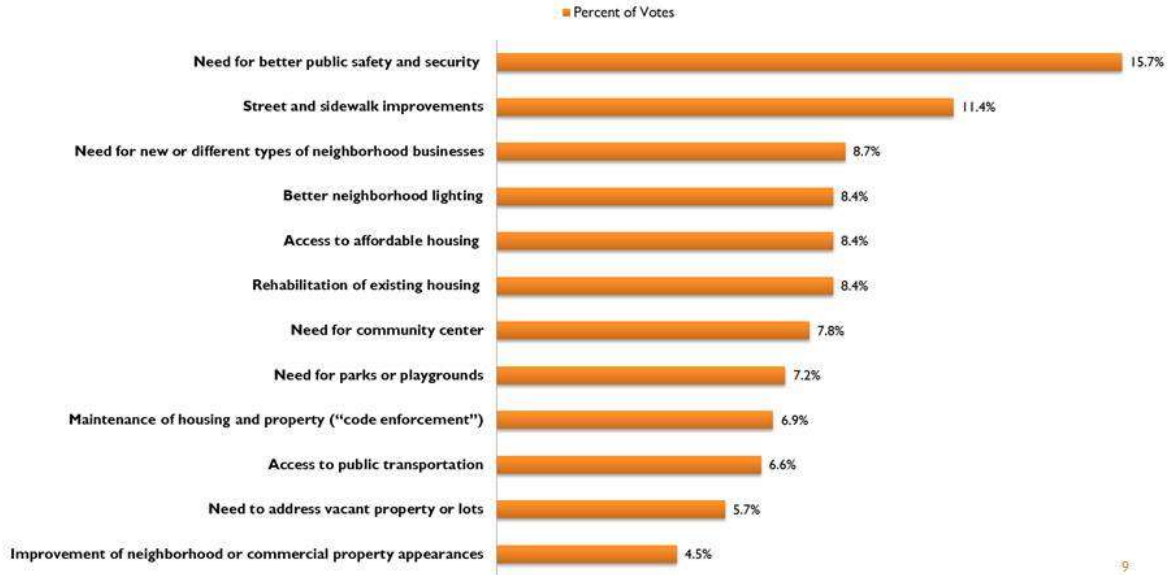
- Homelessness Services
- Access to Services
- Educational Programs Services
- Youth Jobs
- Converting Vacant Lots

8

Community Needs Assessment Summary Slide 8



NEIGHBORHOOD ISSUES IDENTIFIED



Community Needs Assessment Summary Slide 9



TOP NEIGHBORHOOD ISSUES

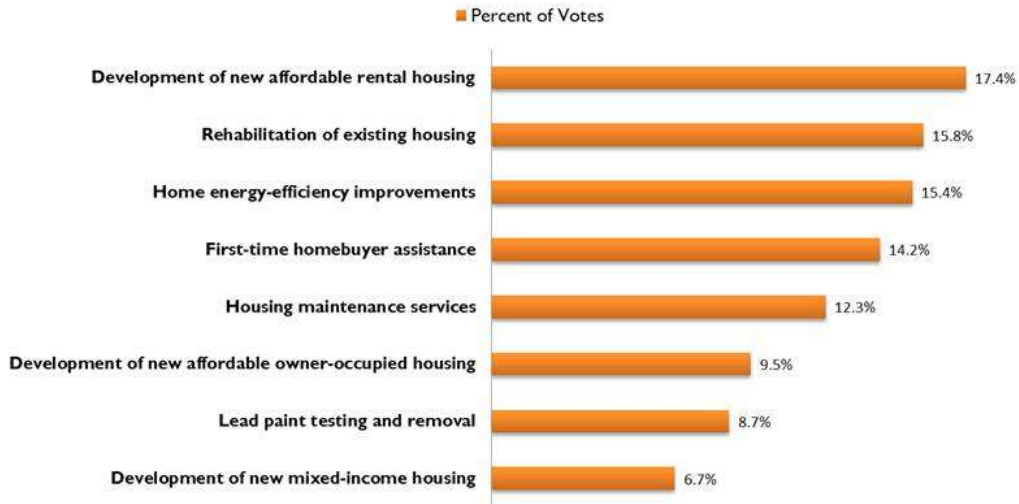
Priority	Type of Neighborhood Need	% of Votes
1	Better public safety and security	15.7%
2	Street and sidewalk improvements	11.4%
3	New or different types of neighborhood businesses	8.7%
4 (Tied)	Access to affordable housing	8.4%
4 (Tied)	Better neighborhood lighting	8.4%
4 (Tied)	Rehabilitation of existing housing	8.4%

10

Community Needs Assessment Summary Slide 10



HOUSING PROGRAMS AND INITIATIVES

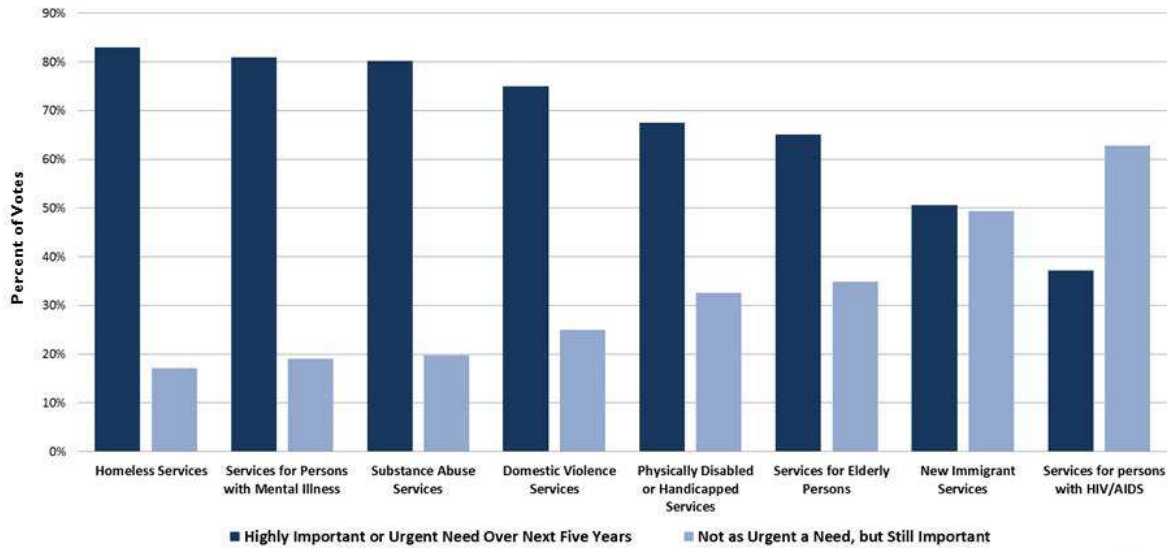


11

Community Needs Assessment Summary Slide 11



URGENCY OF NEEDS FOR SPECIFIC POPULATIONS



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Community Needs Assessment Summary Slide 12

5 City of Worcester FIVE YEAR PLAN: 2015 - 2020 COMMUNITY DEVELOPMENT BLOCK GRANT

COMMUNITY INPUT MEETINGS

WHAT ARE THE ISSUES FACING YOUR NEIGHBORHOOD AND THE CITY OF WORCESTER AS A WHOLE?
COME PROVIDE COMMUNITY INPUT AT ONE OF THE FOLLOWING MEETINGS:

<p>Tuesday, October 21 5:30PM - 6:30PM</p> <p>Quinsigamond Village Community Center 16 Greenwood St, Worcester MA 01607</p>	<p>Thursday, October 23 6:00PM - 7:00PM</p> <p>Frances Perkins Public Library Branch 470 W Boylston St, Worcester MA 01606</p>	<p>Tuesday, October 28 5:30PM - 6:30PM</p> <p>National Grid Sustainability Hub 912 Main St, Worcester MA 01610</p>
<p>Wednesday, November 5 5:30PM - 6:30PM</p> <p>Lincoln Park Tower Apartments 11 Lake Ave, Worcester MA 01604</p>	<p>Thursday, November 6 5:30PM - 6:30PM</p> <p>Worcester Academy - Walker Gallery 81 Providence St, Worcester MA 01604</p>	
<p>Thursday, November 13 6:00PM - 7:00PM</p> <p>Great Brook Valley Community Center 180 Constitution Ave, Worcester MA 01605</p>	<p>Tuesday, November 18 5:30PM - 6:30PM</p> <p>Elm Park Tower Apartments 425 Pleasant St, Worcester MA 01609</p>	<p>Thursday, November 20 6:00PM - 7:00PM</p> <p>Worcester Youth Center 326 Chandler St, Worcester MA 01602</p>



Executive Office of Economic Development
Neighborhood Development Division
455 Main Street, 4th Floor, Rm. 402
Worcester, Massachusetts 01608
Telephone: 508-799-1400 Fax: 508-799-1524
E-mail: development@worcestermass.gov Website: www.worcestermass.org



Community Input Meetings Flyer

5 City of Worcester
FIVE YEAR PLAN: 2015 - 2020
Community **D**evelopment **B**lock **G**rant

**PUBLIC HEARING:
COMMUNITY NEEDS ASSESSMENT**

WHAT ARE THE NEEDS IN YOUR NEIGHBORHOOD AND THE CITY OF WORCESTER
AS A WHOLE?

COME SEE RESULTS FROM MEETINGS HELD IN DIFFERENT WORCESTER
NEIGHBORHOODS THROUGHOUT THE FALL OF 2014 & ADD YOUR OWN INPUT.

Thursday, December 11, 2014

5:00PM

Worcester City Hall

Levi Lincoln Chamber

455 Main Street, 3rd Floor

Worcester MA, 01608



Executive Office of Economic Development
Neighborhood Development Division
455 Main Street, 4th Floor, Rm. 402
Worcester, Massachusetts 01608
Telephone: 508-799-1400 Fax: 508-799-1524



Public Hearing: Community Needs Assessment

Market Analysis

MA-05 Overview

Housing Market Analysis Overview:

Significant characteristics of Worcester's housing market and economy are detailed in the following section, including:

- The City of Worcester had 74,645 housing units in 2010, reflecting a gain of 3,920 units, or a 5.5% increase since 2000.
- The median home value in Worcester is \$234,400, while the median rent is \$763.
- Overall, Worcester has a predominantly older housing stock. The city's supply of two-family and three-family properties is of particularly older vintage with approximately 80% and 99% respectively, built prior to 1940.
- The Worcester Housing Authority (WHA) has 3,934 leased housing units (3,595 Federal and 339 State) that provide housing for over 5,500 persons (3% of the City's population).
- Barriers to affordable housing that would help end the cycle of homelessness for all populations, especially unaccompanied homeless adults, include the affordability and accessibility of single-room occupancy and community-based rental units.
- A need exists for more special needs facilities and services to support the housing needs of the elderly, frail elderly, persons with disabilities (mental, physical, and developmental), persons with alcohol or other drug addictions, and persons with HIV/AIDS and their families.
- There are four areas where affordable housing and residential investment is negatively affected by public policies:
 - Rental occupancy practices.
 - Mortgage lending and foreclosure trends.
 - Affordable housing distribution.
 - Housing cost burdens.
- Workforce training is recommended in emerging industries to bridge any skill gaps and other industries that are currently major employers in the city and region.

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

Introduction

The City of Worcester had 74,645 housing units in 2010, reflecting a gain of 3,920 units, or a 5.5% increase since 2000. This was more than twice the rate of increase experienced in the 1990s, as shown in Table IV-1. In contrast, the Region’s housing supply increased by 11.6% since 2000, almost twice the City’s rate of growth.

All residential properties by number of units

Property Type	Number	%
1-unit detached structure	25,788	33%
1-unit, attached structure	4,839	6%
2-4 units	25,677	33%
5-19 units	11,972	15%
20 or more units	10,268	13%
Mobile Home, boat, RV, van, etc	118	0%
Total	78,662	100%

Table 29 – Residential Properties by Unit Number

Data Source: 2007-2011 ACS

**Table IV-1 Housing Supply and Occupancy Trends
City of Worcester, the Region and County**

	Tenure as % of Occupied			# and % Change (units)			
	1990	2000	2010	90-00	00-10	90-00	00-10
City of Worcester							
Occupied	63,884	67,028	68,613	3,144	1,585	4.9%	2.4%
% Owner	43.3%	43.3%	44.5%	1,386	1,488	5.0%	5.1%
% Renter	56.7%	56.7%	55.5%	1,758	97	4.9%	0.3%
Nine-Town Region	1990	2000	2010	90-00	00-10	90-00	00-10
Occupied	37,992	44,145	48,427	6,153	4,282	16.2%	9.7%
% Owner	76.5%	77.9%	79.6%	5,342	4,149	18.4%	12.1%
% Renter	23.5%	22.1%	20.4%	811	133	8.3%	1.4%
Worcester County	1990	2000	2010	90-00	00-10	90-00	00-10
Housing Units	260,153	283,927	303,080	23,774	19,153	9.1%	6.7%
% Owner	61.4%	64.1%	66.1%	22,472	18,225	14.1%	10.0%
% Renter	38.6%	35.9%	33.9%	1,302	928	1.3%	0.9%

Source: US Census; ACS & RKG Associates, Inc.

Table IV-1

Unit Size by Tenure

	Owners		Renters	
	Number	%	Number	%
No bedroom	23	0%	1,375	4%
1 bedroom	821	3%	10,296	27%
2 bedrooms	8,601	26%	13,705	37%
3 or more bedrooms	23,298	71%	12,129	32%
Total	32,743	100%	37,505	100%

Table 30 – Unit Size by Tenure

Data Source: 2007-2011 ACS

Table VII-10 Five-Year Housing Demand 2010-2015
City of Worcester

		Forecasted Change in Households (5 Years)					Estimated Household Turnover (5 Years)				
Owner Households by Income	Maximum Affordable	Less than Age 35	Age 35 to 54	Age 55 to 64	Age 65 & up	Total H'holds	Less than Age 35	Age 35 - 54	Age 55 to 64	Age 65 & up	Total H'holds
		Less than \$35,000	under \$100k	8	(333)	58	164	(104)	616	619	191
\$35,000 to \$49,999	\$100k - \$200k	20	(289)	35	112	(121)	500	553	94	89	1,236
\$50,000 to \$74,999	\$200k-\$300k	59	(395)	138	186	(12)	806	918	224	96	2,043
\$75,000 to \$99,999	\$300-\$400k	141	(146)	189	205	389	590	945	143	59	1,737
\$100,000 and up	\$400 & up	277	131	530	458	1,396	719	1,798	273	92	2,882
Owner Households		505	(1,031)	950	1,124	1,548	3,232	4,832	926	584	9,574
Renter Households by Income	Maximum Affordable	Less than Age 35	Age 35 - 54	Age 55 to 64	Age 65 & up	Total H'holds	Less than Age 35	Age 35 - 54	Age 55 to 64	Age 65 & up	Total H'holds
Less than \$35,000	under \$875	(38)	(1,354)	99	201	(1,093)	6,371	4,564	1,133	2,034	14,101
\$35,000 to \$49,999	\$875-\$1,250	61	(494)	43	60	(330)	1,683	1,710	365	234	3,992
\$50,000 to \$74,999	\$1,250-\$1,875	110	(482)	46	62	(264)	1,680	2,040	236	156	4,111
\$75,000 to \$99,999	\$1,875-\$2,500	141	(78)	63	51	177	662	937	151	72	1,822
\$100,000 and up	\$2,500 & up	149	27	94	114	384	435	974	152	113	1,674
Renter Households		423	(2,382)	344	489	(1,126)	10,830	10,225	2,037	2,609	25,700

Source: DemographicsNOW, US Census: & RKG Associates, Inc.

MA-10 Table-VII-10 Five Year Housing Demand

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

Generally Federal, State, and Local programs assist units that are at 80% of area median income (AMI) or below. Some programs target specific units with household incomes as low as 60%, 50%, and 30% of AMI. For the City of Worcester it was estimated that 33,615 households would potentially be eligible for income-based housing as of 2010. This represented approximately 49% of all Worcester households. The vast majority of these eligible households, approximately 24,800, were renters and the remaining 8,800 were homeowners. This speaks to the large need in the community for assistance from the different programs.

Source: Housing Market Study - City of Worcester Final Report

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 information provided by the Massachusetts Department of Housing and Community Development (DHCD), in the five year period of (2015-2020) 1,882 income-based units may be lost, representing 20% of the current Chapter 40B supply. Beyond that, the use restrictions on another 18% of the existing supply may expire between 2020 and 2029. Only 38% of the existing supply of income-based housing was classified as perpetual with no time-limit, although, the expiration of 6% of the supply was unknown.

Source: Housing Market Study - City of Worcester Final Report

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

Vacant housing increased by 2,340 units over the last decade resulting in an increase in the vacancy rate from 5.2% in 2000 to 8.1% in 2010. In essence, over the last decade new household growth was sufficient to occupy only 40% of the housing created with the remaining 60% representing excess market supply. A similar trend occurred throughout the region, but to a lesser degree where 81% of the net increase in housing came from new households.

Source: Housing Market Study - City of Worcester Final Report

Describe the need for specific types of housing:

Five-year forecasts of households by income and age groups for Worcester were based on data compiled by DemographicsNOW. Households were grouped by different income levels, separating owners from renters, which correspond to sales pricing and rent ranges. The cumulative turnover of households over the next five years was also estimated based on factors extrapolated from the US Census.

Projected population growth in Worcester over the next five years would create a net increase of 420 households. As shown in Table VII-10, nearly all the demand from growth in households over the next five years would come from either younger households (less than 35) or near retirement to retirement age households (the two groups age 55 and older), for both owners and renters. However, declines in households in the 35 to 54 age group (family-rearing age) would offset most of the growth. Given these age group projections, housing for young professionals or new families would be needed, as well as housing for the aging baby-boom generation who may be seeking to downsize.

The estimated net change in owner households (1,550) over the next five years accounts for 55% of the 2,800 units in Worcester under construction and/or in the planning phase. This growth represents an average annual demand of 310 owner occupied units over the next five years. This growth rate is about

9% below the average annual housing production of single-family and condominiums over the last decade (2000-2010).

For renter households the city is projected to have an overall net loss of 1,120 over the next five years which would suggest little additional demand for housing. However, there will be some demand within certain income levels and age groups. For example, a net gain of 560 renter households was forecasted with incomes of \$75,000 or more. In addition, increases in younger, as well as near retirement and elderly households, were forecast across almost all income/rent levels, as shown in the table. However, these would not be sufficient to offset the loss of households in the 35 to 54 age groups.

Housing demand from turnover over the next five-years was estimated to exceed 35,000 households, averaging approximately 7,000 households per year. About 27% of the turnover would be for owner units and 73% for renter units. Approximately 55% of renter turnover (14,100 units) would be for units with rental values of less than \$875 and account for many, if not all, of the low income households in Worcester. Although turnover demand for this group was high, households with incomes below \$35,000 were forecast to decline by 1,100 over the next five years. Approximately 78% of the senior renter turnover would have incomes of less than \$35,000 while another 59% of renter turnover would be households under the age of 35 with incomes less than \$35,000. Over the next five years, renter turnover would be strongest in the two age groups younger than age 55, accounting for a combined 82% of total renter turnover. Approximately 52% of the turnover in these two age groups would have incomes of less \$35,000.

Regarding turnover in owner occupied units, approximately 20% (1,800) of demand would come from households in the 35-54 age group with incomes of \$100,000 or more. Another 20% would come from households in the same age group but in the two lower income brackets (\$50,000 to \$99,999). As shown in Table VII-10, approximately 70% of turnover in ownership units over the next five years would occur in households in the three income brackets that could afford homes valued at \$200,000 or more. However, only 30% of renter turnover would be from households in these three groups, those with incomes of \$50,000 or more, and a large percentage (54%) would have incomes in the \$50,000 to \$74,999 range.

Source: Housing Market Study - City of Worcester Final Report

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

Introduction

Cost of Housing

	Base Year: 2000	Most Recent Year: 2011	% Change
Median Home Value	118,400	234,400	98%
Median Contract Rent	505	763	51%

Table 31 – Cost of Housing

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

Rent Paid	Number	%
Less than \$500	9,176	24.5%
\$500-999	21,582	57.5%
\$1,000-1,499	5,718	15.2%
\$1,500-1,999	764	2.0%
\$2,000 or more	265	0.7%
Total	37,505	100.0%

Table 32 - Rent Paid

Data Source: 2007-2011 ACS

Housing Affordability

% Units affordable to Households earning	Renter	Owner
30% HAMFI	6,670	No Data
50% HAMFI	16,915	1,005
80% HAMFI	27,980	3,930
100% HAMFI	No Data	10,460
Total	51,565	15,395

Table 33 – 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	629	768	966	1,203	1,315
High HOME Rent	654	783	971	1,179	1,289

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Low HOME Rent	654	783	971	1,143	1,275

Table 34 – Monthly Rent

Data Source: HUD FMR and HOME Rents

Is there sufficient housing for households at all income levels?

Housing demand over the next five years will be driven primarily by turnover as compared to new household growth. Renter turnover is expected to be the strongest and nearly 55% would come from low income households or those earning less than \$35,000. However, the number of low income renters was also forecasted to decline by nearly 1,100 households over the next five years, and accounted for 97% of the forecasted loss in renter households over the period. Therefore, some reduction in the low income housing supply or Chapter 40B would be warranted in order to balance this forecasted loss in low income renters.

Forecasted household growth over the next five years would support another 1,500 or so new owner units, and most of this growth would occur at the upper income levels and supporting units valued at \$300,000 or more. This forecast should provide confidence to the developers of the proposed 2,800 units or so under construction and/or in the planning phase in Worcester, assuming the right product, appropriate amenities, and appealing environment would be created to attract potential buyers/renters represented by this forecasted demand. Sufficient owner turnover was also forecasted that could help support new infill housing for those owners wanting to sell and remain in the City at an alternative location.

One-third of the forecast housing demand would come from young professional (less than age 35) while the remaining two-thirds would come from aging baby-boomers age 55 and up.

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

Much remains to be seen regarding the housing market and its impact on the affordable housing market. Worcester’s housing market was impacted like many other places in the country. Currently, the local housing market is showing small signs of improvement. A factor in determining the robustness of the housing recovery is how quickly owner occupied housing enters the market. If growth is delayed by unforeseen events, a slower recovery would be anticipated.

For the time being low 30 year mortgage rates in conjunction with other national pressures are enticing owners back into the market. It is hoped that as this housing shift continues, the availability of affordable housing improves and other needed housing options continue to become accessible.

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

HOME program rents provided by HUD for the Worcester Area are very close to Fair Market Rent. The Fair Market Rent (FMR) is actually lower than the low HOME rents until the larger 3 and 4 bedroom units where FMR is higher, but still close. As the price difference in rent is so close it would not be high on the impact scale in terms of affecting the strategy to produce or preserve affordable housing.

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

Introduction

The aging housing stock in Worcester poses numerous challenges, including the increased prevalence of lead-based paint hazards. Older homes are also more likely to need repairs in order to provide safe, decent and affordable housing. The inadequate conditions of existing units may be associated with the lack of complete kitchen or plumbing facilities, more than one person per room, lead paint hazards, or having a cost burden greater than 30%. Low- to moderate-income families who rent are disproportionately affected by these substandard housing conditions and other housing-related issues.

Definitions

The City of Worcester defines "substandard" as a structure is below the housing quality standards used in the Section 8 Housing Assistance Payment Program. The "substandard condition, but suitable for rehabilitation" definition takes the analysis a step further. A pre-rehabilitation inspection report describing the deficiencies in each structure to be rehabilitated and a detailed scope and budget are necessary to make a determination regarding the feasibility of rehabilitation. This takes into account whether the structure will be improved enough to bring it into a standard condition and if the funds needed to achieve this are below the local or programmatic limits.

For the HOME program HUD determines the maximum subsidy limits amounts, which are based on the Participating Jurisdiction's Section 221(d)(3) program limits for the metropolitan area, each year. Although these limits only apply to the HOME program they are used as a guidepost for the CDBG rehab program as well to determine project economic feasibility, and other factors.

Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	11,707	36%	16,829	45%
With two selected Conditions	166	1%	852	2%
With three selected Conditions	30	0%	178	0%
With four selected Conditions	0	0%	23	0%
No selected Conditions	20,840	64%	19,623	52%
Total	32,743	101%	37,505	99%

Table 35 - Condition of Units

Data Source: 2007-2011 ACS

Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	2,454	7%	1,110	3%
1980-1999	6,176	19%	4,648	12%
1950-1979	8,098	25%	9,839	26%
Before 1950	16,015	49%	21,908	58%
Total	32,743	100%	37,505	99%

Table 36 – 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	24,113	74%	31,747	85%
Housing Units build before 1980 with children present	1,695	5%	745	2%

Table 37 – 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 38 - Vacant Units

Data Source: 2005-2009 CHAS

Need for Owner and Rental Rehabilitation

Overall, Worcester has a predominantly older housing stock. As shown in table 36, 49% of owner-occupied and 58% of renter-occupied housing units were built prior to 1950, while only 7% of owner-occupied and 3% of renter-occupied units were built over the last 15 years. Construction of the remaining stock was distributed fairly consistently (12%-26%) for each of the intervening 20-year intervals shown in the table. Other demographic analysis indicates that the city's supply of two-family and three family properties are of a particularly older vintage, with approximately 80% and 99% respectively, built prior to 1940. In addition, nearly 89% of the 4-8 unit structures were built prior to 1940 bringing the total units in these three housing types combined to more than 35% of the housing stock in Worcester. Census estimates indicate that this portion of the housing stock (4-8 units) are

approximately 80%-85% occupied. Based on the age of the existing housing stock, Worcester will have greater rehabilitation needs to address housing stock upkeep and to continue to meet basic Housing Quality Standards.

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

Worcester has a large percentage of housing stock from the industrial revolution era (1880-1920). As such, a large percentage of the housing stock is multifamily housing, which was used to house factory workers during this period. Current data shows there is an estimated 31,570 units of housing within the jurisdiction that are occupied by low or moderate income families that contain lead-based paint hazards (LBP). This is due primarily to the age of the housing stock.

Data obtained from the following sources:

HUDUser.org: Census-2000-Overall-Low-and-Moderate-Percentages-by-Grantee-FY-2014; and Factfinder.census.gov; American Community Survey 5 Year Estimate-Physical Housing Characteristics for Occupied Housing Units.

Discussion

Within the City of Worcester's population of 182,544, there is a large number of low- to moderate-income families living in housing units built before 1978, with children under 6 years old. Our community has a substantial inventory of older housing stock, and a high level of children with elevated blood lead (EBL). There are 12,005 children under six living in the city, representing 6.5% of the total population.

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

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	20	37	2,472	2,027	301	1,726	246	301	0
# of accessible units^	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Table 39 – Total Number of Units by Program Type

Data Source: PIC (PIH Information Center)

^The number of accessible units is not available from the PIC Data source used in the above table. A description of elderly/disabled housing can be found below.

Describe the supply of public housing developments:

Senior Only

Elm Park Tower Apartments, 425 Pleasant Street

This 16-story senior-only building offers one and two-bedroom apartments with views of historic Elm Park.

Lincoln Park Tower Apartments, 11 Lake Avenue

Overlooking the shores of Lake Quinsigamond, this active senior community is in close proximity to shops and restaurants.

Webster Square Towers East & West, 1050 & 1060 Main Street

The "Towers", located in the heart of Webster Square, provide its residents a variety of conveniences.

Elderly/Disabled

Pleasant Tower Apartments, 275 Pleasant Street

This 8-story high-rise offers its residents an onsite management office, 24-hour security and weekly doctor and nurse visits.

Murray and Wellington Apartments, 50 Murray Avenue & 30 Wellington Street

For people who enjoy the conveniences and atmosphere of urban living but also enjoy the intimacy of a neighborhood, Murray and Wellington Apartments fits the bill.

Belmont Tower Apartments, 40 Belmont Street

Belmont Tower Apartments offer panoramic views of Worcester to the residents of this 19-story building.

Mill Pond Apartments - 600 Mill Street, Addison Apartments - 2 Addison Street, and Mayside Apartments - 20 May Street

These garden style studio and one-bedroom wheelchair accessible and conventional apartments offer residents a quiet suburban setting to call home.

Lafayette Place, 2 Lafayette Place

Whether living in a conventional 1-bedroom apartment or enjoying the camaraderie of congregate style living, residents are regularly visited by a doctor and nurse, enjoy monthly community meals and regular social events.

Curran Terrace, 201 Providence Street

Idyllically set, residents at this development enjoy the wildlife that make daily visits to the on site pond.

Greenwood Gardens, 327 Greenwood Street

Residents of this small, one-bedroom garden style apartment development enjoy the close proximity of banks, restaurants, and the grocery store

Booth Apartments, 1 Haven Lane

This quiet, out of the way development of newly renovated 1-bedroom apartments offers residents the ease of apartment living.

Family Housing

Great Brook Valley and Curtis Apartments, Tacoma Street

Families living in one, two, three, four and five bedroom apartments enjoy on-site daycare, educational and recreational programming, health and nutritional services and a variety of other services that provide assistance to the families that live here.

Lakeside Apartments, Lakeside Avenue

Located near Webster Square and Coes Reservoir, this secluded family development offers one, two, and three bedroom apartments.

Scattered Site Family Housing

(North/Providence, Southwest Gardens, Hooper St., Lewis St., Main South Gardens and Scattered Sites)

These two, three, four and five bedroom conventional and wheelchair accessible apartments are located in some of Worcester's more established neighborhoods.

(Source: Worcester Housing Authority website)

Public Housing Condition

Public Housing Development	Average Inspection Score
Belmont Tower Apartment	85
Great Brook Valley	89
John Curran Apartments	93
Booth Apartments	94
Pleasant Tower Apartments	87
Providence North	63
Southwest Garden Apartments	81
Addison Street Apartments	97
Murray Ave Apartments	90

Table 40 - Public Housing Condition

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

On a monthly basis, the Worcester Housing Authority (WHA) Executive Director meets with the Resident Advisory Board and annually they review suggestions for capital improvements. An assessment of capital needs is conducted by the Capital Planning Office and reviewed with residents prior to the development of a capital budget. A five (5) year Capital Plan has been established for the agency and on an annual basis a capital budget is presented to HUD for review and approval.

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

The WHA offers a wide variety of resident programming. The types of programming are varied offering children an opportunity for academic success, providing young adults with the opportunity to earn their high school diploma equivalency, and offering those residents whose primary language is not English opportunities to improve and enhance their language skills.

While these activities offer families a means of attaining self-sufficiency, WHA collaborates with local agencies to offer additional recreational, health and well-being programming. Some program/classes offered are:

- Computer Training
- High School Equivalency
- English as a Second Language
- Homework Centers (with Tutoring)
- Career Counseling and Job Placement Assistance
- Food Pantries
- On-site Dental, Nursing, and Physicians Services

- On-site Nutritional and Fitness Classes
- Boys & Girls Club Programming
- Offsite YMCA Elderly programming
- Free Veterinary Clinics (Dogs & Cats)

The WHA has long realized that a portion of its success is dependent upon the satisfaction of its residents. Continuing on a long standing tradition of fostering partnerships and building resident leadership opportunities, WHA supports 13 formally recognized tenant organizations. They are the conduit through which ideas and issues are presented to the WHA administration. In turn, the administration facilitates new policies, operational and programmatic changes, and enhancements for residents through tenant organizations. Additionally, a WHA Resident Advisory Board meets monthly with the Executive Director to discuss policy, operations and programming, and other areas that have a direct effect on the people it serves.

The Authority is also working to enhance the living environment of families residing in our developments. A Smoke Free Policy has been in effect about one year, and has received the support of a majority of residents. The Policy prohibits residents from smoking within their apartments. The intent of this initiative is to promote a healthier environment for all residents, especially those with breathing ailments such as asthma.

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

Introduction

The local strategy to meet the needs of homeless persons considers the housing and supportive services needed in each stage of the process, i.e. preventing homelessness, outreach/assessment, emergency shelter services (ES), transitional housing (TH), and helping homeless persons (especially chronically homeless) make the transition to permanent and independent living. Facilities and services that meet the needs of homeless persons are targeted based on the extent to which they further the achievements of HUD's goals articulated in Opening Doors: Federal Strategic Plan to Prevent and End Homelessness.

Prevention, Emergency Shelter and Rapid Re-Housing services are supported by state, local, and private funds, while the federal Continuum of Care supports the majority of projects (thirty-one) under fourteen sponsor agencies to provide Permanent Supportive Housing and Transitional Housing that address the needs of all homeless populations.

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)	1,354	603	170	369	0
Households with Only Adults	71	105	113	647	0
Chronically Homeless Households	0	0	0	159	0
Veterans	22	0	147	195	0
Unaccompanied Youth	0	0	0	0	0

Table 41 - Facilities and Housing Targeted to Homeless Households

Alternate Data Source Name:

Worcester City/County CoC Housing Inventory Count

Data Source Comments:

Source: 2014 Housing Inventory Count for entire Continuum of Care and Worcester County Community. *Notes*20 of the 195 PSH veterans beds are included in chronically homeless households and 139 out of 489 PSH households with only adults are included in chronically homeless households, for a total of 159 PSH beds for chronically homeless households. Of the 195 PSH beds for Veterans, 145 serve HH with only adults, and 50 serve HH with children.9 of the 147 Transitional Housing (TH) beds for Veterans are included in TH households with Adults and Children.

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

Assisting persons with access to mainstream services complements housing stability and decreases the possibility of returning to homelessness. Although in Massachusetts all persons are eligible for health insurance, it is expected that homeless individuals and families are over-represented among the uninsured. Mainstream services include cash-based services that increase participants' income from non-employment services from program entry to program exit date. Examples include Social Security Income (SSI), Social Security Disability Income (SSDI), and Veterans Disability benefits. Staffs within the CoC are trained on how to access publicly-funded resources, as well as the Legal Aid system to apply for, advocate for, and appeal denials of public benefits.

The Family Health Center of Worcester offers homeless families with children support to fully access care, including health benefits advising, health insurance and food stamps enrollment assistance, medical interpretation, care coordination for patients with chronic illness, patient advocacy, exercise and wellness programs, and community health education.

For homeless (especially chronically homeless) individuals, the Homeless Outreach & Advocacy Project (HOAP), through Community Healthlink, connects the region's homeless individuals, many with mental illness and addiction challenges, to healthcare and basic human services. HOAP staff provides outreach to shelters and other emergency care programs, and operates the Healthcare for the Homeless program, establishing contact with unsheltered men and women throughout the city. Basic services are available at HOAP's primary care clinic, and case managers help clients enroll in health insurance programs, access health care and social security benefits, and resolve other benefits-related issues.

Increased income from employment is crucial. Service Providers offer work training and employment counseling to homeless households, and some even supply transportation to clients to attend mainstream benefit appointments, employment training, and jobs. In 2015, a comprehensive guide for Employment and Training Resources in Worcester, MA was developed by Ascentria Care Alliance, the Central MA Workforce Investment Board, the Worcester Community Action Council, Worcester Interfaith, Workforce Central Career Center and Worcester Community Connections of YOU, Inc.

For unaccompanied homeless adults, South Middlesex Opportunity Council (SMOC) operates the Mobile Resource Team to assist individuals in attaining financial self-sufficiency. This goal is achieved by helping homeless individuals secure permanent housing, obtain employment or training/education programs that will lead to permanent employment. Veterans Inc. offers similar asset-building training for Veterans and their families.

Homeless Families access job readiness training through the Central Massachusetts Housing Alliance's Personal Opportunities for Work, Education and Renewal (POWER) Program. The program focuses on strengthening education and job skills by building upon the commitment and motivation of participants based on their own career goals.

The Continuum of Care through its supportive housing model ensures that residents participate in case management to supplement outcomes for housing stabilization, including employment and non-employment benefits. The Mainstream Resources Committee of the CoC meets quarterly and reviews Annual Performance Reports in order to promote maximum utilization of mainstream resources. These and other services are referenced in section SP-40 Institutional Delivery Structure.

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.

Prevention services make a profound impact on the stability of families and individuals who are at-risk due to disabilities, housing quality, and cost burden. Yet resources for flexible prevention and shelter diversion assistance are inadequate compared to the number of at-risk households.

Stakeholders engage homeless individuals, veterans, youth and families through Outreach. This informal network includes street outreach workers, first responders, hospitals, law enforcement, and neighborhood centers, with the knowledge of resources to connect homeless persons to shelters or permanent housing.

Emergency Shelters (ES) are operated by the Central MA Housing Alliance, Catholic Charities, Friendly House, and scattered sites. Families must be eligible for Emergency Assistance (EA) through the Dept. of Transitional Assistance to qualify for shelter, with common placements in hotels/motels across the state. Abby's House, Friendly House, and the Interfaith Hospitality Network offer rooms for families not eligible for EA, which has revealed itself as a need in the region.

Unaccompanied youth under 18 access ES through LUK, Inc. in Worcester and Fitchburg. There is a need locally and state-wide for unaccompanied youth housing services; this is currently being endorsed through legislation at the state-level.

The SMOC Triage and Assessment Center is the front door into the system for individual adults. The aim is to provide temporary ES placement with a focus on Rapid Re-Housing. Because shelter demand rises during winter months, the community is exploring the need for seasonal overflow shelter to enable the focus on Triage & Rapid Re-Housing to continue effectively during extreme cold. ES facilities/services are available for targeted populations such as veterans and victims of domestic violence. Our Father's House in North County operates ES and RRH for individual adults.

Transitional Housing (TH) for individuals and families is up to 24 months, enabling stabilization before transitioning to permanent housing. TH programs support individuals exiting the justice system, in recovery from alcohol/drugs, and disabled family households. A single medical respite bed in the City bridges gap between hospital release and homelessness. Providers have expressed that one medical

respite bed does not meet the need in the community, particularly with increased discharges from substance abuse and detox facilities.

Permanent Supportive Housing (PSH) is prioritized to address the needs of chronically homeless individuals and disabled families. Without a designated length of stay, participants receive services that reduce return to homelessness and ensure stability. Landlords are hesitant to rent to homeless and formerly homeless households without supportive services. Safe Haven is a form of supportive housing that serves hard-to-reach, primarily unsheltered, persons with severe mental illness that have been unable or unwilling to participate in housing or supportive services. Access to PSH is bolstered by the CoC Coordinated Entry system, (see SP-60 Homelessness Strategy).

In FY15, the City allocated 40% of its ESG funds to Rapid Re-Housing (RRH). RRH for homeless individuals is largely provided by SMOC through the Triage Center, where individuals are assessed within 48 hours and placed in the community according to the most appropriate housing placement and services to meet their needs.

EA-eligible families can access HomeBASE assistance, designed as the original housing-first strategy for families. HomeBASE offers a pathway out of shelter, or to avoid shelter entirely. In FY15, HomeBASE allowed up to \$6,000 per household to assist in securing housing.

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

HOPWA Assistance Baseline Table

Type of HOWA Assistance	Number of Units Designated or Available for People with HIV/AIDS and their families
TBRA	12
PH in facilities	0
STRMU	64
ST or TH facilities	0
PH placement	25

Table 42– HOPWA Assistance Baseline

Data Source: HOPWA CAPER and HOPWA Beneficiary Verification Worksheet

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

The Massachusetts Department of Housing and Community Development's most recent Subsidized Housing Inventory (SHI) was the primary source used to evaluate the city's supply of income-based housing, including facilities for seniors/elderly and disabled persons. The total units within family oriented developments (5,196) represented 52.8% of the total supply, and units within senior/disabled developments (3,834) accounted for another 38.9%. The remaining 8.3% were either senior disabled care units (586) or owner units (232).

As of 2010, the Worcester Housing Authority operated a portfolio of 3,000 units of public rental housing and 1,877 leased housing units. It served a diverse population including 40% elderly, 20% non-elderly disabled and 40% families.

An analysis of housing and supportive service needs for persons with alcohol or drug addictions and for persons with HIV/AIDS and their families is detailed in sections NA-45 and MA-30 of this ConPlan.

**Table VII-6 Income-Based Housing Supply 2010
City of Worcester**

Development Target	# of Projects	Total Units	Income-Based	Market Units
Family	173	5,196	4,848	348
Owner	95	232	229	3
Senior/Disabled	19	3,834	3,827	7
Sen-Dis Care	41	586	582	4
Citywide	328	9,848	9,486	362

Source: MA DHCD; City of Worcester & RKG Associates, Inc

Income-Based Housing Supply (2010)

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

The City of Worcester, in coordination with the Continuum of Care undertakes efforts to ensure that persons are not routinely discharged into homelessness, and specifically coordinates access to appropriate supportive housing for such persons. In 2012, the Continuum of Care created a Discharge Planning committee, whose goal was to eliminate inappropriate discharges from State systems, local hospitals, and other health care providers. Quarterly meetings have principally focused on inappropriate discharges from local hospitals to emergency shelters. New referral forms and processes have significantly reduced inappropriate referrals, and the City of Worcester also works with the Worcester Police and Worcester County Sherriff’s office. Other major stakeholders include the Directors of Social Services departments at two major City of Worcester hospitals (UMass Memorial and St. Vincent’s Hospital).

The Discharge Planning Committee also addresses the need for appropriate supportive housing for persons returning from the mental health system. It works to support and address discharges from state hospitals without appropriate community housing in place, and terminations (both voluntary and involuntary) from the State-supported community residential system for the chronically and mentally ill. According to the Continuum of Care Consolidated Application submitted for FY2013, the Department of Mental Health (DMH) indicates that 28% of persons are discharged to the legal system, 42% to families or non-family housing, 20% to community residences, 7% to other DMH facilities, and 2% to other locations. CoC Permanent Supportive Housing providers and DMH staff meet regularly to ensure compliance and appropriate service planning for individuals in need of supportive services.

For many years now, city officials have consulted with and had a close, working relationship with one of the area’s largest community health providers, Community Healthlink, Inc. (CHL). CHL is the County’s largest non-profit provider of housing, health and supportive services for special needs populations (including persons with disabilities, persons with HIV/AIDS, and homeless persons).CHL is a provider funded partially by HUD under City of Worcester HOPWA grants, as well as CoC Permanent Supportive Housing and Shelter Plus Care programs. CHL is a major stakeholder in the City’s Plan to End

Homelessness by providing both “front door” (outreach/assessment/triage and diversion services) and “back door” (housing/ supportive service/ primary care options) for low income, at-risk and immigrant populations.

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)

Stakeholders from mental health and physical health institutions are made aware of supportive services and supportive housing resources available through the Coordinated Assessment and Entry process facilitated by the Continuum of Care. Additionally, these entities are at the table when discussing Housing and Homelessness Benefits (HHB) at the monthly HHB meetings facilitated by the CoC Lead Agency. This monthly forum is attended by front line service providers, concerned citizens, current and former recipients of services, affordable housing providers and others, to spread awareness and foster connections for supportive services and special needs providers.

The Director of the leading home health agency in Worcester also participates in Discharge Planning, in coordination with the Continuum of Care, to improve housing and supportive services for elderly people without family that lose their homes, but may not qualify for nursing home admission.

The City of Worcester and the CoC co-sponsor the Community Roundtable on Youth Homelessness, which includes over 25 multi-sector children and youth-serving agencies. One key goal of the roundtable is to reduce youth homelessness by assuring appropriate discharges and transitional care for youth transitioning from the Massachusetts Foster Care system. The group also includes representation from the State Department of Children and Families and the Worcester Public Schools. The City consults with and actively participates in the Worcester Community Connections Coalition (WCCC). The WCCC is a unique program whose goals include the empowerment of low income, inner city households through: the coordination of resources already in the community; by bringing out the voices of residents in the planning for local resources; by ensuring that services meet the needs of the people, and, by helping parents to become more confident, competent, and nurturing. Since 2001, funding for this program has been annually renewed through the Massachusetts Department of Children and Families (MA DCF) in order to provide family-based services, supportive preventive programs and coalition supported services. In particular, WCCC provides referrals and resources that benefit families with disabilities who may need support through employment, child care, and other supportive services that help improve their livelihood and reduce risks, ensuring housing stability along the way.

The principal stakeholders involved with efforts to reduce inappropriate discharges from the corrections system include the Chair of Corrections Discharge Planning Committee (also the Director of Dismas House, the principal provider of transitional and permanent housing for ex-offenders), the Worcester County Sheriff and Director of Discharge Planning of the area state prison, and the Director of the Assessment Center for homeless individuals in the CoC. This Committee has established written

protocols for referrals and referral information to the community-based housing providers and to the Assessment Center for homeless individuals. These protocols, along with routine collaboration between staff at the Worcester County House of Correction and the area state prison with local service and housing providers (principally Dismas House and the Assessment Center) have been very effective. CoC data shows: 72% of inmates released to community housing, 15% to residential treatment and 7% to sober housing.

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))

With respect to one-year goals, the City of Worcester is focusing its federal entitlement grant funds to support multiple populations with other special needs, including victims of domestic violence and formerly incarcerated individuals.

Efforts to address the needs of victims of domestic violence (DV), including their families, are associated with the state-wide network that permits out-of-area placements for families remaining at-risk. DV families have priority access to CoC-funded transitional housing and state- and city-funded rapid re-housing programs to promote rapid and safe community re-integration. Crisis intervention and safe housing is a priority, and is supported by the United Way, private foundations, and City of Worcester ESG funds allocated to the YWCA of Central MA Daybreak program.

ESG funds support shelter operations for a local organization Dismas House, which provides an important platform for healthy re-entry from prison to those most in need of recovery, decent employment, and housing.

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

Negative Effects of Public Policies on Affordable Housing and Residential Investment

Rental occupancy practices: Interviews identified issues in which protected classes of people have been unable to find or keep affordable housing, including people with disabilities, families with children, racial and ethnic minorities, and linguistically isolated populations. A broad team of dedicated organizations and individuals are working to raise awareness of these issues, provide legal advocacy, educate property owners and developers, and increase the availability of housing that these groups can access, but additional support and partnerships could increase their effectiveness.

Mortgage lending and foreclosure trends: Data and studies at both the local and national level indicate that minority populations – particularly African Americans and Latinos – experience substantially greater difficulties in accessing credit and were more likely to receive high-cost, subprime credit during the housing boom, even after controlling for differences in income. Minority communities in Worcester may have been impacted to slightly greater levels by the foreclosure crisis.

Affordable housing distribution: Affordable housing stock in the region is concentrated within Worcester, out of proportion to the concentration of jobs in Worcester. Within Worcester, affordable housing appears to be concentrated within particular neighborhoods, with the result that low-income households may have limited choice about where to live to the extent that low-cost private market units are not available. Concentrations of poverty are observed within Worcester that coincide with concentrations of affordable housing.

Housing cost burdens: A growing percentage of homeowners and renters are housing cost burdened, meaning that they pay more than 30% of their incomes on housing costs. Cost burdened households appear to be concentrated in high-poverty, high-minority areas of the city".

(Source: Analysis of Impediments to Fair Housing – Worcester, Massachusetts, October 2012)

Other "barriers" to affordable housing have also been reported by community partners during the preparation of this ConPlan. One such barrier concerns the need to augment facilities and services for the homeless including emergency shelter beds, permanent supportive housing beds, transitional housing beds, and a safe haven facility, as well the need for more homeless prevention services and rapid re-housing resources in order to reduce the risk or length of time a family or individual experiences homelessness.

Other barriers include the need for more affordable and accessible single-room occupancy and community-based rental units to end the cycle of homelessness for all populations, especially unaccompanied homeless adults. Also there is a need for more special needs facilities and services to support the housing needs of the elderly, frail elderly, persons with disabilities (mental, physical, and developmental), persons with alcohol or other drug addictions, and persons with HIV/AIDS and their families.

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

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	191	0	1	0	-1
Arts, Entertainment, Accommodations	7,047	0	18	0	-18
Construction	3,519	0	9	0	-9
Education and Health Care Services	27,886	0	55	0	-55
Finance, Insurance, and Real Estate	4,317	0	14	0	-14
Information	1,675	0	5	0	-5
Manufacturing	9,691	0	26	0	-26
Other Services	4,373	0	9	0	-9
Professional, Scientific, Management Services	7,549	0	17	0	-17
Public Administration	3,403	0	4	0	-4
Retail Trade	10,276	0	25	0	-25
Transportation and Warehousing	3,564	0	8	0	-8
Wholesale Trade	2,303	0	10	0	-10
Total	85,794	0	--	--	--

Table 43 - Business Activity

Alternate Data Source Name:

2009-2013 ACS (Workers)

Data Source

Data originally prepopulated in the table was erroneous, and data from the 2009-2013 American Community Survey is used instead. The following two columns include reliable data: "Number of Workers" and "Share of Workers %".

Comments:

Unfortunately, the Longitudinal Employer-Household Dynamics (LEHD) program is not yet producing public-use statistics for Massachusetts, and the columns related to jobs ("Number of Jobs", "Share of Jobs %", and "Jobs Less Workers %") are inaccurate.

Labor Force

Total Population in the Civilian Labor Force	92,902
Civilian Employed Population 16 years and over	84,303
Unemployment Rate	9.26
Unemployment Rate for Ages 16-24	20.99
Unemployment Rate for Ages 25-65	6.04

Table 44 - Labor Force

Data Source: 2007-2011 ACS

Occupations by Sector	Number of People
Management, business and financial	18,064
Farming, fisheries and forestry occupations	4,158
Service	9,939
Sales and office	21,310
Construction, extraction, maintenance and repair	5,525
Production, transportation and material moving	4,756

Table 45 – Occupations by Sector

Data Source: 2007-2011 ACS

Travel Time

Travel Time	Number	Percentage
< 30 Minutes	57,045	72%
30-59 Minutes	16,915	21%
60 or More Minutes	5,409	7%
Total	79,369	100%

Table 46 - 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	5,631	824	6,044
High school graduate (includes equivalency)	17,028	1,853	5,662
Some college or Associate's degree	19,069	1,797	4,167
Bachelor's degree or higher	25,181	1,093	3,781

Table 47 - 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	226	1,195	1,099	2,780	3,201
9th to 12th grade, no diploma	2,130	2,173	1,915	3,337	2,811

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
High school graduate, GED, or alternative	7,617	5,909	6,891	11,743	7,893
Some college, no degree	12,901	5,144	5,101	7,408	3,246
Associate's degree	608	1,574	1,900	3,923	1,134
Bachelor's degree	2,520	7,051	4,521	7,582	2,265
Graduate or professional degree	168	3,241	2,593	5,113	2,174

Table 48 - 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	21,094
High school graduate (includes equivalency)	29,328
Some college or Associate's degree	35,531
Bachelor's degree	45,346
Graduate or professional degree	61,732

Table 49 – 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?

A significant proportion of the workforce is employed in either Education or Health Services, which has both advantages and disadvantages. The primary advantage is that these industries are relatively stable; the primary disadvantage is that the community would benefit from more diverse employment opportunities. It is important to consider that external factors outside of a community's control also drive employment in certain industries (e.g. comparative cost advantages of overseas manufacturing have adverse local effects for that industry).

Describe the workforce and infrastructure needs of the business community:

Technology is driving changes in the needs of the business community, not only locally in the city of Worcester, but also on a global scale. Businesses, particularly in manufacturing and production, are rendering certain jobs obsolete through automation and other forms of efficiency. While these innovations and changes generally have a positive effect on the economy and the environment, the workforce is forced to adapt and/or learn new skills. The ubiquity of technology, and specifically the internet, is also fueling business needs for employees with skills in STEM (Science, Technology, Engineering, and Math), including: computer programming, web development, network security, etc.

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.

During the 5-year planning period, there will be significant public and private investment being generated in the city of Worcester, particularly in the Downtown area. These investments are primarily real estate investments, with most occurring in residential and hotel development projects. This activity fuels job opportunities in two primary sectors – construction, and service/hospitality. Workforce development needs that may result from these investments could be job training programs specific to construction trades and hospitality.

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

Educational attainment in the city of Worcester could be stronger to support some of the jobs being created, specifically in the Education and Health Services industries. The jobs that are being created through recent and planned private real estate investment (construction, hospitality) do not require as much educational attainment. The city of Worcester also has a large immigrant population, with various levels of educational attainment, but recognizing this demographic trend, it will be important to continue supporting English as a Second Language (ESL) programs.

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.

Job creation and job placement are critical components of any economic development strategy. Workforce training initiatives in the city of Worcester would naturally assist the objective of helping local residents secure job opportunities. There are many workforce training programs that exist currently, and there is also an opportunity to further develop these programs. The City's Executive Office of Economic Development has a Division of Workforce Development including the Workforce Central Career Center. When considering the average educational attainment / skills, these workforce training programs are essential in the effort to bridge the skills gap and ensure Worcester job seekers are adequately prepared and qualified.

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

Yes

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.

Yes, the City of Worcester participates in a CEDS for the region, prepared by the Central Massachusetts Regional Planning Commission, most recently updated in 2012. The CEDS includes an analysis of population, income/poverty, education, workforce/employment, infrastructure, and changes in tax levy. Specifically, the action plan proposed in the CEDS as it relates to workforce/employment is largely consistent with the City of Worcester's Consolidated Plan. It proposes workforce training in emerging industries to bridge any skill gaps and other industries that are currently major employers in the city and region.

MA-50 Needs and Market Analysis Discussion

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

The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These 23 tracts are listed in the footnotes of the attached table, Demographic Analysis of Target Areas pt. 2 and are shown in the 2010 Low Income Population City of Worcester Map. The Demographic Analysis of Target Areas Tables 1 & 2 show that these 23 Low/Mod Census Tracts are defined as having a "high concentration of multiple housing problems" as compared to the city as a whole. Within these 23 Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 60.3% of the units were built before 1940 (compared to 41.3% citywide), 41.5% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 6.4% had no vehicle (compared with 4.2% citywide). Similarly, within these same 23 tracts renter-occupied housing units had the following housing problems: 55.0% of the units were built before 1940 (compared to 51.6% citywide), 51.3% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 31.1% had no vehicle (compared with 26.6% citywide).

Among City U.S. Census Tracts, 14 had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI are listed in the footnotes of the attached Demographic Analysis of Target Areas pt. 2 and are shown in the 2010 Low Income Population City of Worcester Map. The Demographic Analysis of Target Areas Tables 1 & 2 show that these 14 Disproportionately Low/Mod Census Tracts are defined as having a "very high concentration of multiple housing problems" as compared to the city as a whole. Within these 14 Disproportionately Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 77.3% of the units were built before 1940 (compared to 41.3% citywide), 47.8% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 9.3% had no vehicle (compared with 4.2% citywide). Similarly, within these same 14 tracts renter-occupied housing units had the following housing problems: 60.8% of the units were built before

1940 (compared to 51.6% citywide), 53.5% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), and 36.7% had no vehicle (compared with 26.6% citywide).

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 Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These

23 tracts are listed in the footnotes of the attached table, Demographic Analysis of Target Areas pt. 2 and are shown in the 2010 Low Income Population City of Worcester Map. These 23 tracts are defined as having a "high concentration" of the city's racial and ethnic minority populations as indicated in the table titled "Racial and Ethnic Demographics in Worcester, MA" that follows below.

Fourteen of the U.S. Census Tracts in Worcester had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI are listed in the footnotes of the attached Demographic Analysis of Target Areas pt. 2 and are shown in the 2010 Low Income Population City of Worcester Map. The percentages of racial and ethnic minority populations are defined as being "highly concentrated" within these 14 tracts: 38.5% Hispanic, 38.3% White, non-Hispanic, 11.9% Black/African American, non-Hispanic, 7.1% Asian, non-Hispanic, 2.8% multi-race, non-Hispanic, 1.3% all other single races.

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

As already discussed, the City is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income. An examination of the attached Demographic Analysis of Target Areas Tables 1 & 2 shows that in addition to the high concentrations of multiple housing problems and disproportionate minority populations (discussed above), these 23 Low/Mod Census Tracts have a higher proportion of other socio-economic problems as compared to the city as a whole. For example within these 23 Low/Mod Census Tracts 69.6% of persons were of low and moderate income (compared with 54.4% citywide), 23.5% of all housing units were owner-occupied (compared with 40.9% citywide), 77.2% of persons age 25 or more were high school graduates (compared with 83.3% citywide), 12.5% of persons age 16 or more were unemployed (compared with 9.9% citywide).

As reported already, 14 Worcester U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). An examination of the attached Demographic Analysis of Target Areas Tables 1 & 2 shows that in addition to the high concentrations of multiple housing problems and disproportionate minority populations (discussed above), these 14 Low/Mod Census Tracts have a higher proportion of other socio-economic problems as compared to the city as a whole. For example within these 14 Low/Mod Census Tracts 78.7% of persons were of low and moderate income (compared with 54.4% citywide), 14.7% of all housing units were owner-occupied (compared with 40.9% citywide), 74.6% of persons age 25 or more were high school graduates (compared with 83.3% citywide), 14.4% of persons age 16 or more were unemployed (compared with 9.9% citywide).

Are there any community assets in these areas/neighborhoods?

While the low/mod census tracts and the disproportionate low/mod census tracts have a higher concentration of multiple housing problems and socio-economic problems, there are positive community assets within these areas. All of these tracts are located either within the historic urban core of the city, or along major gateway thoroughfares and as such are close to or accessible via public transportation (which crisscrosses these areas) to the majority of the city's major institutions, cultural resources and employment centers. Thus for many residents, this factor of proximity and/or accessibility, negates the fact that a large portion of residents within these areas do not have a vehicle. Similarly, although these same areas are more densely populated than the outlying census tracts, the percentage of land devoted to public parks helps compensate for this fact. For instance, 9.6% of the land area of the low/mod census tracts is parkland which exceeds the citywide portion of 5.9%.

Home buyer opportunities based on relative housing costs are more prolific within these low/mod census tracts areas. According to the U.S. Census American Community Survey, the median value of owner-occupied was \$228,200 within the low/mod census tracts for 2007-11 as compared to \$237,800 citywide. The home-owner occupancy rate (defined by the U.S. Census as the percentage of owner-occupied housing that is vacant and for sale) was 2.4% within the low/mod census tracts and 3.2% within the disproportionate low/mod census tracts (compared to 2.2% citywide). Thus a larger proportion of homes are also available for sale within these areas to potential interested home buyers.

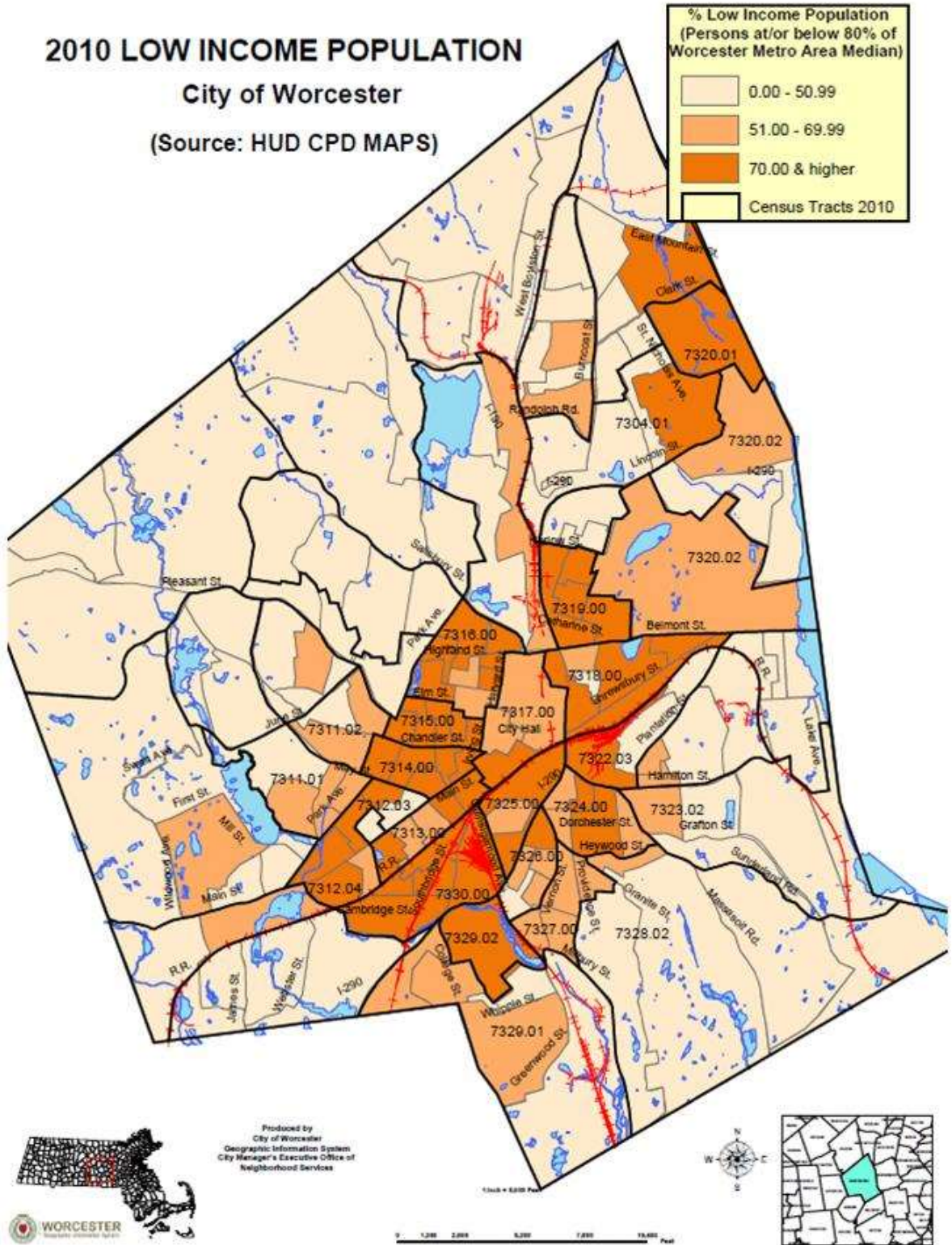
Are there other strategic opportunities in any of these areas?

One of the disproportionately low/mod census tracts, 7324.00, was ranked as the city's most distressed and the sixth most distressed in the State with high levels of poverty, crime, problems with gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. This is the focus of the Union Hill Neighborhood Revitalization Initiative which is working across multiple City departments and in concert with key community institutions and stakeholders to improve the quality of life in the area.

2010 LOW INCOME POPULATION

City of Worcester

(Source: HUD CPD MAPS)



Low Income Population Map

CITY OF WORCESTER, MA 2015-20 CONSOLIDATED SUBMISSION DEMOGRAPHIC ANALYSIS OF TARGET AREAS	Low/ Mod Census Tracts	Dispro- portionate	City of Worcester MA	Union Hill Target Area
		Low/ Mod Census Tracts		
ITEM	(Target Area Definitions provided below)			
Number of Census Tracts (2010 U.S. Census)	23	14	44	1
% Low/Moderate Income (LMI) Population	69.6%	78.7%	54.4%	72.9%
Population (2010 U.S. Census)	97,927	62,478	181,045	6,459
% of City Population	54.1%	34.5%	100.0%	3.6%
% Population Change 2000-10	4.0%	2.8%	4.9%	-2.7%
Area (sq. miles)	13.4	5.3	38.6	0.4
% of City Area	34.7%	13.6%	100.0%	1.0%
Density (2010 Population per sq. mile)	7,319	11,808	4,691	16,820
% of Area that is parkland	9.6%	4.8%	5.9%	1.6%
% of Area that is water	2.0%	0.7%	2.8%	0.0%
% 2010 Population by Racial/Ethnic groups (U.S. Census)	100.0%	100.0%	100.0%	100.0%
White, non-Hispanic	45.9%	38.3%	59.6%	63.4%
Hispanic	31.3%	38.5%	20.9%	17.1%
Black, non-Hispanic	12.1%	11.9%	10.2%	11.5%
Asian, non-Hispanic	6.8%	7.1%	6.0%	3.2%
American Indian/Alaska Native, non-Hispanic	0.3%	0.4%	0.2%	0.0%
All Other Single Races, non-Hispanic	0.8%	0.9%	0.7%	1.2%
Two or more Races, non-Hispanic	2.6%	2.8%	2.3%	3.6%
2010 Median Age (years)	32.0	29.2	34.7	28.2
2000 Median Age (years)	31.6	29.0	33.4	30.5
% Change in Median Age 2000-10	1.3%	0.7%	3.9%	-7.5%
% of Households with Persons Age 65 or more (2010 U.S. Census)	19.2%	16.4%	22.5%	14.7%
% of Households with Persons Under Age 18 (2010 U.S. Census)	33.1%	34.5%	31.3%	46.4%
% of Persons Age 25 or more, High School Grad (2007-11 ACS)	77.2%	74.6%	83.3%	71.9%
% of Persons Age 16 or more, Unemployed (2007-11 ACS)	12.5%	14.4%	9.9%	22.5%
Housing Units (2010 U.S. Census)	41,230	25,680	74,645	2,458
% Owner-Occupied Housing Units (2010 U.S. Census)	23.5%	14.7%	40.9%	21.0%
% Renter-Occupied Housing Units (2010 U.S. Census)	66.7%	74.1%	51.0%	65.8%
% Vacant Housing Units (2010 U.S. Census)	9.7%	11.1%	8.1%	13.2%
% Change in Housing Units 2000-10	3.4%	1.7%	5.6%	2.8%
% Change in Owner-Occupied Units 2000-10	4.0%	2.8%	5.1%	-4.4%
% Change in Renter-Occupied Units 2000-10	0.4%	-1.0%	0.3%	-2.9%
% Change in Vacant Units 2000-10	49.9%	44.5%	63.2%	74.7%
Home-Owner Vacancy Rate - % Owner Units Vacant & For Sale (2010 U.S. Census)	2.4%	3.2%	2.2%	2.8%
Rental Vacancy Rate - % Renter Units Vacant & For Rent (2010 U.S. Census)	7.2%	7.8%	6.9%	7.2%
% of Vacant Units Not on the Market (2010 U.S. Census)	40.8%	39.2%	41.4%	56.8%
% of Occupied Units Owner Occupied for all Racial/Ethnic Groups (2010 U.S. Census)	26.1%	16.6%	44.5%	24.2%
% of Occupied Units Owner Occupied for White, non-Hispanics	34.1%	20.6%	54.2%	30.7%
% of Occupied Units Owner Occupied for Hispanics	12.6%	10.2%	17.8%	14.0%
% of Occupied Units Owner Occupied for Black, non-Hispanics	20.8%	17.8%	29.5%	22.8%
% of Occupied Units Owner Occupied for Asian, non-Hispanics	25.0%	18.8%	40.2%	30.9%
% of Occupied Units Owner Occupied for American Indian/Alaska Native, Non-Hisp.	19.1%	17.8%	26.2%	0.0%
% of Occupied Units Owner Occupied for other Single Race, non-Hispanics	15.7%	11.7%	19.0%	16.2%
% of Occupied Units Owner Occupied for Two or more Races, non-Hispanics	18.4%	15.6%	29.5%	18.2%

Demographic Analysis of Target Areas pt. 1

CITY OF WORCESTER, MA 2015-20 CONSOLIDATED SUBMISSION DEMOGRAPHIC ANALYSIS OF TARGET AREAS	Low/ Mod Census Tracts	Dispro- portionate Low/ Mod Census Tracts	City of Worcester MA	Union Hill Target Area
	<i>ITEM (below items from U.S. Census 2007-11 American Community Survey) (Target Area Definitions provided below)</i>			
% Owner Occupied Units in Housing Built >1940	60.3%	77.0%	41.3%	67.0%
% Owner Occupied Households with Housing Cost Burdens >30% of Income	41.5%	47.8%	38.0%	48.2%
% Owner Occupied Households without Vehicle	6.4%	9.3%	4.2%	28.0%
% Owner Occupied Households without Complete Kitchen Facilities	0.1%	0.0%	0.2%	0.0%
% Owner Occupied Households without Complete Plumbing	0.1%	0.0%	0.1%	0.0%
% Renter-Occupied Units in Housing Built >1940	55.0%	60.8%	51.6%	67.2%
% Renter-Occupied Households with Housing Cost Burdens >30% of Income	51.3%	53.5%	48.9%	30.7%
% Renter-Occupied Households without Vehicle	31.1%	36.7%	26.6%	23.1%
% Renter-Occupied Households without Complete Kitchen Facilities	1.5%	1.6%	1.6%	1.0%
% Renter-Occupied Households without Complete Plumbing	0.9%	1.4%	0.8%	0.0%
Consolidated Plan Target Area Definitions:				
<p>Low/Mod Census Tracts = 23 (of the city's 44) census tracts in which at least 51.0% of the population is of low- and moderate income (as per HUD CPD Maps). These 23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02. [See attached 2010 Low Income Population City of Worcester Map for census tract locations]. Two census tracts (7312.02 & 7329.02) are not included in the Low/Mod Target Area given that they are self-contained, college campuses with unique populations.</p>				
<p>Disproportionate Low/Mod Census Tracts = 14 of the city's census tracts in which at least 64.5% of the population is of low- and moderate-income (as per HUD CPD Maps). These tracts are defined as having a disproportionate share of low- and moderate-income (LMI) population given that the percentage of LMI population in these tracts is at least 10% or more greater than the citywide percentage of 54.4%. These 14 tracts are: 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7324.00, 7325.00, 7326.00 and 7330.00. [See attached 2010 Low Income Population City of Worcester map for locations].</p> <p>Census Tract locations of key Neighborhoods Areas are: Main South/Beacon Brighton including the Gardner-Kilby-Hammond (GKH) Section 108 area (7312.03, 7312.04, 7313.00). Piedmont/Pleasant/Elm Park (7314.00, 7315.00, 7316.00). Downtown including CitySquare (7317.00), Shrewsbury Street/East Worcester/Bell Hill/Laurel Hill (7318.00), Lower Lincoln (7319.00), Great Brook Valley /Worcester Housing Authority (7320.01), Union Hill (7324.00), Green Island/Canal district (7325.00), Vernon Hill (7326.00) and South Worcester / South Worcester Industrial Park (7330.00).</p>				
<p>Union Hill Target Area = Census Tract 7324.00. The Union Hill neighborhood was ranked as the city's most distressed and the sixth most distressed in the State according to a 2013 Massachusetts Housing Partnership Analysis. The neighborhood has among the city's highest levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. The neighborhood is the focus of a targeted strategy across multiple City departments including Economic Development, Inspectional Services, the Fire Department and Police Department that seeks to improve the quality of life in the area. The City is working in concert with key neighborhood institutions and stakeholders including Worcester Academy, Oak Hill Community Development Corporation (CDC), the Grafton Street Business Association, Girls, Inc., and the Worcester Senior Center to develop a neighborhood revitalization strategy for the area. In addition to inspectional services sweeps and enhanced police foot patrol presence, as part of a multiple phased approach, the City is working to rehabilitate neighborhood physical infrastructure ranging from road resurfacing to comprehensive streetscape improvements in some areas. The City is also engaging interested property owners to rehabilitate their residential properties and commercial storefronts.</p>				

Demographic Analysis of Target Areas pt. 2

Racial and Ethnic Populations in Worcester, MA		
Racial/Ethnic Population	Citywide	Low/Mod Income Census Tracts in Worcester, MA
White, non-Hispanic	59.6%	45.9%
Hispanic	20.9%	31.3%
Black/African American, non-Hispanic	10.2%	12.1%
Asian, non-Hispanic	6.0%	6.8%
Multi-race, non-Hispanic	2.3%	2.6%
All other single races	0.7%	1.1%

Racial and Ethnic Demographics in Worcester, MA

Strategic Plan

SP-05 Overview

Strategic Plan Overview

As part of the Five-Year Consolidated Plan (2015-2020) development, the City of Worcester implemented an extensive citizen participation and outreach process to help establish an updated baseline of community needs. Outreach meetings were supplemented by numerous topic specific workshops engaging specific service providers, former and current federal grant subrecipients, and other key community stakeholders, in discussions around needs and issues facing particular populations and communities. Analyses of housing, demographic, and various socioeconomic data were also performed to better understand needs, trends, and issues facing the City as a whole.

As a result of the outreach and analyses referenced above, 50 specific Priority Needs were identified, and are described further in the SP-25 Priority Needs element of this Strategic Plan. The Priority Needs are varied, but reflect a need for continued investment and effort around addressing the following community development issues.

- Affordable housing production and barriers to accessing affordable housing and trends related to aging housing stock and deferred housing maintenance.
- Social and human services for low-to moderate income and special needs populations, including youth, elderly and homeless, as well as those living with HIV/AIDS.
- Improvement of access to social and human services through information, referral, transportation, and other methods.
- Programs and strategies to address public facilities and infrastructure such as streets, sidewalks, and improvement to facilities that deliver services for low- and moderate-income and special needs populations.
- Services and programs to help small businesses and overall economic development, including creation of new job opportunities, employment skills training, and financial and technical assistance for employers that create jobs.
- Strategic, concentrated, neighborhood-based collaborations with private and community resources and cross-departmental collaborations; a place-based, strategy focused, neighborhood revitalization model is currently underway as part of Worcester's Union Hill neighborhood revitalization initiative, and expected to be utilized in other neighborhood locations in the future.

From the Priority Needs described above, the ConPlan goals developed for the Strategic Plan are as follows:

- Affordable Housing Development & Preservation

- Heathy & Sustainable Housing
- Neighborhood Stabilization & Revitalization
- Economic Development & Business Assistance
- Public Services for Low-Moderate Income Persons
- Improvements and Preservation of Public Facilities
- Expanded Resources for Homelessness Prevention
- Resolve Barriers to Housing for Homeless Persons
- Housing Opportunities for Persons with HIV/AIDS

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

Geographic Area

Table 50 - Geographic Priority Areas

1	Area Name:	Union Hill Target Area
	Area Type:	Local Target area
	Revital Type:	Housing
	Identify the neighborhood boundaries for this target area.	The neighborhood boundaries of the Union Hill Target area are the same as that for U.S. Census Tract 7324.00. The Union Hill Neighborhood is bounded on the north and northeast by Grafton Street, on the southeast by Massasoit Road, on the south by Heywood Street and Winthrop Street, on the southwest by Vernon Street and on the northwest by Interstate Highway I-290.
	Include specific housing and commercial characteristics of this target area.	The Union Hill neighborhood (census tract 7324.00) has a disproportionate percentage of low and moderate income (LMI) population given that it had 72.9% LMI population (18.5% higher than the citywide percentage of 54.4% LMI). The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan), show that tract 7324.00 was defined as having a "very high concentration of multiple housing problems" as compared to the city as a whole. Within this tract owner-occupied housing units had the following housing problems: 67.0% was built before 1940 (compared to 41.3% citywide), 48.2% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 28.0% had no vehicle (compared with 4.2% citywide). Similarly, within tract 7324.00 67.2% of renter-occupied housing units were built before 1940 (compared to 51.6% citywide). The Union Hill census tract also had a disproportionate share of other socio-economic distress factors. For instance, 71.9% of persons of age 25 or more were high school graduates (compared with 83.3% citywide). Of persons age 16 or more, 22.5% were unemployed (compared with 9.9% citywide). Within the Union Hill tract, only 24.2% of households were owner-occupied (compared with 44.5% citywide).

<p>How did your consultation and citizen participation process help you to identify this neighborhood as a target area?</p>	<p>As a result of an extensive community outreach and planning process the Union Hill neighborhood has been identified as one of the city's most distressed with high levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. The neighborhood is the focus of a Union Hill Neighborhood Revitalization Initiative which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.</p>
<p>Identify the needs in this target area.</p>	<p>The neighborhood has experienced progressive decline over recent decades resulting in problems such as:</p> <ul style="list-style-type: none"> • Aging and poorly maintained housing stock • Foreclosures • Absentee landlords • Speculative investing • Declining property values • Vacant land parcels • Illegal dumping • Deteriorating public infrastructure • Crime: drugs, violence and gangs • Poorly performing public schools

<p>What are the opportunities for improvement in this target area?</p>	<p>While the Union Hill neighborhood has a disproportionate share of low- and moderate-income population, a high concentration of multiple housing problems, and other socio-economic distress problems, there are positive community assets within this neighborhood. Located on a hill, many of the neighborhood streets command panoramic views of the city below. The tract borders the newly revitalized Canal District and is within walking distance of downtown. It is accessible via public transportation to the majority of the city's major institutions, cultural resources, employment centers. Thus for many residents, this factor of proximity and accessibility, negates the fact that a large portion of residents do not have a vehicle.</p> <p>Home ownership opportunities are more prolific within this tract. According to the U.S. Census, the home-owner occupancy rate (defined by the U.S. Census as the percentage of owner-occupied housing that is vacant and for sale) was 2.8% within the Union Hill census tract (compared to 2.2% citywide). Thus a larger proportion of homes are available for sale within this neighborhood.</p> <p>The Union Hill Neighborhood also benefits from a strong institutional network. Worcester Academy, the Oak Hill Community Development Corporation, the Grafton Street Business Association, Girls' Inc. and the Worcester Senior Center are located within the Union Hill Neighborhood. The nearby CSX Corporation has also provided resources to this area.</p>
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	<p>Are there barriers to improvement in this target area?</p>	<p>The neighborhood has experienced progressive decline over recent decades resulting in the multitude of barriers to improvement. Given existing trends around declining federal entitlement grant allocations and uncertainty of federal fiscal resources moving forward, continued strategic leveraging of private investments and community-based resources are needed. As needs and issues often overlap and concentrate in neighborhoods, there is a need for more strategic, concentrated, neighborhood-based collaborations with private and community resources and cross-departmental collaborations. This is a model the City of Worcester seeks to implement going forward; place-based, strategy focused, neighborhood revitalization is currently underway as part of Worcester’s Union Hill neighborhood revitalization initiative. A focused, block by block approach to addressing infrastructure, housing and other community development needs will be implemented in additional communities as part of this and any future plans that use federal entitlement grant funds.</p> <p>These barriers in such as aging and poorly maintained housing stock, foreclosures, absentee landlords, speculative investing, declining property values, vacant land parcels, illegal dumping, deteriorating public infrastructure, crime: drugs, violence and gangs, poorly performing public schools. The neighborhood is the focus of a Union Hill Neighborhood Revitalization Initiative which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.</p>
2	<p>Area Name:</p>	<p>Low-Moderate Income Census Tracts</p>
	<p>Area Type:</p>	<p>Local Target area</p>
	<p>Other Target Area Description:</p>	
	<p>HUD Approval Date:</p>	
	<p>% of Low/ Mod:</p>	
	<p>Revital Type:</p>	<p>Comprehensive</p>
	<p>Other Revital Description:</p>	

<p>Identify the neighborhood boundaries for this target area.</p>	<p>The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These 23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this Conplan for locations).</p>
<p>Include specific housing and commercial characteristics of this target area.</p>	
<p>How did your consultation and citizen participation process help you to identify this neighborhood as a target area?</p>	
<p>Identify the needs in this target area.</p>	<p>The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this conplan), show that these 23 Low/Mod Census Tracts are defined as having a "high concentration of multiple housing problems" as compared to the city as a whole. Within these 23 Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 60.3% was built before 1940 (compared to 41.3% citywide), 41.5% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 6.4% had no vehicle (compared with 4.2% citywide). Similarly, within these same 23 tracts renter-occupied housing units had the following housing problems: 55.0% were built before 1940 (compared to 51.6% citywide), 51.3% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 31.1% had no vehicle (compared with 26.6% citywide).</p>
<p>What are the opportunities for improvement in this target area?</p>	

Are there barriers to improvement in this target area?	
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General Allocation Priorities

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

The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These 23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this Conplan for locations). The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this conplan), show that these 23 Low/Mod Census Tracts are defined as having a "high concentration of multiple housing problems" as compared to the city as a whole. Within these 23 Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 60.3% was built before 1940 (compared to 41.3% citywide), 41.5% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 6.4% had no vehicle (compared with 4.2% citywide). Similarly, within these same 23 tracts renter-occupied housing units had the following housing problems: 55.0% were built before 1940 (compared to 51.6% citywide), 51.3% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 31.1% had no vehicle (compared with 26.6% citywide).

The following 14 City U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI were: 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7324.00, 7325.00, 7326.00 and 7330.00 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this Conplan for locations). The attached Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this conplan), show that these 14 Disproportionately Low/Mod Census Tracts are defined as having a "very high concentration of multiple housing problems" as compared to the city as a whole. Within these 14 Disproportionately Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 77.3% was built before 1940 (compared to 41.3% citywide), 47.8% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 9.3% had no vehicle (compared with 4.2% citywide). Similarly, within these same 14 tracts renter-occupied housing units had the following housing problems: 60.8% were built before 1940 (compared to 51.6% citywide), 53.5% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 36.7% had no vehicle (compared with 26.6% citywide).

One of these tracts, 7324.00, was ranked as the city's most distressed and the sixth most distressed in the State with high levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. This tract (7324.00) is the focus of a the Union Hill Neighborhood Revitalization Initiative which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.

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

Priority Needs

Table 51 – Priority Needs Summary

1	Priority Need Name	Development of new affordable housing
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Individuals Families with Children veterans Persons with HIV/AIDS Elderly Frail Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization
	Description	Development of new affordable housing is one of the many needs identified through the Consolidated Plan public input process. The purpose of developing new affordable housing is to create housing for people that might not otherwise be able to afford it.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
	2	Priority Need Name
Priority Level		High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization
	Description	Development of new mixed-income housing is one of the needs identified in the ConPlan. The purpose of developing new mixed-income housing is to allow affordable housing that isn't concentrated in certain geographic areas in the City.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
3	Priority Need Name	Rehabilitation of existing housing stock
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization

	Description	Due to the age of the housing stock this is a large need for the City. The purpose of rehabilitating the existing housing stock is to eliminate code violations, which will allow the units to meet minimum HQS (Housing Quality Standards). This is more involved than simple maintenance or repair which may only address a couple of issues.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
4	Priority Need Name	Housing maintenance services
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Frail Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization Public Services for Low-Moderate Income Persons
	Description	The purpose of housing maintenance services is to allow the access to maintenance services for low-moderate individuals. This is below the level of full rehabilitation and usually is applied as a public service for the elderly population.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
5	Priority Need Name	Housing repair services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization
	Description	The purpose of housing repair services is to eliminate code violations, which will allow the units to meet minimum HQS (Housing Quality Standards).
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
6	Priority Need Name	Assistance for first time homebuyers
	Priority Level	High
	Population	Moderate Middle Large Families Families with Children
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Affordable Housing Development & Preservation Neighborhood Stabilization & Revitalization
	Description	The purpose of providing assistance to first time homebuyers is to allow homeownership to become more affordable and to allow homeownership in areas where it couldn't occur without assistance.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.

7	Priority Need Name	Systematic housing inspections
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing Neighborhood Stabilization & Revitalization
	Description	The purpose of systematic housing inspection activities is to make sure the neighborhood is a suitable and healthy living environment for all.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
8	Priority Need Name	Housing contaminant and pest abatement
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing Neighborhood Stabilization & Revitalization

	Description	Housing Contaminant and Pest Abatement is one of the needs identified in the ConPlan. The purpose of abating pests and housing contaminants is to make sure the unit meets HQS (Housing Quality Standards), leading to a healthier unit and neighborhood.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
9	Priority Need Name	Housing inspections and code enforcement
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Persons with Physical Disabilities
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing
	Description	The purpose of the housing inspections and code enforcement activity is to make sure units are meeting minimum HQS (Housing Quality Standards), which improves the sustainability of the unit and the neighborhood.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
10	Priority Need Name	Home energy efficiency improvements
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing
	Description	The purpose of home energy efficiency improvements is to rehab structures with more efficient design and products, leading to a more energy efficient unit, resulting in cost savings and better quality of life.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
11	Priority Need Name	Weatherization of homes
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing
	Description	The purpose of weatherizing homes is to make the envelope of the structure more energy efficient, resulting in cost savings and better quality of life.

	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
12	Priority Need Name	Environmental preservation
	Priority Level	High
	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Healthy and Sustainable Housing Improvements and Preservation of Public Facilities Public Services for Low-Moderate Income Persons
	Description	Environmental preservation is one of the needs identified in the Con Plan.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
13	Priority Need Name	Demolition of blighted properties
	Priority Level	High
	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization
	Description	The demolition of blighted properties contributes to neighborhood revitalization and stability by removing threats to human health, safety, and public welfare.

	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
14	Priority Need Name	Elimination of area and spot blight
	Priority Level	High
	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization
	Description	The elimination of area and spot blight is intended to improve appearance, safety, and quality of life aspects of geographic areas experiencing slum and blight conditions.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
15	Priority Need Name	Infill development
	Priority Level	High
	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization
	Description	Infill development will help address abandoned, vacant, and underutilized lots, which emerged as a common neighborhood need during the Consolidated Planning process.

	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
16	Priority Need Name	New streets and sidewalks
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities Neighborhood Stabilization & Revitalization
	Description	New streets and sidewalks are critical for addressing pedestrian safety, improving neighborhood conditions, and increasing access to services and resources by low- and moderate-income residents.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
17	Priority Need Name	Improvement of existing public infrastructure
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities Neighborhood Stabilization & Revitalization

	Description	The reconstruction and expansion of existing public infrastructure is needed due to old age, deferred maintenance, and heavy use. Needs include, but are not limited to, streets and sewer networks.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
18	Priority Need Name	Small business assistance
	Priority Level	High
	Population	Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization Economic Development & Business Assistance
	Description	Direct assistance to small businesses helps individual businesses grow, thrive, and provide jobs and services to neighborhood residents.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
19	Priority Need Name	Job and employment opportunities
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Public Housing Residents Individuals Persons with Developmental Disabilities Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts

	Associated Goals	Economic Development & Business Assistance
	Description	Expanding economic opportunities for low- and moderate-income persons through fostering job and employment opportunities helps stabilize communities.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
20	Priority Need Name	Attraction and retention of new businesses
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Economic Development & Business Assistance
	Description	Attracting and retaining businesses helps foster employment opportunities and contributes to economic development.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
21	Priority Need Name	Job and skills training
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Chronic Homelessness Individuals Families with Children veterans Persons with Developmental Disabilities Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Economic Development & Business Assistance Public Services for Low-Moderate Income Persons
	Description	Job and skills training helps low- and moderate-income individuals achieve self-sufficiency, individual and household stability, and economic opportunity.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
22	Priority Need Name	Recreational and community facilities
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Non-housing Community Development

	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities
	Description	Parks and public recreational facilities, or the lack thereof, are a public facility need; improving recreational and community facilities will increase the livability of neighborhoods and improve public health conditions.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
23	Priority Need Name	Economic development loans and capital
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Economic Development & Business Assistance
	Description	Economic development loans and investment capital assist businesses in preserving and creating new economic opportunities that help provide jobs for neighborhoods and community residents.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
24	Priority Need Name	Small business and storefront improvements
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization Economic Development & Business Assistance
	Description	Assistance to small businesses that enhances their attractiveness through façade and infrastructure improvements helps attract more customers while creating new jobs.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
25	Priority Need Name	Technical assistance to small businesses
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Economic Development & Business Assistance
	Description	Technical and financial assistance for small businesses increases assets and creates local jobs; assistance includes but is not limited to workshops, marketing, and business plan assistance.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
26	Priority Need Name	Improving public facilities for public services

Priority Level	High
Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Rural Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
Geographic Areas Affected	Low-Moderate Income Census Tracts
Associated Goals	Improvements and Preservation of Public Facilities
Description	Preserving and improving public facilities that provide vital public services that address community needs. Such facilities may include but are not limited to non-profit neighborhood and community centers, health centers, and senior centers.
Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.

27	Priority Need Name	Revitalization of neighborhoods
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization
	Description	Neighborhood and commercial corridor revitalization efforts target low- to moderate-income neighborhoods in order to address living conditions, improve neighborhood infrastructure, and support and foster business and economic development.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
28	Priority Need Name	Improving public facilities serving public safety
	Priority Level	High
	Population	Extremely Low Low Moderate Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities
	Description	Preserve and improve public facilities that support public safety and security, such as police and fire stations, and their associated equipment and resources like fire fighting apparatus.

	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
29	Priority Need Name	Energy improvements for public facilities
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities
	Description	Provide energy efficiency improvements for public facilities in order to promote sustainability and create a suitable living environment.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
30	Priority Need Name	Accessibility improvements for public facilities
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Elderly Frail Elderly Persons with Physical Disabilities Persons with Developmental Disabilities Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts

	Associated Goals	Improvements and Preservation of Public Facilities
	Description	Remove architectural barriers and provide other public facility accessibility improvements for persons with disabilities.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
31	Priority Need Name	Youth educational and recreational programs
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Individuals Unaccompanied Youth Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	Provide youth with the skills, knowledge, and support they need to lead healthy and productive lives. Keep youth in school, improve their academic achievement, help them learn job skills, and reduce criminal activity and violence.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
32	Priority Need Name	Neighborhood public safety improvements
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	Union Hill Target Area Low-Moderate Income Census Tracts
	Associated Goals	Neighborhood Stabilization & Revitalization Public Services for Low-Moderate Income Persons
	Description	Provide neighborhood and public safety improvements to support a suitable living environment for predominantly low- and moderate-income individuals and areas.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
33	Priority Need Name	Information and referral to public services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Rural Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly Persons with Physical Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Expanded Resources for Homeless Prevention
	Description	Support information and referral and direct case management services that help connect low- and moderate-income residents to much needed social and human services.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
34	Priority Need Name	Health services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	Provide services addressing the physical and health needs of vulnerable and low – to moderate-income populations.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
35	Priority Need Name	Youth employment opportunities
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Individuals Unaccompanied Youth Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	The unemployment rate for youth is higher than that for adults. Providing low- to moderate-income youth employment opportunities establishes a foundation for long-term self-sufficiency and community economic stability.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
36	Priority Need Name	Food access and security
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Chronic Homelessness Individuals Families with Children veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	Increasing access to healthy food and supporting greater food security for low- to moderate-income residents and special needs populations, including the elderly, helps improve public health and community economic stability.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
37	Priority Need Name	Housing security and eviction prevention
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Chronic Homelessness Individuals Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Expanded Resources for Homeless Prevention Housing Opportunities for Persons with HIV/AIDS
	Description	Providing services that enable individuals and families to remain in their home, including eviction prevention services, stabilizes communities and neighborhoods.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
38	Priority Need Name	Senior and elderly services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Elderly Public Housing Residents Frail Elderly Persons with Physical Disabilities Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	Providing services for elderly persons including but not limited to home maintenance assistance, social, medical, and human services.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
39	Priority Need Name	Services for disabled or special needs population
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Improvements and Preservation of Public Facilities Public Services for Low-Moderate Income Persons Expanded Resources for Homeless Prevention
	Description	Provide services and increase access for disabled and special needs populations, including reasonable accommodations, and conformance with the American with Disabilities Act (ADA).
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
40	Priority Need Name	Information and services for new immigrants

	Priority Level	High
	Population	Extremely Low Low Moderate Middle Large Families Families with Children Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons
	Description	Provide information and services for new and recent immigrants to include interpretation and translation services, and information, referral, and access to local medical, social, and human services.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
41	Priority Need Name	Transportation and access to public services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Individuals Families with Children Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Housing Opportunities for Persons with HIV/AIDS
	Description	Providing transportation services to low- and moderate-income persons facilitates access to much needed public services and fills a common resource gap that exists in the community.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
42	Priority Need Name	Mental health and substance abuse services
	Priority Level	High

	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Expanded Resources for Homeless Prevention Resolve Barriers to Housing for Homeless Persons
	Description	Delivering services to low- and moderate-income individuals to help save and stabilize lives, including: mental health and/or substance abuse crisis intervention, ongoing therapy and outpatient treatment, case management, and care coordination, improves public health, and help save lives to stabilize communities and households.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
43	Priority Need Name	Access to public housing
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with HIV/AIDS and their Families Victims of Domestic Violence
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Expanded Resources for Homeless Prevention Resolve Barriers to Housing for Homeless Persons
	Description	Providing affordable housing resources to very low-to-moderate income households through partnerships with Public Housing Authorities, including housing access for special needs and people experiencing homelessness.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
44	Priority Need Name	Case management services
	Priority Level	High

	Population	Extremely Low Low Moderate Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Persons with Mental Disabilities Persons with Physical Disabilities
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Expanded Resources for Homeless Prevention Resolve Barriers to Housing for Homeless Persons Housing Opportunities for Persons with HIV/AIDS
	Description	Assessing and coordinating the delivery of individualized services to meet the needs of program clients. Case Management may include counseling, developing individualized service plans, securing, and coordinating services, helping obtain Federal, State, and local benefits for clients, and monitoring and evaluating program clients progress over time.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
45	Priority Need Name	Coordinated entry system
	Priority Level	High

	Population	Extremely Low Low Moderate Middle Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Resolve Barriers to Housing for Homeless Persons
	Description	Strategies to better match people experiencing homelessness to the most appropriate types of housing assistance based on the assessment of household needs. Referrals are based on streamlined knowledge of program requirements and available openings and services.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
46	Priority Need Name	Discharge planning
	Priority Level	High
	Population	Extremely Low Low Moderate Middle
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Expanded Resources for Homeless Prevention

	Description	The planning of services to prevent homelessness for individuals who are leaving health care institutions, jails and prisons, protective youth services, or the armed forces.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
47	Priority Need Name	Housing search and advocacy
	Priority Level	High
	Population	Extremely Low Low Moderate Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Public Services for Low-Moderate Income Persons Resolve Barriers to Housing for Homeless Persons Housing Opportunities for Persons with HIV/AIDS
	Description	Providing services that help families and individuals, including homeless, search for stable housing options, as well as advocacy through education, the promotion of fair housing, elimination of housing discrimination, and landlord mediation.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
	48	Priority Need Name
Priority Level		High

	Population	Extremely Low Low Moderate Middle Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	Geographic Areas Affected	Low-Moderate Income Census Tracts
	Associated Goals	Resolve Barriers to Housing for Homeless Persons Housing Opportunities for Persons with HIV/AIDS
	Description	Helping families and individuals quickly move out of homelessness and into permanent housing by providing short-term or medium-term financial assistance and supportive services.
	Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.
49	Priority Need Name	Housing stabilization funds
	Priority Level	High

Population	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
Geographic Areas Affected	Low-Moderate Income Census Tracts
Associated Goals	Expanded Resources for Homeless Prevention
Description	Homeless prevention programs to assist households with very low income in obtaining or maintaining housing by providing first and/or last months' rent, security deposits, rental/utility arrears or utility payments.
Basis for Relative Priority	There was no tiering of the needs as all the needs identified are of the highest priority.

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>Tenant-based rental assistance (TBRA) is a rental subsidy that the City utilizes to help individual households afford housing costs such as rent and security deposits. The City of Worcester is located in a more expensive housing market, being heavily influenced by the Boston, MA market (Greater Boston metropolitan statistical area). Many renter and owner occupied households have a cost burden greater than 30% of their monthly income. There is a clear need to respond appropriately to this abundant housing problem. The Worcester Housing Authority administers the Section 8 voucher program and demand for this program far exceeds the supply of vouchers. To help ease the gap, with single adult unsheltered homeless population, the City of Worcester has in the past, and may in the future allocate HOME Program funds.</p>
TBRA for Non-Homeless Special Needs	<p>The market conditions in Worcester illustrate a high cost burden for low income households with high market housing costs. The City of Worcester supports a number of other programs with ESG funds to support the rapid re-housing of homeless individuals as well as homelessness prevention activities. HOME funds are also used to support the construction of affordable housing units; several units within these projects have been identified for extremely-low and low-income households. Additionally, the City of Worcester has identified HOME funds to support a TBRA program specifically designed for unsheltered homeless individuals. These funds will provide up to 24 months of rental assistance. Partnerships with local social service agencies will provide wrap-around support services to help ensure long-term stability and self-sufficiency of those assisted. Additionally, HOPWA TBRA funds are used throughout Worcester County and Wilmington County, Ct. to support eligible households by supplementing their income to afford housing.</p>

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
New Unit Production	<p>Market factors influencing development of new housing units, and particularly affordable housing units include: lower cost of land, cost of infrastructure improvements required for development of land, development impact fees; construction regulations; and general economic conditions, including income and employment levels and market interest rates. With nearly 50% of Worcester’s housing stock having been built before 1940, the City recognizes the value of supporting redevelopment projects, particularly in cases where planned improvements result in safer, higher-quality, and more energy efficient homes for Worcester residents.</p> <p>Through partnerships with for-profit and non-profit housing organizations, funding will support the objective to provide affordable housing to lower income households by expanding and maintaining the supply of decent, safe, sanitary, accessible, and mixed income rental housing; strengthening the ability of state and local governments to provide housing, and leveraging private sector participation. Eligible activities that would increase legitimate units in the City with HOME and CDBG funds are acquisition and rehabilitation of existing rental housing, new construction of rental housing, and conversion of commercial/industrial space into residential units. The City will focus funding to alleviate market funding gaps in projects that yield the highest return to the local economy and community, and have the highest potential to spur concurrent projects.</p>
Rehabilitation	<p>Market factors influencing the rehabilitation of housing include: age of housing stock; general economic conditions, including income and employment levels as factors which affect whether homeowners repair their homes or not; positive rate of return; presence of lead-based paint, and market interest rates. Given Worcester is an older City on the East coast, there are many older homes with demonstrated housing problems and presence of lead paint. An older housing stock necessitates a disproportional amount of funding, in comparison to newer markets, to maintaining a healthy housing stock. Of the City's current housing stock, over 50% percent was constructed prior to 1980 and older housing, which typically carries greater maintenance costs, is more likely to fall into substandard condition. The City will continue to prioritize a portion of its federal funds to assist low income homeowners with housing rehabilitation. CDBG housing rehab funds are awarded to bring units into compliance and afford the residents safe, sanitary and healthy homes. Often rehab funds are used in conjunction with the City’s lead paint abatement program. Funding is provided as a contingent grant forgiven after a five-year affordability restrictive period.</p>

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Acquisition, including preservation	There are a number of opportunities to redevelop older commercial sites which serve economic, recreational, and historic purposes, and can add to the vitality of their surroundings. As a result of Worcester’s planning efforts, North Main Street, the Arts District, and the Downtown prioritize the use of existing HOME subsidy programs to facilitate projects that have economic and redevelopment benefits in addition to housing and/or historic preservation value. Projects in these areas also provide subsidy to close financing gaps that might compromise the economic viability of Downtown redevelopment. Efforts will continue to promote the conversion of historic mill buildings and vacant upper stories of commercial buildings in the downtown area to residential units, artist live/work spaces, and other uses as deemed appropriate; and continue to take advantage of available opportunities to market and promote downtown Worcester as a city on the move, and a Gateway City.

Table 52 – Influence of Market Conditions

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

Introduction

The following is the anticipated resources the City is expected to receive from CDBG, HOME, HOPWA, and ESG programs. CDBG funds will be used for housing, public improvements, and public service activities. It is projected the CDBG funds will decrease by 3.5% year over year for the next 5 years. The HOME program is mainly used for new housing unit production. It is anticipated that there will be a decrease of 5% year over year for the next 5 years for the program. The HOPWA program is anticipated to be level funded for the next 5 years. This program is used for case management and rental assistance for people living with HIV/AIDS. The Emergency Solutions Grant is expected to be reduced by 2% year over year for the next 5 years. ESG funds are used primarily for homeless prevention and reducing barriers to housing for the homeless population.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder 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	4,038,138	25,000	903,638	4,966,776	14,787,811	Projection of 3.5% reduction year over year. \$375,000 of the CDBG allocation will be a match to the Lead Hazard Reduction Grant.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder 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	1,023,370	0	762,724	1,786,094	3,606,746	Projection of 5.0% reduction year over year.
HOPWA	public - federal	Permanent housing in facilities Permanent housing placement Short term or transitional housing facilities STRMU Supportive services TBRA	453,368	0	52,689	506,057	1,813,472	Projection of level funding for the next 5 years.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder 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	366,487	0	17,065	383,552	1,394,101	Projection of 2.0% reduction year over year.

Table 53 - 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

Federal funds will be used to leverage other public and private resources in the housing, public facilities, public services, and economic development areas. Matching fund requirements, along with the needed documentation, are specified in the sub-recipient agreements. Matching funds include non-federal cash sources, infrastructure, appraised land/real property, and site preparation, construction materials, and donated labor. The City and its program partners will seek funds from the following sources to support the goals identified in this ConPlan: Project-based Section 8 certificates through the Worcester Housing Authority, Low-Income Housing Tax Credits, project financing at favorable interest rates from the MassHousing and local lenders, and private contributions to subrecipients.

The City of Worcester will continue to identify funding from the Massachusetts Rental Voucher Program, operated by the Department of Housing and Community Development, as a source of additional match. In order to meet its ESG match requirements, the City of Worcester requires all ESG sub-recipients to demonstrate a 100% match using other eligible federal, state, local, or private resources.

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

During the duration of the 2015-2020 Consolidated Plan, CDBG funds are expected to be used to support the improvements to city-owned facilities, parks, outdoor, and recreation space. These projects are targeted in neighborhoods with high concentrations of low- and moderate-income households. In the Non-Housing Community Development Needs section (NA-50), please see the description of the needs associated with publicly owned land and property. The City of Worcester owns over 4.5 million square feet of buildings and facilities that either directly service residents, or exist to house activities that service residents. These properties may be used to address needs identified in this plan, yet many of the facilities are also in need of improvements due to old age, deferred maintenance, and heavy use.

Discussion

Overall the projected trend is a 2-5% reduction of Federal Entitlement Funds in the next five years to address the Priority of Needs identified in the Consolidated Plan.

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
City of Worcester Executive Office of Economic Development	Government	Economic Development Homelessness Ownership Rental neighborhood improvements public facilities public services	Jurisdiction
City of Worcester Neighborhood Development Division	Government	neighborhood improvements public facilities public services	Jurisdiction
City of Worcester Business Assistance Division	Government	Economic Development	Jurisdiction
City of Worcester Department of Inspectional Services	Government	neighborhood improvements public services	Jurisdiction
City of Worcester Public Health Division	Government	Non-homeless special needs public services	Jurisdiction
City of Worcester Department of Public Works & Parks	Government	neighborhood improvements public facilities	Jurisdiction
City of Worcester Office of Human Rights and Disabilities	Government	Homelessness Non-homeless special needs	Jurisdiction
Worcester Housing Authority	PHA	Public Housing	Jurisdiction
Central MA Workforce Investment Board	Regional organization	Economic Development	Region
Central MA Regional Planning Commission	Public institution	Planning	Jurisdiction

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
Private Developers	Private Industry	Ownership Rental	Jurisdiction
Worcester County Continuum of Care	Continuum of care	Homelessness	Region
Non-Profits / Community-Based Organizations	Subrecipient	public facilities public services	Jurisdiction

Table 54 - Institutional Delivery Structure

Assess of Strengths and Gaps in the Institutional Delivery System

Worcester benefits from the presence of many non-profit organizations and public institutions that deliver a wide range of programs and vital services to low- and moderate-income residents, homeless individuals and families, and special needs populations. While the Executive Office of Economic Development (EOED) is the lead agency for Consolidated Plan activities, non-profit organizations and public entities complete the institutional framework and partner with the EOED to address the needs of the community. The EOED has worked diligently to develop and manage strong relationships with institutional partners to ensure effective program delivery in meeting the needs of residents.

The institutional delivery system is bolstered by the EOED’s approach to managing and allocating HUD Entitlement funds. The City engages in outreach efforts to determine and carry out the Strategic Plan by:

- Holding various community needs assessment meetings to identify community needs and funding priorities.
- Establishing a clear and objective federal grant application process for interested parties.
- Distributing applications to current and potential community partners by targeting both organizations and institutions that have previously received funding, and those that have not.
- Sponsoring technical assistance sessions to help applicants complete the application process and ensure that their programs or activities are appropriate for HUD funding.
- Making a conscious effort to avoid duplication of services and delivery systems.

Another strength of the institutional framework relates to recent changes in the delivery of Affordable Housing Development activities and programs. In seeking to better meet community needs and increase efficiencies, the City of Worcester has shifted from a once a year housing RFP application process to an “open door”, rolling application process in Fiscal Year 2015. This process is designed to help individuals, homeowners, and both private and not-for-profit developers meet a broad range of community development needs, and to facilitate:

- Appropriate evaluation and underwriting.
- Selection of project ready, viable, sound proposals.

- Technical assistance to applicants with less experience.
- More flexibility by allowing opportunities to apply for housing related CDBG funds throughout the year (housing projects and needs are typically market and time sensitive).

While the institutional delivery system is functioning well, there is always room for improvement in eliminating silos, in ensuring easy access to services, and in better outreach and communication. Locally, gaps persist in the coordination, collaboration, and information sharing among the various entities responsible for program delivery. Many organizations are engaged in a multitude of efforts to coordinate and collaborate with one another, but service provider partners have identified a need for enhanced coordination. This issue stems in part from confidentiality rules that prohibit or hinder agencies from collaborating on client services; however, it points to gaps and weaknesses in the following areas:

- Awareness of existing resources amongst organizations.
- Coordinated intake and referral procedures.
- Connections between services providers, philanthropic organizations, and private industry that may provide increased resources.

Additionally, the service delivery structure is weakened by the year-to-year unpredictability of operational and federal funding, needs and demand that exceed available resources, and differing levels of management and development experience from agency to agency.

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
Homelessness Prevention Services			
Counseling/Advocacy	X	X	X
Legal Assistance	X		
Mortgage Assistance	X		X
Rental Assistance	X	X	X
Utilities Assistance	X	X	X
Street Outreach Services			
Law Enforcement	X	X	
Mobile Clinics	X	X	
Other Street Outreach Services	X	X	
Supportive Services			
Alcohol & Drug Abuse	X	X	X
Child Care	X	X	
Education	X	X	X
Employment and Training	X	X	X

Healthcare	X	X	
HIV/AIDS	X	X	X
Life Skills	X	X	X
Mental Health Counseling	X	X	X
Transportation	X	X	X
Other			
	X	X	X

Table 55 - 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)

Numerous programs and resources exist in Worcester to serve homeless persons. The City works closely with the Worcester County Continuum of Care (CoC), which is committed to ending homelessness in Worcester County through a coordinated, diverse system of housing and services grounded in a housing first approach, ensuring the safety and long-term stability of homeless families and individuals. Organizational partners involved in the centralized service delivery system strive to meet the needs of homeless persons and address the housing and supportive services needed in each stage of the process, including preventing homelessness, outreach and assessment, emergency shelter services, transitional housing, and helping homeless persons (especially chronically homeless) make the transition to permanent and independent living.

The CoC is guided by two principles: an open and inclusive process with broad-based participation by citizens and stakeholders throughout the county, and a comprehensive approach which develops, coordinates and integrates a system of care for homeless individuals and families, including major sub-populations such as the chronically homeless, mentally-ill, substance abusers, persons with HIV/AIDS, veterans, victims of domestic violence, children, adolescents, adults, and the elderly. Active year-round planning and a committee structure that divides tasks among specialized groups serve to strengthen the institutional framework.

The CoC Mainstream Resources Committee, composed of community partners and providers of mainstream services, program staff and managers, promotes maximum utilization of mainstream resources by CoC homeless persons through training program staff on the types of benefits available and how to best assist clients to access those benefits. The CoC also sponsors a Coordinated Entry System to serve as the central intake and assessment points for homeless individuals and families. The Coordinated Entry policy is designed to improve the quality of homeless housing and service system and outcomes for individuals and families by:

- Improving access to CoC housing and services for homeless individuals and families
- Assessing their needs in a uniform manner

- Prioritizing their need for precious housing and service resources
- Matching their needs with available resources in a cost-effective manner to shorten period(s) of homelessness and improve housing stability

The CoC's Work Group on Individual Homelessness focuses on the needs of homeless individuals (including unaccompanied youth and adults without children in the household) and convenes regularly to share information and resources in order to provide homeless individuals access to targeted and mainstream resources. The following topics are regularly addressed: changes in available housing and service resources; applications for assistance from individuals, and applications from agencies and projects on their behalf; and problem resolution including obstacles to placement, failed placements, gaps in services and housing uncovered, and any other problems that may need to be referred to other constituencies within the CoC.

The CoC's Work Group on Family Homelessness follows a process similar the Individual Homelessness Work Group. The coordination of the family system within the Worcester City and County CoC is highly developed with a long history and track record of the benefits from that coordination. The overarching goals of the Family Coordinated Entry system are focused on:

- Prevention and/or Diversion from Homelessness for families with children
- Rapid Re-Housing
- Community coordination with landlords, housing authorities, subsidized housing providers and mainstream services to assist in successful and long term housing placements for families

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

The service delivery system for special needs populations and persons experiencing homelessness is strengthened through the CoC Advisory Board that was established to provide support and direction, develop policies, and oversee programs to fulfill the mission of the CoC. The CoC Board serves in an advisory capacity to ensure successful program outcomes and effective overall management of the Worcester County Continuum for which Central Massachusetts Housing Alliance, Inc. (CMHA), as the Lead Agency, is ultimately responsible.

With the support of CMHA staff, the CoC Advisory Board:

- Identifies emerging or changing needs among homeless individuals and families and attracts new resources or adjusts current funding levels to best address those needs
- Implements and supports policies that ensure the best use of available resources for the homeless population through a coordinated assessment and entry system
- Makes decisions on applications for new and/or renewed project funding based on a specific set of review criteria including monitoring and evaluation of specific program performance and

documentation of an effective and transparent prioritization of resources to those with the greatest need

- Assists in the development and implementation of policies that will ensure an effective coordinated entry system and maximize the use of existing CoC and mainstream resources to address client service needs

The CoC facilitates on-going consultation and coordination with organizations that provide housing and supportive services for special needs populations including elderly persons, persons with disabilities, persons with HIV/AIDS and homeless persons. Yet, gaps persist in the service delivery system in large part because the needs and demand exceeds available resources. This is especially true for individuals dealing with chronic substance abuse and families with mental illness. Other weaknesses, described below, include emergency shelter placements, flexible prevention and diversion assistance, unaccompanied youth housing services, and medical respite beds.

Emergency Shelter Placements: The SMOC Triage and Assessment Center is the front door into the system for individual homeless adults. The aim is to provide temporary emergency shelter placement with a focus on Rapid Re-Housing. Because shelter demand rises during winter months, the community is exploring the need for seasonal overflow shelter to enable the focus on Triage & Rapid Re-Housing to continue effectively during extreme cold.

Prevention and Diversion Assistance: Prevention services make a profound impact on the stability of families and individuals who are at-risk due to disabilities, housing quality, and cost burden. Yet resources for flexible prevention and shelter diversion assistance are inadequate compared to the number of households at-risk.

Unaccompanied Youth Housing: Unaccompanied youth under the age of 18 access emergency shelter through LUK, Inc. in Worcester, yet there is a need locally and state-wide for unaccompanied youth housing services.

Medical Respite Beds: Transitional Housing (TH) for individuals and families is up to 24 months, enabling stabilization before transitioning to permanent housing. TH programs support individuals exiting the justice system, in recovery from alcohol/drugs, and disabled family households. A single medical respite bed in Worcester bridges the gap between hospital release and homelessness. Providers have expressed that one medical respite bed does not meet the need in the community, particularly with increased discharges from substance abuse and detox facilities.

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

The City will continue to be actively involved with the CoC, which serves as the primary means for uncovering and addressing gaps in the institutional structure and service delivery system. Strategies to address priority needs through the allocation of Emergency Solutions Grant (ESG) funds are developed

by the City in conjunction with the CoC Advisory Board. Members of the CoC board and diverse funding partners such as the United Way contribute to recommendations for ESG funds, with knowledge of existing needs and resources in the community. In the past 5 years, ESG funds have been used for prevention, rapid-rehousing, street outreach and emergency shelter operations to serve major sub-populations represented in our community. The decision to allocate funds to these activities is greatly informed by the gaps and resources currently available through the federal HEARTH act.

SP-45 Goals Summary – 91.215(a)(4)

Goals Summary Information

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Affordable Housing Development & Preservation	2015	2019	Affordable Housing	Low-Moderate Income Census Tracts Union Hill Target Area	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers	CDBG: \$6,986,819 HOME: \$5,392,840	Rental units constructed: 190 Household Housing Unit Rental units rehabilitated: 32 Household Housing Unit Homeowner Housing Added: 14 Household Housing Unit Homeowner Housing Rehabilitated: 127 Household Housing Unit Direct Financial Assistance to Homebuyers: 68 Households Assisted Tenant-based rental assistance / Rapid Rehousing: 90 Households Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
2	Healthy and Sustainable Housing	2014	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts Union Hill Target Area	Systematic housing inspections Housing contaminant and pest abatement Housing inspections and code enforcement Home energy efficiency improvements Weatherization of homes Environmental preservation	CDBG: \$1,629,908	Buildings Demolished: 14 Buildings Housing Code Enforcement/Foreclosed Property Care: 7,194 Household Housing Unit

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Neighborhood Stabilization & Revitalization	2015	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts Union Hill Target Area	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers Systematic housing inspections Housing contaminant and pest abatement Demolition of blighted properties Elimination of area and spot blight Infill development New streets and sidewalks Improvement of existing public infrastructure Small business assistance Small business and storefront improvements Revitalization of neighborhoods Neighborhood public safety improvements	CDBG: \$3,134,437	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 22,283 Persons Assisted
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	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Economic Development & Business Assistance	2015	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts	Small business assistance Job and employment opportunities Attraction and retention of new businesses Job and skills training Economic development loans and capital Small business and storefront improvements Technical assistance to small businesses	CDBG: \$3,333,315	Facade treatment/business building rehabilitation: 14 Business Jobs created/retained: 23 Jobs Businesses assisted: 36 Businesses Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	Public Services for Low-Moderate Income Persons	2015	2019	Non-Homeless Special Needs Non-Housing Community Development	Low-Moderate Income Census Tracts	Housing maintenance services Environmental preservation Job and skills training Youth educational and recreational programs Neighborhood public safety improvements Information and referral to public services Health services Youth employment opportunities Food access and security Housing security and eviction prevention Senior and elderly services Services for disabled or special needs population Information and services for new immigrants Transportation and access to public services Mental health and substance abuse services Case management services Housing search and advocacy	CDBG: \$3,797,186	Public service activities other than Low/Moderate Income Housing Benefit: 24,613 Persons Assisted

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	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Improvements and Preservation of Public Facilities	2015	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts	Environmental preservation New streets and sidewalks Improvement of existing public infrastructure Recreational and community facilities Improving public facilities for public services Improving public facilities serving public safety Energy improvements for public facilities Accessibility improvements for public facilities Services for disabled or special needs population	CDBG: \$872,922	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 23,278 Persons Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
7	Expanded Resources for Homeless Prevention	2015	2019	Homeless	Low-Moderate Income Census Tracts	Information and referral to public services Housing security and eviction prevention Services for disabled or special needs population Mental health and substance abuse services Access to public housing Case management services Discharge planning Housing stabilization funds	ESG: \$406,930	Overnight/Emergency Shelter/Transitional Housing Beds added: 271 Beds
8	Resolve Barriers to Housing for Homeless Persons	2015	2019	Homeless	Low-Moderate Income Census Tracts	Mental health and substance abuse services Access to public housing Case management services Coordinated entry system Housing search and advocacy Rapid re-housing rental assistance	ESG: \$1,370,723	Tenant-based rental assistance / Rapid Rehousing: 747 Households Assisted Homeless Person Overnight Shelter: 158 Persons Assisted Housing for Homeless added: 747 Household Housing Unit

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
9	Housing Opportunities for Persons with HIV/AIDS	2015	2019	Homeless Non-Homeless Special Needs	Low- Moderate Income Census Tracts	Housing security and eviction prevention Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance	HOPWA: \$2,319,529	Housing for People with HIV/AIDS added: 27 Household Housing Unit HIV/AIDS Housing Operations: 167 Household Housing Unit

Table 56 – Goals Summary

Goal Descriptions

1	Goal Name	Affordable Housing Development & Preservation
	Goal Description	The affordable housing development & preservation goal includes the development of new and mixed use affordable housing, rehabilitation of existing housing stock, maintenance & repair services, and assistance to first time homebuyers.
2	Goal Name	Healthy and Sustainable Housing
	Goal Description	The healthy and sustainable housing goal includes environmental preservation, weatherization & energy efficiency improvements, housing inspections & code enforcements, systematic housing inspections, and contaminant and pest abatement.

3	Goal Name	Neighborhood Stabilization & Revitalization
	Goal Description	The neighborhood stabilization & revitalization goal includes the development of new affordable housing, development of new mixed-income housing, rehabilitation of existing housing stock, housing maintenance services, housing repair services, assistance for first time homebuyers, housing contaminant and pest abatement, housing inspections and code enforcement, demolition of blighted properties, elimination of area and spot blight, infill development, new streets and sidewalks, improvement of existing public infrastructure, small business assistance, small business and storefront improvements, revitalization of neighborhoods, and neighborhood public safety improvements.
4	Goal Name	Economic Development & Business Assistance
	Goal Description	The economic development & business assistance goal includes small business assistance, job and employment opportunities, attraction and retention of new businesses, job and skills training, recreational and community facilities, economic development loans and capital, small business and storefront improvements, and technical assistance to small businesses.
5	Goal Name	Public Services for Low-Moderate Income Persons
	Goal Description	The public services for low-moderate income persons goal includes housing maintenance services, environmental preservation, youth educational and recreational programs, neighborhood public safety improvements, information and referral to public services, health services, youth employment opportunities, food access and security, housing security and eviction prevention, senior and elderly services, services for disabled or special needs population, information and services for new immigrants, transportation and access to public services, and substance abuse services.
6	Goal Name	Improvements and Preservation of Public Facilities
	Goal Description	The improvements and preservation of public facilities goal includes new streets and sidewalks, improvement of existing public infrastructure, improving public facilities for public services, improving public facilities serving public safety, energy improvements for public facilities, and accessibility improvements for public facilities.

7	Goal Name	Expanded Resources for Homeless Prevention
	Goal Description	Ensure sufficient resources are available for 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.
8	Goal Name	Resolve Barriers to Housing for Homeless Persons
	Goal Description	This goal is to help 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 and facilitating access for homeless individuals and families to affordable housing units.
9	Goal Name	Housing Opportunities for Persons with HIV/AIDS
	Goal Description	Using City of Worcester HOPWA funds, community-based organizations offer housing resources to Persons Living with HIV/AIDS (PLWHA), including short-term rent, mortgage, and utility assistance payments, rental assistance, and supportive services to address varying needs and barriers to stable housing. Recognizing that being stably housed plays a critical role in ensuring that individuals living with HIV live healthy and productive lives, this goal ensures that housing assistance and supportive services are available to low-income PLWHA in the areas of Worcester County and Northeastern Connecticut in order to avoid homelessness, or obtain stable housing.

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)

It is estimated that 1,268 extremely low-income, low-income, and moderate-income families will be provided affordable housing over the next five-years by the City of Worcester. The estimate is based on the compilation of the following goal outcome indicators:

- 222 rental units will be rehabilitated or constructed
- 141 homeowner units will be rehabilitated or constructed
- 68 homebuyers will be assisted
- 837 units will be supported with tenant based rental assistance

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 Worcester Housing Authority is not required to increase the number of accessible units through a Section 504 Voluntary Compliance Agreement.

Activities to Increase Resident Involvements

The WHA offers a wide variety of resident programming. The types of programming are varied offering children an opportunity for academic success, young adults an opportunity to earn their high school diploma equivalency, and those residents whose primary language is not English opportunities to improve and enhance their language skills. While these activities offer our families' self-sufficiency, WHA collaborates with local agencies to offer recreational, health and well-being programming. Some program/classes offered are:

- Computer Training
- High School Equivalency
- English as a Second Language
- Homework Centers (w/Tutoring)
- Career Counseling and Job Placement Assistance
- Food Pantries
- On-site Dental, Nursing, and Physician Services
- On-site Nutritional and Fitness Classes
- Boys & Girls Club Programming
- Offsite YMCA Elderly programming
- Free Veterinary Clinics (Dogs & Cats)

The WHA has long realized that a portion of its success is dependent upon the satisfaction of its residents. Continuing on a long standing tradition of fostering partnerships and building resident leadership opportunities, WHA supports 13 formally recognized tenant organizations. They are the conduit through which ideas and issues are presented to the WHA administration. In turn the administration facilitates through the organizations new policy, operational and program changes, and enhancements to the residents. Additionally, a WHA Resident Advisory Board meets monthly with the Executive Director to discuss policy, operational and programming, and other areas that have a direct effect on the people it serves.

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

No

Plan to remove the ‘troubled’ designation

Not applicable as the WHA has not been designated as troubled under 24 CFR part 902.

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

Barriers to Affordable Housing

Rental occupancy practices: Interviews identified issues in which protected classes of people have been unable to find or keep affordable housing, including people with disabilities, families with children, racial and ethnic minorities, and linguistically isolated populations. A broad team of dedicated organizations and individuals are working to raise awareness of these issues, provide legal advocacy, educate property owners and developers, and increase the availability of housing that these groups can access, but additional support and partnerships could increase their effectiveness.

Mortgage lending and foreclosure trends: Data and studies at both the local and national level indicate that minority populations – particularly African Americans and Latinos – experience substantially greater difficulties in accessing credit and were more likely to receive high-cost, subprime credit during the housing boom, even after controlling for differences in income. Minority communities in Worcester may have been impacted to slightly greater levels by the foreclosure crisis.

Affordable housing distribution: Affordable housing stock in the region is concentrated within Worcester, out of proportion to the concentration of jobs in Worcester. Within Worcester, affordable housing appears to be concentrated within particular neighborhoods, with the result that low-income households may have limited choice about where to live to the extent that low-cost private market units are not available. Concentrations of poverty are observed within Worcester that coincide with concentrations of affordable housing.

Housing cost burdens: A growing percentage of homeowners and renters are housing cost burdened, meaning that they pay more than 30% of their incomes on housing costs. Cost burdened households appear to be concentrated in high-poverty, high-minority areas of the city".

(Source for above: Analysis of Impediments to Fair Housing – Worcester, Massachusetts, October 2012)

Other "barriers" to affordable housing have also been reported by community partners during the preparation of this ConPlan. One such barrier concerns the need to augment facilities and services for the homeless including emergency shelter beds, permanent supportive housing beds, transitional housing beds, and a safe haven facility, as well the need for more homeless prevention services and rapid re-housing resources in order to reduce the risk or length of time a family or individual experiences homelessness.

Other barriers include the need for more affordable and accessible single-room occupancy and community-based rental units to end the cycle of homelessness for all populations, especially unaccompanied homeless adults. Also there is a need for more special needs facilities and services to support the housing needs of the elderly, frail elderly, persons with disabilities (mental, physical,

developmental), persons with alcohol or other drug addictions, and persons with HIV/AIDS and their families.

Strategy to Remove or Ameliorate the Barriers to Affordable Housing

The following actions were recommended in order to overcome impediments identified in the Analysis of Impediments to Fair Housing:

Rental Occupancy Practices

- Continue and enhance funding and support for existing initiatives to educate both landlords and tenants about their rights and responsibilities under Fair Housing law. Develop marketing and outreach efforts to reach ethnic and linguistic minorities, and owners of small rental properties in particular. Given that a large percentage of fair housing claims concern people with disabilities, efforts to educate property owners and developers to increase the accessible housing stock is also of particular importance.
- Continue to fund and support existing fair housing enforcement, testing and education programs both within the City and at partner nonprofit organizations. Explore whether additional programming could be supported to mediate fair housing complaints and address issues before the court system becomes involved.
- Increase coordination among those City officials working in housing policy and development and those working on human rights and disability issues. Continued and renewed efforts to build partnerships and increase communications and connections among City policy makers, advocates and community groups will help to further the success of these initiatives.

Mortgage Lending and Foreclosure

- Continue to support organizations that provide education, counseling and assistance to homebuyers and homeowners to promote successful homeownership.
- Provide extra support for marketing and outreach efforts for homeownership organizations and community housing advocates to engage minorities and other populations protected by Fair Housing Law around issues related to mortgage lending and foreclosure, including work to increase partnerships with grassroots and quasi-formal community groups that can help to increase organizational access to these populations.
- Work with banks to increase the capitalization of loan funds (such as that managed by Worcester Community Housing Resources, Inc.) providing home purchase assistance and home improvement financing to traditionally underserved populations.
- Provide support to community and legal advocates attempting to prevent and mitigate foreclosures within Worcester, and explore legislative and regulatory options to preserve the ability of tenants to remain renting in foreclosed properties. Some examples of regulatory options from other cities include ordinances in Providence and Philadelphia that require lenders

to go through a mediation process with homeowners before being able to complete the foreclosure process.

- Research and evaluate the use of alternative tools that may help to turn foreclosed housing stock back into productive use quickly, such as housing receiverships (a resource that Worcester already has significant programming in place), bulk property purchases from banks (for example, as facilitated through the National Community Stabilization Trust), and purchase and resale of homes to defaulted borrowers (the latter program has been piloted in the Boston Community Capital Aura Mortgage program)".

(Source: Analysis of Impediments to Fair Housing – Worcester, Massachusetts, October 2012)

Continuation of Strategy to Remove or Ameliorate the Barriers to Affordable Housing

Affordable Housing Distribution

- Partner with other local jurisdictions in the region, affordable housing advocates, employers, and community groups to advocate for a more equitable distribution of affordable housing opportunities in Worcester County.
- Utilize demand-driven systems. The Section 8 voucher program is an example of such a system, but additional options include the use of homebuyer assistance programs. These programs help low-income individuals secure housing in middle- and high-income areas of the region. Homebuyer assistance could potentially be used to establish a shared-equity financing system that would have a lasting impact on affordable housing availability throughout the region. The City may wish to evaluate the impact of devoting some funding to a regional, demand-driven approach to affordable housing provision as opposed to a city-centric, project-driven approach.
- Promote mixed-income housing and mixed-income neighborhoods, including encouraging market-rate development in low-income areas and creating and preserving affordable housing units in areas of the city where they are currently scarce – particularly where strong neighborhood amenities are available such as schools, parks and shopping. Work with both private developers and nonprofit affordable housing developers in the City to increase the development of mixed-income housing in mixed-income neighborhoods.

Housing Cost Burdens

- Work with partners throughout the region to identify and mitigate factors that increase the cost of providing housing units, and to promote full compliance with Chapter 40B.
- Continue to support the capacity of affordable housing developers who can bring in federal resources or creatively leverage other resources to increase the regional supply of affordable housing.

In an ongoing effort to reduce zoning barriers that may inhibit affordable housing development, the City of Worcester's Adaptive Reuse Overlay District encourages the reuse of underutilized buildings and land throughout the city. The city's four recently adopted Parking Overlay Districts also encourage the rehabilitation of buildings in some of the city's most vibrant and historically rich neighborhoods by removing off-street parking requirements, thereby decreasing demand for surface parking and removing a regulatory barrier for the redevelopment of these buildings into a variety of uses (e.g., housing, restaurant, retail). Finally, the disposition through thoughtful request for proposals (RFP) processes has resulted in the redevelopment of previously city-owned property into market rate housing. The following developments which include a balanced mix of proposed market rate and affordable units were facilitated or have been proposed through the use of these tools:

Adaptive Reuse Overlay Districts:

- 1151-54 Main Street - former textile factory into 109 housing units (market rate)
- 64-79 Beacon Street - former Junction Shops into 181 housing units
- 93 Grand Street – former Crompton & Knowles Mill into 64 housing units (mixed rate)
- 95-97 Gates Street – manufacturing building in to 37 housing units (market rate)

Parking Overlay Districts:

- 48 Water Street – former Chevalier Furniture building into 64 units (mixed income)

Land Use Disposition of City-owned properties for redevelopment:

- 28 Adams Street – former Adams Street School house into 28 units (market rate)
- 34 Grove Street – former vocational school into 84 units (mixed income)

SP-60 Homelessness Strategy – 91.215(d)

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

The City will continue its current strategies in reaching out to shelter and unsheltered homeless persons and assessing their individual needs. Community organizations are working to engage partners and stakeholders to create a holistic system of outreach. For example, engaging with hospitals, law enforcement, detox centers, and other services that may commonly encounter homeless individuals. Without disclosing sensitive personal information, the partners then strategize using common resources and learning from success stories on how to ensure the safety and improved life condition of the individuals and the community.

Outreach to homeless families focuses on collaboration with first responders, local governments, and neighborhood centers that most frequently come into contact with newly homeless families. The agencies know how to contact emergency shelters with designated overflow beds.

There are homeless outreach services in the City that offer immediate and long-term assistance to unsheltered individuals as well. These outreach teams spend time at frequented locations such as the downtown corridor that includes Union Station - the centralized multi-modal transit station, the Public Library, and other public buildings, as well as parks and roadways prone to panhandling and loitering throughout the City. Soup kitchens and food pantries are other locations that outreach workers are able to successfully identify and engage with such individuals. Unfortunately, some individuals do refuse services for various personal reasons including substance abuse and chronic mental health issues, but many eventually accept help through long-term engagement of the street outreach workers.

Eliot Community Human Services (Eliot CHS) offers a variety of mental health and other supportive services to the adult homeless population. They provide mental health assessments, treatment, advocacy, benefit assistance, housing assistance and other referrals. They also provide tangible items such as food and blankets to build trust while engaging individuals to accept services who are both in need of housing and broad stabilization services. Street outreach for individuals is primarily supported by a PATH grant. Two (2) Full Time Equivalent (FTE) street outreach workers are part of the HOAP Project (Homeless Outreach and Advocacy Program) operated by CHL in Worcester; the other, in North Worcester County. Workers have immediate access to shelters and RRH housing slots. The Bridge of Central Mass provides outreach to street homeless in South County through collaboration with local first responders ensuring complete geographic coverage.

The Greater Worcester Housing Connection (GWHC) outreach efforts consist of strategies like food and transportation, and offer connections to other community-based resources including sources of financial support, food pantries, food stamps, and fuel assistance for those who are not homeless. They collaborate with the Worcester Police Department Crisis Intervention Team and other service providers to identify and engage with very low income persons or potential clients. Funding for this outreach

began in 2014 through the City's annual ESG allocation for one full-time Outreach Worker to provide essential services and case management.

LUK, Inc. and Stand Up for Kids both have outreach teams that specialize in reaching the youth and young adult population, which is often less visible, but still in prominent need of housing and services.

Addressing the emergency and transitional housing needs of homeless persons

One key achievement since the City's previous Consolidated Plan is the successful paradigm shift from a shelter model, in which individuals or families may endure long-stays in shelter, to "Housing First", Triage, Assessment, and Rapid Re-Housing model. This included the construction of a new Triage and Assessment Center for homeless individuals in 2013. "Housing First" refers also to the strategy of avoiding homeless shelters entirely through placement into housing immediately upon becoming homeless using the Triage and Assessment model whenever housing is available. Triage and Assessment includes screening for eligibility into other service systems and making referrals to appropriate levels of care in the appropriate geographic locations.

Understanding that permanent housing is the ultimate goal, but not the first step for all that are homeless, the City will continue to support intensive case management for shelters and transitional housing on-site as a stepping stone to achieving long-term stable housing. Case Management services are vital to ensure that the Triage and Assessment model, which includes individualized housing stability plans, functions and serves the wide needs of households that are literally 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.

The City will continue the success of its Rapid Re-Housing (RRH) model across providers, which requires a written needs assessment and individual service plans for all referrals. The needs assessments include a Housing Barriers Assessment Process to examine barriers such as criminal background, and poor rental history, financial barriers, and housing maintenance or self-sufficiency barriers such as substance abuse or mental illness. Barrier assessments help providers prioritize the need and length of assistance appropriate to each household to assist in the transition to permanent housing and independent living.

The City has a role in the CoC's development of a Coordinated Entry policy to improve access to housing and services, including community-based affordable housing. The process will continue to improve access to CoC housing and services for homeless individuals and families through:

- Assessing needs in a uniform manner

- Prioritizing need for precious housing and service resources
- Matching needs with available resources in a cost-effective manner to shorten period(s) of homelessness and improve housing stability.

Coordinated Entry workgroups include case management and supervisory staff from agencies that provide housing and supportive services to homeless families and Veterans, youth, and individuals from throughout the CoC. Notices of the time and place of workgroup meetings are widely disseminated via the Lead Agency e-distribution list, which opens up the Coordinated Entry process for any providers in the community and region. The Worcester Housing Authority prioritizes homeless families and individuals for admission to public housing, and works collaboratively with case management staff of shelters and transitional housing to minimize barriers to public housing.

As working groups match households with housing options, they also share and discover barriers and challenges for housing their respective populations. These discussions productively inform the City and CoC's role in what needs to be done to better facilitate access to affordable housing units in a community-wide effort to end homelessness.

Meanwhile, the CoC plans to increase the number of permanent supportive housing units available for chronically homeless persons. This includes funding reallocations from transitional housing beds to permanent supportive housing (PSH), which will enable supportive service funds to accompany the PSH subsidies. The City and CoC will work in tandem to end Chronic Homelessness by 2020 through the use of Rapid Re-Housing funds focused on the chronically homeless.

Case Management services will assist homeless households in increasing income and public benefits as a way to ensure housing stability, decreasing the possibility of returning to homelessness, and shortening the period of time that households are homeless. The CoC collects information on the length of stay for emergency shelter, transitional housing, and the Safe Haven program to establish baseline data for homeless episodes. In 2013, HMIS data showed the following mean length of stay for homeless episodes: Shelter, 55 days; Safe Haven, 12 months; and Transitional Housing, 13 months. The CoC Program Monitoring and Evaluation Committee has set a target to reduce the length of stay in these facilities, which will include the incorporation of technical assistance and training for staff on reducing length of stays in each facility.

Providers currently use their own follow-up data to track and prevent returns to homelessness. They use this to identify patterns that might be useful in improving the quality of services providers. The CoC indicates that episodes tracked by transitional housing providers for families showed that fewer than 2% became homeless again after completion of the program.

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

The strategy for Worcester to provide a continuum of homeless prevention (HP) services to families and individuals at-risk involves the use of flexible funds for utility and rent arrearages, appropriate referrals and case management, workforce training, discharge planning, and public education efforts.

Flexible funds can prevent homelessness for those imminently at-risk. According to the Central Massachusetts Housing Alliance, Inc. (CMHA), \$250 could pay for the deposit on a new apartment, while \$500 can pull a person back from the edge of homelessness.

Educational efforts with first responders such as schools, healthcare providers, neighborhood centers, and food pantries, can help identify persons at-risk of homelessness, and will encourage appropriate referrals to divert households from homelessness. Outreach to landlords will preserve tenancies through mediation, advocacy, and intervention services.

To assure that people being discharged from public institutions and systems of care do not become homeless, the City will continue its work with providers, the medical community, and the Continuum of Care Discharge Planning working group to examine and implement the best possible discharge planning procedures and work towards creating additional respite beds in the City to bridge the critical gap between hospital release and triage for the homeless. Positive working relationships exist between providers and institutions discharging people at-risk of homelessness. The City will work to strengthen coordinated re-entry for Veterans and former prisoners to address existing gaps in services for those populations. The City is committed to preventing youth homelessness by assuring appropriate transitional care for youth aging out of the Massachusetts Foster Care system.

SP-65 Lead based paint Hazards – 91.215(i)

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

The Worcester Lead Abatement Program was awarded a \$2.48 million Lead Hazard Control Grant from the HUD Office of Healthy Homes in 2012. Over three years (6/15/12-6/14/15), this grant (to be matched by \$651,394 in other public and private resources), will result in the lead paint and soil abatement of 132 low income and very low income housing units, as well as provide primary prevention services in the form of outreach and education to low and moderate income families with children under age six within the City of Worcester. The City's Housing Development Division (HDD) administers the Worcester Lead Abatement program that can provide up to \$10,000 per unit to assist with lead abatement in approved properties with low/moderate income tenants. In addition, HDD coordinates the Massachusetts "Get the Lead Out" loan program funded by MassHousing for additional abatement assistance over the \$10,000 per unit threshold.

The city's Housing Development Division (HDD) anticipates applying for subsequent rounds of HUD Healthy Homes funding on a 3 year basis (2015 and 2018). HDD intends to request a total of \$750,000 in CDBG funding primarily for HUD Healthy homes matching funding (\$375,000 in 2015 and \$375,000 in 2018). It is estimated that during the 5 year period a total of 250 units of housing will be made lead safe.

In addition, any CDBG funded housing rehabilitation project over \$25,000 will be de-lead in conjunction with the rehabilitation activities to take place. For projects between \$5,000 and \$24,999, a lead report will be obtained prior to rehabilitation work taking place. Any area of work that contains lead paint will be conducted using EPA RRP and Massachusetts Lead Safe Renovator standards.

The City of Worcester has made lead hazard reduction a policy priority for over 20 years. By incorporating lead abatement in all Worcester Lead Abatement Program projects as well as any CDBG housing rehabilitation projects, over time the lead in housing stock for lower income earners will be addressed. Worcester's Department of Inspectional Services has 2 full time tax levy funded lead paint staff enforcing both Massachusetts and federal Lead Paint codes. This has led to many private landlords remediating properties with private funding.

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

Worcester continues to be ranked among Massachusetts's municipalities at highest risk for childhood lead poisoning by the Massachusetts Department of Public Health. Among the criteria used to determine risk are the number of Worcester children identified as having elevated blood lead levels each year, the age of the existing housing stock, and other socioeconomic factors including the percentage of low-income families.

Worcester is home to 14,655 children under the age of 6 comprising 8% of the city's total population. 34.8% of the Worcester population speaks a language other than English at home and an estimated

4,982 families with young children under 5 year's old report having incomes below the federal poverty level. Approximately 5 - 10 Worcester children become lead poisoned each year. Worcester has 32,221 units of housing built before 1940.

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

The Worcester Lead abatement Program (WLAP) has a separate policy and procedures for conducting Lead hazard control activities through the HUD Office of Lead Hazard Control and Healthy Homes (OLHCHH), however the WLAP policies are also integrated in the CDBG Housing Policy and Procedures. The type of housing rehabilitation activities that may be under taken include **“Testing for and abatement of lead-based paint”**; and **“Lead-based paint testing and abatement as a standalone program or included as rehabilitation as noted above (24 CFR § 570.202(f)”**.

The CDBG Housing Policy and Procedures also states on page 12 that the per the Consolidated Plan requirements, the City of Worcester shall consult with Worcester's Housing Development Division (HDD), who is the department charged with coordinating the City's lead-based paint strategy and reducing lead hazards in housing assisted with federal funds.

The City is committed to using CDBG funds to conduct Lead Paint Hazard activity's complementing the WLAP program through matching funds and allows the program to address more lead hazard activities, where OLHCHH projects are over funding limits but the projects are necessary due to at risk children.

SP-70 Anti-Poverty Strategy – 91.215(j)

Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families

According to the U.S. Census Bureau, 21.4% of Worcester’s population is below the poverty level, which is nearly double that of the overall Massachusetts’ population (11.4%). Given the high proportion of residents living in poverty, the City of Worcester Executive Office of Economic Development (EOED) focuses on using its HUD entitlement grant program funds for initiatives and projects that provide the maximum benefit to very low, low and moderate income individuals and households. The City’s anti-poverty strategy seeks to support programs that provide basic food and shelter, as well as social and human services and job and life skills training and other advancement opportunities necessary for an individual or family to move out of poverty.

Many of the City’s programs impact poverty-level families, and the following two Consolidated Plan goals and associated strategies have a direct influence on reducing the number of families living at or below the poverty level:

- Public Services for Low-Moderate Income Persons, including, but not limited to, job and skills training, youth educational and recreational programs, and youth employment opportunities
- Economic Development & Business Assistance, including small business assistance, job and employment opportunities, attraction and retention of new businesses, economic development loans and capital, and façade improvements.

Through these goals, the City seeks to use CDBG funds to generate jobs and enable low- and moderate-income residents to become and continue to be economically secure and self-sufficient.

The EOED also coordinates with the Central Massachusetts Workforce Investment Board (CMWIB) around programs and initiatives that support the City’s goal of reducing poverty. The primary role of the CMWIB is to convene civic and business leadership, and utilize their insights to direct public funds aimed at building the skills of the workforce in our area. The CMWIB also oversees the One Stop Career Center in Worcester, known as Workforce Central. This coordination helps ensure the non-duplication of services that provide employment training and job opportunities, and aids in maximizing the impact of the limited resources available for these types of services and programs.

In addition, representatives from the EOED, the executive director of the CoC convening agency (Central Massachusetts Housing Alliance - CMHA), and more than 30 other key CoC stakeholders have met and worked together continuously over the last several years in order to determine CoC gaps, identify resources and prioritize needs to prevent homelessness and rapidly re-house those persons who are homeless in accordance with the goals established in the Plan to End Homelessness in Worcester. The proposals contained in this Consolidated Plan are the fruit of these collaborations and have been determined through on-going dialogue between EOED, the CoC and the Commonwealth of Massachusetts Department of Housing and Community Development (DHCD) to be part of a balanced

regional approach to meeting the plan's goals. Locally-relevant data from recent Housing Inventory Counts (HIC) and Point In Time (PIT) counts supports these funding decisions. They are consistent with the Worcester City and County CoC Action Plans and support national priorities established in Opening Doors: Federal Strategic Plan to Prevent and End Homelessness.

How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan

The EOED is the lead agency responsible for drafting this report, and oversees the investments made in economic development, public services, and neighborhood revitalization. The department works on a daily basis with developers, public officials, and community leaders and organizations seeking to increase the accessibility to jobs and affordable housing for low- to moderate-income persons.

Worcester uses federal resources to increase homeownership and affordable housing opportunities through the following programs:

1. owner occupied rehabilitation,
2. rental rehabilitation development,
3. down payment assistance for first-time homebuyers,
4. the Worcester Lead Abatement Program, and
5. the Healthy Homes program.

The coordination also extends to addressing homelessness. An example of the coordination of anti-poverty programs and policies is represented by the South Middlesex Opportunity Council (SMOC) Greater Worcester Housing Connection (GWHC) which broke ground on a state-of-the-art Triage and Assessment Center located at 25 Queen Street. The Center was open in 2013 and consists of 25 emergency triage beds and 15 single occupancy rooms. It operates 24 hours a day/seven days a week, and provides essential services including emergency housing triage, diversion, housing needs assessment, housing placement, meals, case management, employment assistance, life skills training, transportation and linkages to health, behavioral health, domestic violence, legal and other needed services. The city has also funded homeless street outreach resources through the Emergency Solutions Grant (ESG) to engage, assess and link these homeless persons with services including housing, benefits and employment.

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

The City of Worcester has an internal management plan to assure the proper and compliant implementation of the Strategic Plan and the Annual Plan activities. Procedures have been put in place to assure proper compliance with all program requirements for the CDBG, HOME, HOPWA, and ESG entitlements.

Project managers are responsible for monitoring their assigned projects and activities. Priority is given to new projects or organizations. Monthly “desk audits” of grant subrecipients’ programs allow project managers a chance to track the timeliness of expenditures and the status of program outcomes, through subrecipient Project Cash Requests (PCR) documentation. Additionally on-site monitoring provides an opportunity for staff members to ensure subrecipients are in compliance with Federal regulations and are actively working to achieve the objectives outlined in their grant agreements and the Annual Action Plan. Site visits also allow subrecipients to receive technical assistance and provide feedback about program administration. By carefully examining subrecipients’ performance through desk audits and on-site monitoring, the City can conduct a risk assessment to identify which subrecipients require more comprehensive monitoring. High-risk sub-recipients might include those new to the CDBG, HOME, ESG, or HOPWA programs, those who experienced turnover in key staff positions or a change in goals or direction, those with previous compliance or performance problems including failure to meet schedules, submit timely reports, or clear monitoring or audit findings, and those undertaking multiple CDBG, HOME, ESG, or HOPWA funded activities for the first time.

An on-site monitoring schedule is prepared based on this risk assessment. First, the assigned monitor will contact the agency to explain the purpose of monitoring and schedule a date and time for the on-site visit. Once this is completed, a confirmation letter is sent before the scheduled visit to confirm all aspects of the monitoring and to explain what can be expected.

During the actual visit, a thorough review of the subrecipient’s files ensures they comply with all regulations governing their administrative, financial and programmatic operations and that they are achieving their performance objectives within schedule and budget. A clear written record of the on-site visit is kept by using one or more of the City of Worcester/HUD monitoring checklists. The assigned monitor will fill out the form during the visit. At the end of the visit, the monitor concludes the visit by reviewing the tentative conclusions from the monitoring. Once the on-site visit is completed, the monitor prepares a formal written letter describing the results of the visit, providing recognition of the subrecipient’s strengths and weaknesses. If the subrecipient is experiencing problems or is failing to comply with regulations, these issues will be specifically outlined in the monitoring follow-up letter, along with recommendations or requirements to address and rectify problems. If a concern or finding is

issued for noncompliance with Federal rules and regulations, the monitoring follow-up letter will provide recommendations on how the situation can be remedied. When a finding is issued, the monitoring follow-up letter will identify a deadline for when the specific issues must be corrected. The monitor will then follow-up with the organization to make sure the corrections have been made.

Annual Action Plan

AP-15 Expected Resources – 91.220(c)(1,2)

Introduction

The following is the anticipated resources the City is expected to receive from CDBG, HOME, HOPWA, and ESG programs. CDBG funds will be used for housing, public improvements, and public service activities. It is projected the CDBG funds will decrease by 3.5% year over year for the next 5 years. The HOME program is mainly used for new housing unit production. It is anticipated that there will be a decrease of 5% year over year for the next 5 years for the program. The HOPWA program is anticipated to be level funded for the next 5 years. This program is used for case management and rental assistance for people living with HIV/AIDS. The Emergency Solutions Grant is expected to be reduced by 2% year over year for the next 5 years. ESG funds are used primarily for homeless prevention and reducing barriers to housing for the homeless population.

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	4,038,138	25,000	903,638	4,966,776	14,787,811	Projection of 3.5% reduction year over year. \$375,000 of the CDBG allocation will be a match to the Lead Hazard Reduction Grant.

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	1,023,370	0	762,724	1,786,094	3,606,746	Projection of 5.0% reduction year over year.
HOPWA	public - federal	Permanent housing in facilities Permanent housing placement Short term or transitional housing facilities STRMU Supportive services TBRA	453,368	0	52,689	506,057	1,813,472	Projection of level funding for the next 5 years.

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	366,487	0	17,065	383,552	1,394,101	Projection of 2.0% reduction year over year.

Table 57 - 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

Federal funds will be used to leverage other public and private resources in the housing, public facilities, public services, and economic development areas. Matching fund requirements, along with the needed documentation, are specified in the sub-recipient agreements. Matching funds include non-federal cash sources, infrastructure, appraised land/real property, and site preparation, construction materials, and donated labor. The City and its program partners will seek funds from the following sources to support the goals identified in this ConPlan: Project-based Section 8 certificates through the Worcester Housing Authority, Low-Income Housing Tax Credits, project financing at favorable interest rates from the MassHousing and local lenders, and private contributions to subrecipients.

The City of Worcester will continue to identify funding from the Massachusetts Rental Voucher Program, operated by the Department of Housing and Community Development, as a source of additional match. In order to meet its ESG match requirements, the City of Worcester requires all ESG sub-recipients to demonstrate a 100% match using other eligible federal, state, local, or private resources.

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

During the duration of the 2015-2020 Consolidated Plan, CDBG funds are expected to be used to support the improvements to city-owned facilities, parks, outdoor, and recreation space. These projects are targeted in neighborhoods with high concentrations of low- and moderate-income households. In the Non-Housing Community Development Needs section (NA-50), please see the description of the needs associated with publicly owned land and property. The City of Worcester owns over 4.5 million square feet of buildings and facilities that either directly service residents, or exist to house activities that service residents. These properties may be used to address needs identified in this plan, yet many of the facilities are also in need of improvements due to old age, deferred maintenance, and heavy use.

Discussion

Overall the projected trend is a 2-5% reduction of Federal Entitlement Funds in the next five years to address the Priority of Needs identified in the Consolidated Plan.

AP-20 Annual Goals and Objectives

Goals Summary Information

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Affordable Housing Development & Preservation	2015	2019	Affordable Housing	Low-Moderate Income Census Tracts Union Hill Target Area	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers	CDBG: \$1,114,526 HOME: \$921,033	Rental units constructed: 42 Household Housing Unit Rental units rehabilitated: 7 Household Housing Unit Homeowner Housing Added: 3 Household Housing Unit Homeowner Housing Rehabilitated: 28 Household Housing Unit Direct Financial Assistance to Homebuyers: 15 Households Assisted Tenant-based rental assistance / Rapid Rehousing: 20 Households Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
2	Healthy and Sustainable Housing	2014	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts Union Hill Target Area	Systematic housing inspections Housing contaminant and pest abatement Housing inspections and code enforcement Home energy efficiency improvements Weatherization of homes Environmental preservation	CDBG: \$260,000	Buildings Demolished: 3 Buildings Housing Code Enforcement/Foreclosed Property Care: 1,590 Household Housing Unit

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Economic Development & Business Assistance	2015	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts	Small business assistance Job and employment opportunities Attraction and retention of new businesses Job and skills training Recreational and community facilities Economic development loans and capital Small business and storefront improvements Technical assistance to small businesses	CDBG: \$250,000	Facade treatment/business building rehabilitation: 3 Business Jobs created/retained: 5 Jobs Businesses assisted: 8 Businesses Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	Public Services for Low-Moderate Income Persons	2015	2019	Non-Homeless Special Needs Non-Housing Community Development	Low-Moderate Income Census Tracts	Housing maintenance services Environmental preservation Job and skills training Youth educational and recreational programs Neighborhood public safety improvements Information and referral to public services Health services Youth employment opportunities Food access and security Housing security and eviction prevention Senior and elderly services Services for disabled or special needs population Information and services for new immigrants Transportation and access to public services	CDBG: \$605,721	Public service activities other than Low/Moderate Income Housing Benefit: 5,440 Persons Assisted

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Improvements and Preservation of Public Facilities	2015	2019	Non-Housing Community Development	Low-Moderate Income Census Tracts	New streets and sidewalks Improvement of existing public infrastructure Improving public facilities for public services Improving public facilities serving public safety Energy improvements for public facilities Accessibility improvements for public facilities	CDBG: \$139,247	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 5,145 Persons Assisted
7	Expanded Resources for Homeless Prevention	2015	2019	Homeless	Low-Moderate Income Census Tracts	Information and referral to public services Housing security and eviction prevention Services for disabled or special needs population Mental health and substance abuse services Access to public housing Case management services Discharge planning Housing stabilization funds	ESG: \$77,602	Overnight/Emergency Shelter/Transitional Housing Beds added: 60 Beds

	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
8	Resolve Barriers to Housing for Homeless Persons	2015	2019	Homeless	Low-Moderate Income Census Tracts	Mental health and substance abuse services Access to public housing Case management services Coordinated entry system Housing search and advocacy Rapid re-housing rental assistance	ESG: \$261,398	Tenant-based rental assistance / Rapid Rehousing: 165 Households Assisted Homeless Person Overnight Shelter: 35 Persons Assisted Housing for Homeless added: 165 Household Housing Unit
9	Housing Opportunities for Persons with HIV/AIDS	2015	2019	Homeless Non-Homeless Special Needs	Low-Moderate Income Census Tracts	Housing security and eviction prevention Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance	HOPWA: \$439,767	Housing for People with HIV/AIDS added: 6 Household Housing Unit HIV/AIDS Housing Operations: 37 Household Housing Unit

Table 58 – Goals Summary

Goal Descriptions

1	Goal Name	Affordable Housing Development & Preservation
	Goal Description	The affordable housing development & preservation goal includes the development of new and mixed use affordable housing, rehabilitation of existing housing stock, maintenance & repair services, and assistance to first time homebuyers.
2	Goal Name	Healthy and Sustainable Housing
	Goal Description	The healthy and sustainable housing goal includes environmental preservation, weatherization & energy efficiency improvements, housing inspections & code enforcements, systematic housing inspections, and contaminant and pest abatement.
3	Goal Name	Neighborhood Stabilization & Revitalization
	Goal Description	The neighborhood stabilization & revitalization goal includes the development of new affordable housing, development of new mixed-income housing, rehabilitation of existing housing stock, housing maintenance services, housing repair services, assistance for first time homebuyers, systematic housing inspections, housing contaminant and pest abatement, housing inspections and code enforcement, demolition of blighted properties, elimination of area and spot blight, infill development, new streets and sidewalks, improvement of existing public infrastructure, small business assistance, small business and storefront improvements, revitalization of neighborhoods, and neighborhood public safety improvements.
4	Goal Name	Economic Development & Business Assistance
	Goal Description	The economic development & business assistance goal includes small business assistance, job and employment opportunities, attraction and retention of new businesses, job and skills training, recreational and community facilities, economic development loans and capital, small business and storefront improvements, and technical assistance to small businesses.

5	Goal Name	Public Services for Low-Moderate Income Persons
	Goal Description	The public services for low-moderate income persons goal includes housing maintenance services, environmental preservation, youth educational and recreational programs, neighborhood public safety improvements, information and referral to public services, health services, youth employment opportunities, food access and security, housing security and eviction prevention, senior and elderly services, services for disabled or special needs population, information and services for new immigrants, transportation and access to public services, and substance abuse services.
6	Goal Name	Improvements and Preservation of Public Facilities
	Goal Description	The improvements and preservation of public facilities goal includes new streets and sidewalks, improvement of existing public infrastructure, improving public facilities for public services, improving public facilities serving public safety, energy improvements for public facilities, and accessibility improvements for public facilities.
7	Goal Name	Expanded Resources for Homeless Prevention
	Goal Description	Ensure sufficient resources are in available for 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.
8	Goal Name	Resolve Barriers to Housing for Homeless Persons
	Goal Description	This goal is to help 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 and facilitating access for homeless individuals and families to affordable housing units.

9	Goal Name	Housing Opportunities for Persons with HIV/AIDS
	Goal Description	Using City of Worcester HOPWA funds, community-based organizations offer housing resources to PLWHA, including short-term rent, mortgage, and utility assistance payments, rental assistance, and supportive services to address varying needs and barriers to stable housing. Recognizing that being stably housed plays a critical role in ensuring that individuals living with HIV live healthy and productive lives, this goal ensures that housing assistance and supportive services are available to low-income people living with HIV/AIDS (PLWHA) in the areas of Worcester County and Northeastern Connecticut in order to avoid homelessness, or obtain stable housing.

AP-35 Projects – 91.220(d)

Introduction

The City of Worcester is creating 18 projects to address the goals identified in year 1 of the Action Plan. These 18 projects will address which goals they are meeting and which sources of funds will be used.

Projects

#	Project Name
1	PUBLIC SERVICES
2	NEIGHBORHOOD DEVELOPMENT FUND
3	PUBLIC FACILITIES FUND
4	AFFORDABLE HOUSING PROGRAMS
5	ECONOMIC DEVELOPMENT
6	CODE ENFORCEMENT
7	EMERGENCY DEMOLITION OF CONDEMNED STRUCTURES
8	DEBT SERVICE
9	HOPWA AIDS PROJECT WORCESTER
10	HOPWA COMMUNITY HEALTHLINK
11	HOPWA JUSTICE RESOURCE INSTITUTE
12	HOPWA MONTACHUSETT OPPORTUNITY COUNCIL
13	HOPWA CT PERCEPTION PROGRAMS
14	HOPWA GRANTEE
15	HESG15-WORCESTER
16	CDBG PLANNING & ADMINISTRATION
17	HOME ADMIN
18	TBRA (TENANT BASED RENTAL ASSISTANCE)

Table 59 – Project Information

AP-38 Project Summary

Project Summary Information

1	Project Name	PUBLIC SERVICES
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Public Services for Low-Moderate Income Persons
	Needs Addressed	Housing maintenance services Environmental preservation Job and skills training Youth educational and recreational programs Neighborhood public safety improvements Information and referral to public services Health services Youth employment opportunities Food access and security Housing security and eviction prevention Senior and elderly services Services for disabled or special needs population Information and services for new immigrants Transportation and access to public services
	Funding	CDBG: \$745,016
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
2	Project Name	NEIGHBORHOOD DEVELOPMENT FUND
	Target Area	Union Hill Target Area Low-Moderate Income Census Tracts

	Goals Supported	Neighborhood Stabilization & Revitalization
	Needs Addressed	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers Systematic housing inspections Housing contaminant and pest abatement Elimination of area and spot blight Infill development New streets and sidewalks Improvement of existing public infrastructure Small business assistance Small business and storefront improvements Revitalization of neighborhoods Neighborhood public safety improvements
	Funding	CDBG: \$614,983
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
3	Project Name	PUBLIC FACILITIES FUND
	Target Area	Union Hill Target Area Low-Moderate Income Census Tracts
	Goals Supported	Improvements and Preservation of Public Facilities

	Needs Addressed	New streets and sidewalks Improvement of existing public infrastructure Improving public facilities for public services Improving public facilities serving public safety Energy improvements for public facilities Accessibility improvements for public facilities
	Funding	CDBG: \$171,269
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
4	Project Name	AFFORDABLE HOUSING PROGRAMS
	Target Area	Union Hill Target Area Low-Moderate Income Census Tracts
	Goals Supported	Affordable Housing Development & Preservation
	Needs Addressed	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers
	Funding	CDBG: \$1,370,830 HOME: \$1,319,509
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	

	Planned Activities	
5	Project Name	ECONOMIC DEVELOPMENT
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Economic Development & Business Assistance
	Needs Addressed	Small business assistance Job and employment opportunities Attraction and retention of new businesses Job and skills training Recreational and community facilities Economic development loans and capital Small business and storefront improvements Technical assistance to small businesses
	Funding	CDBG: \$307,492
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
6	Project Name	CODE ENFORCEMENT
	Target Area	Union Hill Target Area Low-Moderate Income Census Tracts
	Goals Supported	Healthy and Sustainable Housing
	Needs Addressed	Systematic housing inspections Housing contaminant and pest abatement Housing inspections and code enforcement Home energy efficiency improvements Weatherization of homes Environmental preservation
	Funding	CDBG: \$166,046

	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
7	Project Name	EMERGENCY DEMOLITION OF CONDEMNED STRUCTURES
	Target Area	Union Hill Target Area Low-Moderate Income Census Tracts
	Goals Supported	Neighborhood Stabilization & Revitalization
	Needs Addressed	Demolition of blighted properties
	Funding	CDBG: \$153,746
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
8	Project Name	DEBT SERVICE
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Affordable Housing Development & Preservation
	Needs Addressed	Development of new affordable housing
	Funding	CDBG: \$444,039
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	

9	Project Name	HOPWA AIDS PROJECT WORCESTER
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Housing Opportunities for Persons with HIV/AIDS
	Needs Addressed	Housing security and eviction prevention Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance
	Funding	HOPWA: \$183,902
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
10	Project Name	HOPWA COMMUNITY HEALTHLINK
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Housing Opportunities for Persons with HIV/AIDS
	Needs Addressed	Transportation and access to public services Case management services Housing search and advocacy
	Funding	HOPWA: \$102,579
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
11	Project Name	HOPWA JUSTICE RESOURCE INSTITUTE
	Target Area	Low-Moderate Income Census Tracts

	Goals Supported	Housing Opportunities for Persons with HIV/AIDS
	Needs Addressed	Case management services
	Funding	HOPWA: \$9,692
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
12	Project Name	HOPWA MONTACHUSETT OPPORTUNITY COUNCIL
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Housing Opportunities for Persons with HIV/AIDS
	Needs Addressed	Housing security and eviction prevention Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance
	Funding	HOPWA: \$109,994
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
13	Project Name	HOPWA CT PERCEPTION PROGRAMS
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Housing Opportunities for Persons with HIV/AIDS

	Needs Addressed	Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance
	Funding	HOPWA: \$86,289
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
14	Project Name	HOPWA GRANTEE
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Housing Opportunities for Persons with HIV/AIDS
	Needs Addressed	Housing security and eviction prevention Transportation and access to public services Case management services Housing search and advocacy Rapid re-housing rental assistance
	Funding	HOPWA: \$13,601
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
15	Project Name	HESG15-WORCESTER
	Target Area	Low-Moderate Income Census Tracts

	Goals Supported	Expanded Resources for Homeless Prevention Resolve Barriers to Housing for Homeless Persons
	Needs Addressed	Mental health and substance abuse services Access to public housing Case management services Coordinated entry system Housing search and advocacy Rapid re-housing rental assistance
	Funding	ESG: \$383,552
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
16	Project Name	CDBG PLANNING & ADMINISTRATION
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Affordable Housing Development & Preservation Healthy and Sustainable Housing Neighborhood Stabilization & Revitalization Economic Development & Business Assistance Public Services for Low-Moderate Income Persons Improvements and Preservation of Public Facilities
	Needs Addressed	All Priority Needs
	Funding	CDBG: \$993,355
	Description	
	Target Date	

	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
17	Project Name	HOME ADMIN
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Affordable Housing Development & Preservation
	Needs Addressed	Development of new affordable housing Development of new mixed-income housing Rehabilitation of existing housing stock Housing maintenance services Housing repair services Assistance for first time homebuyers
	Funding	HOME: \$178,609
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	
18	Project Name	TBRA (TENANT BASED RENTAL ASSISTANCE)
	Target Area	Low-Moderate Income Census Tracts
	Goals Supported	Affordable Housing Development & Preservation
	Needs Addressed	Housing stabilization funds
	Funding	HOME: \$287,976
	Description	
	Target Date	
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	

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

The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These 23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations). The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan) show that these 23 tracts has a greater proportion of the city's racial and ethnic minority populations. According to the 2010 U.S. Census, the citywide percentages by racial and ethnic populations were: 59.6% White, non-Hispanic, 20.9% Hispanic, 10.2% Black/African American, non-Hispanic, 6.0% Asian, non-Hispanic, 2.3% multi-race, non-Hispanic, 0.7% all other single races. In comparison within these 23 tracts with majority low and moderate income populations, the 2010 census reported the following percentages by racial and ethnic populations: 45.9% White, non-Hispanic, 31.3% Hispanic, 12.1% Black/African American, non-Hispanic, 6.8% Asian, non-Hispanic, 2.6% multi-race, non-Hispanic, 1.1% all other single races.

The following 14 City U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI were: 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7324.00, 7325.00, 7326.00 and 7330.00 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this Conplan for locations). As can be seen by examination of the Demographic Analysis of Target Areas Tables 1 & 2 (attached to section MA-50 of this ConPlan), the percentages of racial and ethnic minority populations was even more concentrated within these 14 tracts: 38.5% Hispanic, 38.3% White, non-Hispanic, 11.9% Black/African American, non-Hispanic, 7.1% Asian, non-Hispanic, 2.8% multi-race, non-Hispanic, 1.3% all other single races.

Geographic Distribution

Target Area	Percentage of Funds
Union Hill Target Area	

Table 60 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The City of Worcester is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These

23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations). The Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan), show that these 23 Low/Mod Census Tracts are defined as having a "high concentration of multiple housing problems" as compared to the city as a whole. Within these 23 Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 60.3% was built before 1940 (compared to 41.3% citywide), 41.5% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 6.4% had no vehicle (compared with 4.2% citywide). Similarly, within these same 23 tracts renter-occupied housing units had the following housing problems: 55.0% were built before 1940 (compared to 51.6% citywide), 51.3% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 31.1% had no vehicle (compared with 26.6% citywide).

The following 14 City U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI were: 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7324.00, 7325.00, 7326.00 and 7330.00 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations). The attached Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan), show that these 14 Disproportionately Low/Mod Census Tracts are defined as having a "very high concentration of multiple housing problems" as compared to the city as a whole. Within these 14 Disproportionately Low/Mod Census Tracts owner-occupied housing units had the following housing problems: 77.3% was built before 1940 (compared to 41.3% citywide), 47.8% had housing cost burdens of more than 30% of household income (compared with 38.0% citywide), 9.3% had no vehicle (compared with 4.2% citywide). Similarly, within these same 14 tracts renter-occupied housing units had the following housing problems: 60.8% were built before 1940 (compared to 51.6% citywide), 53.5% had housing cost burdens of more than 30% of household income (compared with 48.9% citywide), 36.7% had no vehicle (compared with 26.6% citywide).

One of these tracts, 7324.00, was ranked as the city's most distressed and the sixth most distressed in the State with high levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. This tract (**7324.00**) is the focus of the **Union Hill Neighborhood Revitalization Initiative** which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.

Discussion

As already discussed above, the City is comprised of 44 U.S. Census tracts, of which 23 tracts had 51.0% or more of their populations being persons of low and moderate income (defined by HUD as households

whose incomes were 80% or less of the metropolitan area median income as adjusted for family size). These 23 tracts are: 7304.01, 7311.01, 7311.02, 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7320.02, 7322.03, 7323.02, 7324.00, 7325.00, 7326.00, 7327.00, 7329.01, 7330.00 and 7331.02 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations). An examination of the Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan), shows that in addition to the high concentrations of multiple housing problems and disproportionate minority populations (discussed above), these 23 Low/Mod Census Tracts have a higher proportion of other socio-economic problems as compared to the city as a whole. For example within these 23 Low/Mod Census Tracts 69.6% of persons were of low and moderate income (compared with 54.4% citywide), 23.5% of all housing units were owner-occupied (compared with 40.9% citywide), 77.2% of persons age 25 or more were high school graduates (compared with 83.3% citywide), 12.5% of persons age 16 or more were unemployed (compared with 9.9% citywide).

As reported already above, the following 14 City U.S. Census Tracts had disproportionate low and moderate income (LMI) populations given that they had in excess of 64.5% LMI population within these tracts (more than 10% higher than the citywide percentage of 54.4% LMI). These 14 tracts with more than 64.5% LMI were: 7312.03, 7312.04, 7313.00, 7314.00, 7315.00, 7316.00, 7317.00, 7318.00, 7319.00, 7320.01, 7324.00, 7325.00, 7326.00 and 7330.00 (see 2010 Low Income Population City of Worcester Map attached to section MA-50 of this ConPlan for locations). An examination of the Demographic Analysis of Target Areas Tables 1 & 2 (see attached to section MA-50 of this ConPlan), shows that in addition to the high concentrations of multiple housing problems and disproportionate minority populations (discussed above), these 14 Low/Mod Census Tracts have a higher proportion of other socio-economic problems as compared to the city as a whole. For example within these 14 Low/Mod Census Tracts 78.7% of persons were of low and moderate income (compared with 54.4% citywide), 14.7% of all housing units were owner-occupied (compared with 40.9% citywide), 74.6% of persons age 25 or more were high school graduates (compared with 83.3% citywide), 14.4% of persons age 16 or more were unemployed (compared with 9.9% citywide).

One of these tracts, 7324.00, was ranked as the city's most distressed and the sixth most distressed in the State with high levels of poverty, crime, problems with idle youth including gangs and drugs, foreclosed properties, absentee property ownership, vacant/boarded-up buildings, empty lots and other economic distress factors. This tract (**7324.00**) is the focus of the **Union Hill Neighborhood Revitalization Initiative** which is working across multiple City departments in concert with key community institutions and stakeholders to improve the quality of life in the area.

AP-55 Affordable Housing – 91.220(g)

Introduction

The City of Worcester will directly support households with rental assistance, production of new units, rehabilitation of existing units, and acquisition of existing units through the following goals:

- Goal 1 Affordable Housing Development & Preservation,
- Goal 8 Resolve Barriers to Housing for Homeless Persons, and
- Goal 9 Housing Opportunities for Persons with HIV/AIDS.

Below is the summary breakdown of the support provided from the above goals.

One Year Goals for the Number of Households to be Supported	
Homeless	459
Non-Homeless	115
Special-Needs	135
Total	709

Table 61 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	191
The Production of New Units	45
Rehab of Existing Units	35
Acquisition of Existing Units	15
Total	286

Table 62 - One Year Goals for Affordable Housing by Support Type
Discussion

AP-60 Public Housing – 91.220(h)

Introduction

The Worcester Housing Authority (WHA) is responsible for providing decent, safe and sanitary housing for individuals residing in Worcester who have extremely low and low to moderate incomes. WHA is an autonomous corporation which is allowed to act as a municipal entity and participate in municipal benefits. The City's Executive Office of Economic Development's Housing Development Division and the WHA operate independently, and therefore the Housing Development division's direct role in providing public housing is very limited.

Actions planned during the next year to address the needs to public housing

Clearly the most difficult issue facing low income households in Worcester is the availability of affordable housing options. The WHA's strategy with regard to its public housing inventory is to:

- Continue to maintain a 98% or higher monthly occupancy rate agency wide;
- Decrease unit turnover time in an effort to house families quicker;
- Monitor the opening and closing of its waiting lists to ensure that applicants' wait time is reduced as best possible;
- Increase the number of private landlords to participate in the Section 8 Housing Choice Voucher program;
- Continue its rigorous screening of applicants to ensure that landlords are renting to qualified candidates, increasing the desirability of the HCV program;
- Apply for additional HCV should they become available.

In the summer of 2014, the WHA was invited to participate in two Rental Assistance Demonstration (RAD) conversions projects in the City of Worcester. The Lincoln Village RAD conversion, a privately owned multi-family housing development of 1,275 units, resulted in approximately 600 project based subsidy assisted units. Over 500 mobile housing vouchers have been become available to the WHA expanding on what typically is only about 185 such vouchers offered annually. Additionally, Coe's Pond Village RAD conversion in late 2015 will result in an additional 250 project based subsidy assisted units.

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

The WHA has long realized that a portion of its success is dependent upon the satisfaction of its residents. Continuing on a long standing tradition of fostering partnerships, building resident leadership opportunities, WHA supports 13 formally recognized tenant organizations and they are the conduit through which ideas and issues are presented to the WHA administration. In turn the administration facilitates through the organizations new policy, operational and program changes and enhancements to the residents. Additionally, a WHA Resident Advisory Board meets monthly with the Executive

Director to discuss, in addition to policy, operational and programming, other areas that have a direct effect on the people it serves.

At the time of this submission the WHA does administer a Section 8 to Homeownership Program. the intent of the WHA Housing Choice Voucher Homeownership program is to provide families of low-income, disabled families and elderly families who are eligible for Section 8 rental assistance the option of utilizing this assistance in purchasing a home. The implementation of this option will provide eligible voucher holders the ability to expand their housing opportunities beyond the rental market and use their assistance to purchase homes in the neighborhoods of their choice.

If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance

N/A

AP-65 Homeless and Other Special Needs Activities – 91.220(i)

Introduction

The City's Plan to Address Homelessness strives to expand on the successful “housing-first” model which moves away from extensive and costly shelter stays and to focus on homeless prevention to stabilize vulnerable individual adults, families, youth and young adults. The City’s ultimate goal is to quickly stabilize those in our community who are homeless or at-risk of homelessness so they can ultimately obtain safe and affordable permanent housing. The City recognizes the need to develop units for individuals and families through innovative strategies including rehabilitating existing housing stock along with furthering efforts to prevent homelessness, and improve the delivery of comprehensive service strategies that address the health, employment, and long term self-sufficiency skills targeted to specific populations struggling with homelessness and other special needs.

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 City will continue its current strategies in reaching out to shelter and unsheltered homeless persons and assessing their individual needs. This action is associated with Action Plan Goal 8: Resolve Barriers to Housing for Homeless Persons. City ESG funds in the amount of \$50,009 support 1FTE Outreach Case Manager to conduct assessment of individual needs, enable access to mainstream resources, and housing referrals for households without children that are unsheltered. In one year, it is expected that the outreach case manager will engage with about 65 literally homeless individual adults.

In addition to ESG Outreach, there are homeless outreach services in the City that offer immediate and long-term assistance to unsheltered persons by frequenting locations such as the downtown corridor of Union Station, the Public Library, other parks and roadways prone to panhandling and loitering throughout the City, soup kitchens, and food pantries to identify and engage with such individuals/families. The goal is to engage with people over time; those who typically refuse services so that they may accept help through long-term engagement of the street outreach workers focused on mental health assessments, treatment, advocacy, and benefit assistance.

Community organizations will engage with partners and stakeholders to create a holistic system of outreach. For example, engaging with hospitals, law enforcement, detox centers, and other services that may commonly encounter homeless individuals. Without disclosing sensitive personal information, the partners then strategize using common resources and learning from success stories on how to ensure the safety and improved life condition of the individuals and the community. Outreach to homeless families focuses on collaboration with first responders, local governments, and neighborhood centers that most frequently come into contact with newly homeless families. The agencies know how to contact emergency shelters with designated overflow beds.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City's one-year plans to address emergency shelter and transitional shelter needs for the homeless are encompassed in Strategic Plan Goal 8: Resolve Barriers to Housing for Homeless Persons, and Goal 9: Housing Opportunities for People Living with HIV/AIDS. These actions will be supported by both ESG and HOPWA funds through the following activities.

ESG Shelter funds \$15,000 to support operations of transitional housing for former prisoners; \$8,530 for emergency shelter of victims fleeing domestic violence; \$49,600 for Emergency Shelter case management that stabilizes homeless Veterans in obtaining public housing vouchers; \$47,154 Shelter Case Management for Triage and Assessment services at the primary shelter for unaccompanied homeless adults.

All of these activities help address the shelter and transitional housing needs of homeless populations because of the crisis-intervention nature of the program support. They support the operations and case management of facilities to ensure the safety and stability first and foremost, followed by re-entry skills such as employment before the transition to permanent housing so that individual needs can be addressed towards greater housing outcomes. These programs recognize that permanent housing is the ultimate goal, but some populations that are particularly at-risk may need enhanced stabilization and case management.

HOPWA funds support the operations and supportive services associated with Transitional Housing needs, including the intensive case management costs for HIV-positive women with or without children, and special needs population including those being discharged from institutions, or with severe mental health and substance abuse barriers. HOPWA Supportive Services \$178,166.00, and Facility-based operations \$9,121.00 contribute to the actions planned to address these needs for the one-year goal to provide Housing Opportunities to People Living with HIV/AIDS.

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

Helping homeless persons, including chronically homeless, individuals, families with children, veteran with their families, and unaccompanied youth make the transition to permanent housing and independent living, and ensuring that households do not return to homelessness are priority needs identified in Goal 8: Resolve Barriers to Housing for Homeless Persons and Goal 9: Housing Opportunities for People Living with HIV/AIDS of the Strategic Plan. One-year goals to address those needs focus on the housing facility and supportive service needs to transition to permanent housing, thanks to the expertise of sub-recipient agencies responsible for carrying out permanent housing

activities. For example, all of the financial assistance for housing that the City provides through ESG and HOPWA also ensures a supportive service match that leads households to self-sufficiency during the process of Rapid Re-Housing. The need for coordinated entry and implementation of the coordinated entry policy will ensure that housing placements are made along with the appropriate supportive services using Continuum of Care resources targeted to disabled and/or chronically homeless households.

ESG Rapid Re-Housing Funds for unaccompanied adults, \$138,800 include first and last months' rent and security deposits depending on individual needs. The City has found that access to affordable housing is a high need for unaccompanied youth and in Year 1 of the Action Plan has allocated \$35,000 to Rapid Re-Housing directly to homeless youth. Case Management services for veterans focus on the transition to independent living and housing stabilization to prevent veterans and their families from becoming homeless again.

HOPWA funds focus on stabilization in the transition to permanent housing by providing supportive services through case management and permanent housing placement for rapid re-housing. HOPWA programs for Tenant-Based Housing Assistance (\$28,616) and supportive services (\$9,693) focus on the attainment of permanent housing through mobile vouchers. Additional permanent housing is available through facility-based programs (\$109,994), and Permanent Housing Placement rental start-up assistance (approx. \$35,668).

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

Needs associated with preventing homelessness for all populations City-wide are addressed through Strategic Plan Goal 7: Expand Resources for Homeless Prevention. This focus will include housing stabilization case management for some and actual cash assistance for limited utility and rent payments depending on specific household needs (or a combination of both, as assessed by housing providers). The commitment of the actions is supported by HOPWA Short-term Rent, Mortgage, and Utility assistance (STRMU) for over 50 low-income households with a family member or individual that is HIV-positive. Housing stabilization needs including referrals, services for special needs and disabled households, skills training, and discharge planning for people being discharged from publicly funded institutions. These goals are accomplished widely through community partnerships brokered between agencies and in collaboration with the City. ESG funds for housing stabilization case management for families and veterans will accomplish the needs and goals identified for year one. Institutional delivery of services that address housing, health, social services, employment, education, as well as youth needs are also facilitated through coordination and in coalition with City departments and initiatives.

AP-70 HOPWA Goals - 91.220 (I)(3)

One year goals for the number of households to be provided housing through the use of HOPWA for:	
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	60
Tenant-based rental assistance	6
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	6
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	37
Total	109

AP-75 Barriers to affordable housing – 91.220(j)

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 following actions will be addressed in year one of the Consolidated Plan to overcome impediments identified in the Analysis of Impediments to Fair Housing:

Rental Occupancy Practices

Increase coordination among those City officials working in housing policy and development and those working on human rights and disability issues. Continued and renewed efforts to build partnerships and increase communications and connections among City policy makers, advocates and community groups will help to further the success of these initiatives. As a result of the Consolidated Planning process more coordination among City Departments has occurred on a number of cross cutting issues including housing policy and development.

Mortgage Lending and Foreclosure

Continue to coordinate with organizations that provide education, counseling and assistance to homebuyers and homeowners to promote successful homeownership. For the Action Plan this is addressed in goals and objectives by Goal 1, which includes a project for homebuyer assistance to be funded this year.

Affordable Housing Distribution

Promote mixed-income housing and mixed-income neighborhoods, including encouraging market-rate development in low-income areas and creating and preserving affordable housing units in areas of the city where they are currently scarce – particularly where strong neighborhood amenities are available such as schools, parks and shopping. For the Action Plan this is addressed in goals and objectives by Goal 1, which includes many projects to be funded this year.

Housing Cost Burdens

Continue to support the capacity of affordable housing developers who can bring in federal resources or creatively leverage other resources to increase the regional supply of affordable housing. For the Action Plan this is addressed in goals and objectives by Goal 1, which includes many projects to be funded this year.

In an ongoing effort to reduce zoning barriers that may inhibit affordable housing development, the City of Worcester's Adaptive Reuse Overlay District encourages the reuse of underutilized buildings and land throughout the city. The city's four recently adopted Parking Overlay Districts also encourage the rehabilitation of buildings in some of the city's most vibrant and historically rich neighborhoods by removing off-street parking requirements, thereby decreasing demand for surface parking and removing a regulatory barrier for the redevelopment of these buildings into a variety of uses (e.g., housing, restaurant, retail). Finally, the disposition through thoughtful request for proposals (RFP) processes has resulted in the redevelopment of previously city-owned property into market rate housing. The following developments which include a balanced mix of proposed market rate and affordable units were facilitated or have been proposed through the use of these tools:

Adaptive Reuse Overlay Districts:

1151-54 Main Street - former textile factory into 109 housing units (market rate)

64-79 Beacon Street - former Junction Shops into 181 housing units

93 Grand Street – former Crompton & Knowles Mill into 64 housing units (mixed rate)

95-97 Gates Street – manufacturing building in to 37 housing units (market rate)

Parking Overlay Districts:

48 Water Street – former Chevalier Furniture building into 64 units (mixed income)

Land Use Disposition of City-owned properties for redevelopment:

28 Adams Street – former Adams Street School house into 28 units (market rate)

34 Grove Street – former vocational school into 84 units (mixed income)

AP-85 Other Actions – 91.220(k)

Introduction:

The City of Worcester has a number of plans designed to address priority needs in the community, including strategies to meet public service needs, foster and maintain affordable housing needs, mitigate lead-based paint hazards, create economic opportunities, and develop the institutional structure through coordination and collaboration between public and private entities.

Actions planned to address obstacles to meeting underserved needs

Challenges to meeting underserved needs in the coming year stem primarily from increasing demand for program activities combined with decreasing amounts of funding. In order to maximize efficiency and achieve a greater impact, the City proposes the following actions:

- Conduct a survey of service provider capacity in the Worcester community to identify gaps and redundancies in the provision of services for low- to moderate-income residents. A comprehensive understanding of existing services will help target limited resources to the most pressing and underserved needs. This project would be implemented through a consultant.
- Improve access to services by persons with limited English proficiency in order to reach underserved populations. According to the 2009-2013 American Community Survey, 18 percent of the Worcester population speaks a language other than English and speaks English less than “very well.” It is therefore important to ensure that critical programs and services address language and cultural barriers that isolate households and impede successful utilization of community resources. This proposed action includes developing a Language Assistance Plan for HUD Entitlement Programs.

Actions planned to foster and maintain affordable housing

The City will foster the rehabilitation of both rental and owner housing units, as these efforts keep people in affordable housing and may serve to prevent homelessness, especially for extremely low-income and elderly homeowners. The City also prioritizes homeless activities, ranging from the provision of emergency shelter to supportive services that prevent homelessness. Overall, the City will focus on multiple efforts to foster and maintain affordable housing, including rental assistance, rental acquisition and rehabilitation, new rental construction, owner occupied rehabilitation, and down payment assistance for first-time buyers.

Actions planned to reduce lead-based paint hazards

The Worcester Lead Abatement Program was awarded a \$2.48 million Lead Hazard Control Grant from the HUD Office of Healthy Homes in 2012 for the lead paint and soil abatement of low income and very low income housing units, as well as the provision of primary prevention services in the form of outreach and education to low- and moderate-income families with children under age six. The

City plans to continue these efforts through subsequent rounds of HUD Healthy Homes funding, and anticipates addressing lead-based paint hazards in 62 housing units over the next year.

The City's Housing Development Division (HDD) administers the Worcester Lead Abatement program that can provide up to \$10,000 per unit to assist with lead abatement in approved properties with low-to moderate-income tenants. HDD also coordinates the Massachusetts "Get the Lead Out" loan program funded by MassHousing for additional abatement assistance over the \$10,000 per unit threshold.

In addition, any CDBG funded housing rehabilitation project over \$25,000 will be deleted in conjunction with the rehabilitation activities to take place. For projects between \$5,000 and \$24,999, a lead report will be obtained prior to rehabilitation work taking place.

Actions planned to reduce the number of poverty-level families

Given the high proportion of residents living in poverty, the City focuses on using its HUD entitlement program funds for initiatives and projects that provide the maximum benefit to very low, low and moderate income individuals and households. The City's anti-poverty strategy seeks to support programs that provide job and life skills training and other advancement opportunities, and is part of a coordinated effort to create jobs and improve the local economy. This two-pronged approach helps families achieve and maintain economic security and self-sufficiency. In addition, EOED will continue coordinating with the Central Massachusetts Workforce Investment Board (CMWIB) around programs and initiatives that support the City's goal of reducing poverty.

Actions planned to develop institutional structure

Coordinated Entry for Homeless Persons is convened by the Central Massachusetts Housing Alliance, Inc. (CMHA), the lead agency for the Continuum of Care (CoC) in partnership with the City of Worcester and CoC agencies. The purpose of the Coordinated Entry system is to improve the quality of the CoC and greater Worcester's homeless housing and service system, and to improve outcomes for individuals and families in the continuum that are threatened with or experiencing homelessness. Two Work Groups convene bi-weekly to develop the coordinated entry policy, with one group focused on the needs of homeless families and the other on homeless individuals (including veterans and their families, and unaccompanied youth). The work groups implement processes that prioritize individuals and families with the greatest needs (especially chronically homeless households) for housing and service assistance, and attempt to minimize barriers to entry because of lack of employment or income, drug or alcohol use, or having a criminal record. The City and the CoC encourage a Housing First model, but recognize that some housing and service resources are required by funding agencies or providers to give preferences to certain populations including sub-groups determined by age, disability, gender, or community problem.

The Coordinated Entry system ensures appropriate access to housing based on individual needs and assessments, and promotes effective referrals and partnerships throughout the homeless services

system.

Community partners at the heart of the overall institutional structure, including those that serve homeless and non-homeless populations, have cited gaps in the coordination, collaboration, and information sharing among organizations responsible for program delivery. In particular, the consultation process highlighted a need to increase awareness of existing resources amongst organizations. This gap impacts the referral system for clients, and consequently affects the ability of low- and moderate income residents to access other critical resources in the community. As a result, the City will support information and referral and direct case management services that help connect low- and moderate-income residents to much needed social and human services.

Actions planned to enhance coordination between public and private housing and social service agencies

A number of local and regional agencies, non-profit organizations, and service providers engaged in the consultative process that informs this Action Plan. EOED will capitalize on these relationships to enhance coordination, as well as continue to work collaboratively with various municipal departments to maximize the use of limited resources to address the needs of low- and moderate-income residents. In addition, the City will continue to actively participate in ongoing efforts to enhance coordination with private industry, businesses, developers, and social service agencies in order to foster economic development. EOED, for example, plays a leadership role in the Worcester Business Resource Alliance (WBRA), a centralized network of business professionals, technical assistance providers, lenders, and community development organizations that collectively provide services to entrepreneurs and small business owners and managers.

AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

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	0
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
Total Program Income:	0

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:

No other forms of investment are currently being used beyond those identified in Section 92.205

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:

The City is not currently using HOME Investment Partnership Program funds for homebuyer assistance activities. If in the future, the City of Worcester were to provide HOME Investment Partnership Program funds as a development subsidy for homebuyer projects it would review and amend its action plan.

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:

Homebuyer Long-term Affordability Requirements

The purchaser must occupy the property as his/her principal residence throughout the period of affordability. For projects that are subject to a recapture provision, the period of affordability is determined by the amount of the amount of direct subsidy (defined below) to the homebuyer, as follows:

5 years for individual projects receiving between \$1,000 and \$14,999 in Housing Fund assistance per unit; and

10 years for individual project receiving between \$15,000 and \$40,000 in Housing Fund assistance per unit; and

15 years for individual project receiving more than \$40,000 in Housing Fund assistance per unit.

While long-term affordability can be accomplished through either recapture or resale provisions, the City has elected to impose recapture provisions on all HOME-assisted homeownership projects.

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:

City of Worcester is currently working with the HUD Technical Assistance unit to finalize this section. It will be placed here when finalized, before final submittal to HUD.

Emergency Solutions Grant (ESG)
Reference 91.220(l)(4)

1. Include written standards for providing ESG assistance (may include as attachment)

Written standard will be provided as an attachment to this plan.

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

Coordinated Entry for Homeless Persons is convened by the Central Massachusetts Housing Alliance, Inc. (CMHA), the lead agency for the Continuum of Care (CoC) in partnership with the City of Worcester and CoC agencies. The purpose of Coordinated Entry is to improve the quality of the CoC and greater Worcester's homeless housing and service system, and to improve outcomes for individuals and families in the continuum that are threatened with or experiencing homelessness. Two Work Groups convene bi-weekly to develop the coordinated entry policy, with one group focused on the needs of homeless families and the other on homeless individuals (including veterans and their families, and unaccompanied youth). The work groups implement processes that prioritize individuals and families with the greatest needs (especially chronically homeless households) for housing and service assistance, and attempt to minimize barriers to entry because of lack of employment or income, drug or alcohol use, or having a criminal record. The City and the CoC encourage a Housing First model, but recognize that some housing and service resources are required by funding agencies or providers to give preferences to certain populations including sub-groups determined by age, disability, gender, or community problem.

The Coordinated Entry system ensures appropriate access to housing based on individual needs and assessments, and promotes effective referrals and partnerships throughout the homeless services system.

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).

Please see attached the Fiscal Year 2016 Emergency Solutions Grant Program - Request for Proposals, which explains the process for making sub-awards and how funds are allocated to private nonprofit organizations.

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.

Members of the CoC Board and diverse funding partners such as the United Way contribute to recommendations for making sub-awards for ESG, with a knowledge of existing needs and resources

in the community. In the past 5 years, ESG funds have been used for prevention, rapid-rehousing, street outreach and emergency shelter operations to serve major sub-populations represented in our community. The decision to allocate funds to these activities is greatly informed by the gaps and resources currently available through the federal HEARTH act in consultation with the CoC Board.

The Worcester County Continuum of Care Board was established to include a targeted number of community stakeholders in the region to provide support and direction, develop policies, and oversee programs to fulfill the mission of the CoC. The CoC Board serves in an advisory capacity to ensure successful program outcomes and effective overall management of the Worcester County Continuum.

The CoC Board is staffed according to HUD's requirements, including: broad geographical representation, formerly homeless individuals, the City of Worcester as ESG recipient agency, veterans services, homeless assistance providers, mental health providers, social service providers, victims services providers, faith-based, hospital, higher education, government, and the public house authority. The role of this entity is as follows:

- Identifies emerging or changing needs among homeless individuals and families and recommends new resources to best address those needs
- Implements and supports policies that ensure the best use of available resources for the homeless population through a coordinated assessment and entry system
- Makes decisions on applications for new and/or renewed project funding based on a specific set of review criteria including monitoring and evaluation of specific program performance and documentation of an effective and transparent prioritization of resources to those with the greatest need.

5. Describe performance standards for evaluating ESG.

As part of the process of allocating ESG funds through the City's RFP process there is standards for performance that are established for evaluating ESG program subrecipients. Under the "Project Narrative & Description" section it is stated that subrecipients will provide a method for tracking clients. This will be done by recording data by individual client or household. Subrecipients will then provide the unduplicated number of families/ persons that will benefit from the activity (output) and the cost to provide the service. Included will also be an assessment of the outcomes for the ESG projects, tracking, and follow-up services. The evaluation plan will measure the agency's progress in achieving the performance goal.

Attachments

ESG Program Guidelines

CITY OF WORCESTER
2014 ESG PROGRAM GUIDELINES
| June 13, 2013 |

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ESG Documentation Checklists: Eligibility; Financial Assistance
ESG "But For" Certification
ESG Income Eligibility Calculation Worksheet
ESG Verification of Income
ESG Self-Declaration of Housing Status
ESG Self-Declaration of Income
Notice of Ineligibility for ESG Homelessness Prevention Assistance
Rent Reasonableness Checklist and Certification
ESG Rapid Re-Housing Landlord Acknowledgement Form
ESG Quarterly Performance Report
ESG Housing Habitability Standards and Lead-Based Paint Inspection Checklist
HUD Entitlement Timesheet Form (Sample)
Sample Time and Effort Logs

1. Introduction

1.1 In accordance with federal regulations set forth in 24 CFR 576, including but not limited to 24 CFR 576.400(e), the following ESG Program Guidelines (“Guidelines”) for the provision of Emergency Solutions Grant (“ESG”) assistance are adopted for all ESG funded contracts commencing July 1, 2014 between the City of Worcester and its subrecipient agencies. Notwithstanding any provision to the contrary, these Guidelines are intended solely for the convenience of the City’s subrecipients, and not to limit or alter the requirements of applicable federal, state or local laws, regulations or ordinances (collectively “Law”). Additionally, these Guidelines do not limit or alter the requirements of any contract between the City and any subrecipient. In all instances, the subrecipient shall comply fully with the requirements of the applicable contract, as well as applicable Law and the grant agreement between HUD and the City (“Grant Agreement”). In the event of any conflict between these Guidelines and said Law or Grant Agreement requirements, the applicable Law and the requirements of the Grant Agreement shall prevail over these Guidelines.

1.2 The ESG program provides funding to: (1) engage homeless individuals and families living on the street; (2) improve the number and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents; (5) rapidly re-house homeless individuals and families; and (6) prevent families and individuals from becoming homeless.

1.3 ESG subrecipients are required, to the full extent possible, to coordinate ESG activities with other programs targeted towards homeless individuals and families, as well as mainstream housing, health, social services, employment, education and youth programs for which homeless and at-risk families and individuals may be eligible. Agencies with which Subrecipients shall coordinate may include, for example, the Continuum of Care, HUD-Veteran Affairs Supportive Housing, Education for Homeless Children and Youth, Health Care for the Homeless, Runaway and Homeless Youth, Homeless Veterans Reintegration, Section 8, Public Housing, HOME Investment Partnership, the Workforce Investment Act, and Temporary Assistance For Needy Families programs.

2. Minimum Program Eligibility Criteria

2.1 The subrecipient shall conduct an initial evaluation to determine the eligibility of each individual or family for ESG assistance and the types of assistance needed to gain stability in permanent housing.

2.2 ESG assistance is open to individuals and families from the City of Worcester who meet the definitions of either being homeless or at-risk of homelessness. Family ESG assistance is reserved for households with children under age 21 or households headed by a pregnant woman who meet the appropriate eligibility criteria. All participants must meet the required income eligibility criteria as follows:

- For Rapid Re-Housing assistance, there is no income restriction for households at initial evaluation. However, at re-evaluation – not less than annually – household income must be below 30% AMI.
- For Homelessness Prevention assistance, households must have an income below 30% AMI at initial evaluation, and have no other housing options, financial resources, or support networks. At re-evaluation - not less than quarterly - the household must have an annual income below 30% AMI.
- The 30% AMI limit does not apply to program participants who are being served under the Emergency Shelter or Street Outreach components.

2.3 Prior to providing services with ESG funds, subrecipients shall evaluate and clearly document each household's income. The subrecipient shall determine the level of funding for each program participant through an initial intake assessment prior to providing services with ESG funds. Participants are not eligible if they are already receiving the same type of financial assistance (i.e., prevention, re-housing, or stabilization) during the same time period from another federal or state source. When the participant's income or other circumstances change (e.g. changes in household composition), the subrecipient shall re-evaluate the participant's eligibility and the amount and types of assistance the participant needs.

2.4 The subrecipient shall verify and document at the time of intake an individual's/family's homeless status. The priority for verification is as follows: third party documentation first, intake worker observations second, and certification from the person seeking assistance third. However, lack of third party documentation shall not prevent an individual or family from being immediately admitted to emergency shelter, receiving street outreach services, or being immediately admitted to shelter or receiving services provided by a victim service provider. Records contained in an HMIS or comparable database used by victim service or legal service providers and intake worker observations are acceptable evidence of third-party documentation if the database retains an auditable history of all entries, including the person who entered the data, the date of entry, changes made and if the database prevents overrides or changes of dates.

2.5 HMIS participation is a mandatory ESG requirement except for domestic violence and legal assistance providers as set forth in 24 CFR 576.107. All clients receiving ESG assistance must be reported in an approved HMIS system.

3. Limits of Funding Assistance

3.1 For both prevention and rapid re-housing activities, subrecipients shall provide participants with a fixed amount of financial assistance, up to a maximum of \$4,000 per household per 24 months. ESG subrecipients may exercise reasonable discretion within this maximum and in accordance with other applicable regulations regarding the amount of rental and utilities assistance provided, as well as the share that participants are required to pay, based on the financial needs of the individual. Agencies may request a waiver to the \$4,000 maximum per household limit in writing to the City of Worcester under hardship circumstances only. Approval of this waiver is solely at the discretion of the City.

3.2 Within this limit and applying the criteria set forth above, subrecipients may make the assistance available in various forms, including assistance for one-time costs such as first and last month's rent and/or security deposit or in the form of monthly rent supplements. Program participants receiving project-based rental assistance must have a lease for a period not less than one year, regardless of the length of the rental assistance.

3.3 Subrecipients, depending on the resources available for prevention and applying the criteria set forth above, shall determine the extent and type of assistance that will best assist households maintain their tenancies. However, subrecipients using ESG funds may not authorize any assistance to households other than immediate emergency shelter prior to obtaining all required documentation as specified in the HUD ESG Regulations located at 24 CFR 576.

3.4 Standards for determining the share of rent and utilities that each program participant must pay, if any, will be based on the following:

- Current Fair Market Rent (FMR) limits per 24 CFR 576.106 (d) when rental assistance is provided (only clients receiving security deposit assistance and/or assistance with rental arrears assistance are exempt from this requirement under homeless prevention contracts); and
- Rent reasonableness, which takes the neighborhood into account ;

3.5 The Subrecipient is also required to comply with the following when providing rental assistance:

- Minimum habitability standards;
- Visual lead paint inspections; and
- Rental assistance agreement and lease between property manager and tenants as well as owner of property and agency.

3.6 The subrecipient is expressly prohibited from providing rental assistance to a client if that client is already receiving rental assistance from another public source for the same time period (with the exception of a one time payment of up to 6 months of rental arrears).

4. Definitions of Selected Terms

4.1 As set forth in 24 CFR 576.2, the McKinney-Vento Act defines "homeless" as:

(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping

accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

(ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

(iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(2) An individual or family who will imminently lose their primary nighttime residence, provided that:

(i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

(ii) No subsequent residence has been identified; and

(iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing;

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

(i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)) or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);

(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;

(iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and

(iv) Can be expected to continue in such status for an extended period of time because

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of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

(4) Any individual or family who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

4.2 As set forth in 24 CFR 576.2, the term "At-Risk of Homelessness" is defined as:

(1) An individual or family who:

(i) Has an annual income below 30 percent of median family income for the area, as determined by HUD;

(ii) Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the "homeless" definition in this section; and

(iii) Meets one of the following conditions:

(A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;

(B) Is living in the home of another because of economic hardship;

(C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;

(D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals;

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(E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per room, as defined by the U.S. Census Bureau;

(F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or

(G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;

(2) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or

(3) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.

5. Eligible Activities

5.1 Emergency Solution Grant funding can be used for five program activities as set forth in 24 CFR 576.100(a): street outreach, emergency shelter, homelessness prevention, rapid re-housing assistance, and HMIS. These activities are further detailed in Sections 6 through 9, below.

6. Street Outreach

6.1 Street outreach, as set forth in 24 CFR 576.101, consists of the costs of providing essential services necessary to reach out to unsheltered homeless people, connect them with emergency shelter, housing, or critical services, and provide urgent, non facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.

6.2 Eligible Street Outreach Activities (in accordance with federal regulations Part 576 Emergency Solutions Grants Programs, Subpart B) include:

1. Engagement;
2. Case Management;

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3. Emergency Mental Health Services; and
4. Transportation

7. Emergency Shelter

7.1 The Emergency Shelter component of ESG, as set forth in 24 CFR 576.102, may be used to provide essential services to homeless families and individuals in emergency shelters, to renovate buildings to be used as emergency shelter for homeless families and individuals, and to operate emergency shelters.

7.2 Emergency Shelter Services are essential services to emergency shelter residents. These services may include case management, childcare, employment assistance, life skills, behavioral health services. Individuals and families must be verified as literally homeless or fleeing/attempting to flee domestic violence. There is no income threshold at intake for this activity. ESG funds may be used to provide essential services to homeless individuals and families residing in emergency shelters. An emergency shelter is any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.

7.2.1 Emergency Shelter Services, in accordance with federal regulations Part 576 Emergency Solutions Grants Programs, Subpart B) include:

1. Case management
2. Child care
3. Education services
4. Employment assistance and job training
5. Outpatient health services
6. Legal services
7. Life skills training
8. Mental health services
9. Substance abuse treatment services
10. Transportation.

7.2.2 Where the recipient or subrecipient uses ESG funds solely for essential services or shelter operations, the recipient or subrecipient must provide services or shelter to homeless individuals and families at least for the period during which the ESG funds are provided. The recipient or subrecipient does not need to limit these services or shelter to a particular site or structure, so long as the site or structure serves the same type of persons originally served with the assistance (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or serves homeless persons in the same area where the recipient or subrecipient originally provided the services or shelter.

7.2.3 Subrecipients must comply with all requirements contained within Attachment E, Shelter Support Recordkeeping and Reporting Requirements.

7.3 Shelter Rehabilitation, Renovation and Conversion, as set forth in 24 CFR 576.101(b)(2) includes labor, materials, tools, and other costs for renovation (including major rehabilitation of an emergency shelter or conversion of a building into an emergency shelter). The emergency shelter must be owned by a government entity or private nonprofit organization.

7.3.1 If such activity is included as an eligible cost in Attachments B and C of the particular contract between the ESG subrecipient and the City, then ESG funds may be used for costs of renovating buildings to be used as emergency shelter for homeless families and individuals or to convert a building for use as an emergency shelter. Eligible costs include labor, materials, tools and other costs for renovation (including major rehabilitation of an emergency shelter or conversion of a building into an emergency shelter). The emergency shelter must be owned by a government or private nonprofit organization. For the purposes of this Section, the subrecipient may also be referred to as "lessee". Grant amounts may not be used to renovate, rehabilitate, or convert buildings owned by primarily religious organizations or entities, unless the following conditions are met:

1. The building (or portion thereof) that is to be improved with HUD assistance has been leased to an existing or newly established wholly secular entity (which may be an entity established by the religious organization);
2. The HUD assistance is provided to the lessee (and not the lessor) to make the improvements;
3. The leased premises will be used exclusively for secular purposes and available to all persons regardless of religion;
4. The lease payments do not exceed the fair market rent of the premises as they were before the improvements are made;
5. The portion of the cost of any improvements that also serves a non-leased part of the building will be allocated to and paid for by the lessor;
6. The lessor enters into a binding agreement requiring that unless the lessee (or a qualified successor lessee) retains the use of the leased premises for a wholly secular purpose for at least the useful life of the improvement, the lessor will pay the lessee an amount equal to the residual value of the improvements. In such an event, the lessee must remit such amount to HUD (or such other original grantee from which the funds to renovate, rehabilitate, or convert the building under this paragraph 24 CFR 576.101(b)(2) were derived). For example, if the funds under this paragraph initially were made available to the State or to a unit of general local government as a formula allocation (Section 575.31) or a reallocation (Section 575.41), then the amount that the lessor pays (through the lessee) is remitted to the State or unit of general local government, as applicable. The original grantee may use this amount to further the objectives of this regulation. If, however, a private nonprofit organization is the lessee as well as the grantee, the organization must remit the amount referred to in this subsection to HUD; and
7. The lessee may also enter into a management contract authorizing the lessor religious organization (if applicable) to operate the facility, including the provisions of essential services, in carrying out the secular purpose. In such case, the religious organization must agree in the management contract to carry out its contractual responsibilities in a manner free of religious influences pursuant to conditions prescribed by HUD.

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7.3.2 Each building renovated with ESG funds must be maintained as a shelter for homeless individuals and families for not less than a period of three (3) or ten (10) years (“minimum use period”), depending on the type of renovation and the value of the building. The minimum use period must begin on the date the building is first occupied by a homeless individual or family after the completed renovation. If the rehabilitation cost of the shelter exceeds 75% of the value of the building before rehabilitation (e.g. major rehabilitation) the minimum period of use is ten (10) years. If the cost to convert a building into an emergency shelter exceeds 75% of the value of the building after conversion, the minimum period of use is ten (10) years. In all other cases where ESG funds are used for renovation, the minimum period of use is three (3) years. The minimum period of use of ten (10) years, required for rehabilitation and conversion must be enforced by a recorded deed or use restriction.

7.3.3 Any building renovated, converted or rehabbed using ESG funds must meet local government regulations, including building code and sanitary code.

7.3.4 Grant amounts may not be used for acquisition or construction of an emergency shelter for the homeless.

7.4 Emergency Shelter Operations, as set forth in 24 CFR 576.102(b)(3), are the costs of maintenance (including minor or routine repairs), rent, security, fuel, equipment, insurance, utilities, food, furnishings, and supplies necessary for the operation of the emergency shelter. Where no appropriate emergency shelter is available for a homeless family or individual, eligible costs may also include a hotel or motel voucher for that family or individual. There is no income threshold at intake for this activity.

7.4.1 The age of a child under age 18 shall not be a basis for denying any family's admission to an emergency shelter that uses ESG funding or services and provides shelter to families with children under age 18.

7.4.2 Subrecipients shall comply with all requirements Shelter Support Recordkeeping and Reporting Requirements, including as set forth in Attachment E.

7.4.3 Where the subrecipient uses ESG funds solely for essential services or shelter operations, the subrecipient shall provide services or shelter to homeless individuals and families at least for the period during which the ESG funds are provided. The subrecipient does not need to limit these services or shelter to a particular site or structure, so long as the site or structure serves the same type of persons originally served with the assistance (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or serves homeless persons in the same area where the recipient or subrecipient originally provided the services or shelter.

7.4.4 Shelter Support recipients shall comply with the Shelter Support Recordkeeping and Reporting Requirements including as set forth in Attachment F.

8. Homeless Prevention

8.1 Homeless Prevention Assistance, as set forth in 24 CFR 576.103, may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter or another place described in paragraph (1) of the “homeless” definition in Section 576.2.

8.2 This assistance, referred to as “homelessness prevention”, may be provided to individuals and families who meet the criteria under the “at risk of homelessness” definition, or who meet the criteria in paragraph (2), (3), or (4) of the “homeless” definition in 24 CFR Section 576.2 and have an annual income below 30 percent of median family income for the area, as determined by HUD. At re-evaluation - not less than once every three months - the participant must have an annual income below 30% AMI.

8.3 The costs of homelessness prevention are only eligible to the extent that the assistance is necessary to help the program participant regain stability in the program participant's current permanent housing or move into other permanent housing and achieve stability in that housing. Homelessness prevention must be provided in accordance with the housing relocation and stabilization services requirements in 24 CFR Section 576.105, the short-term and medium-term rental assistance requirements in 24 CFR Section 576.106, and the written standards and procedures established under 24 CFR Section 576.400.

8.4 Eligible Homelessness Prevention activities (in accordance with federal regulations Part 576 Emergency Solutions Grants Programs, Subpart B) include:

- Financial assistance costs
 - Rental application fees
 - Security deposits equal to no more than 2 months' rent
 - Last month's rent
 - This assistance must not exceed one month's rent and must be included in calculating the program participant's total rental assistance, which cannot exceed 24 months during any 3-year period.
 - Utility deposits
 - Utility payments (up to 24 months including 6 months arrearage per service)
 - A partial payment of a utility bill counts as one month.
 - This assistance may only be provided if the program participant or a member of the same household has an account in his or her name with a utility company or proof of responsibility to make utility payments.
 - Eligible utility services are gas, electric, water, and sewage.
 - Moving costs
 - Temporary storage fees for up to 3 months (no storage fees in arrears)
 - Note: Late payment penalties are NOT an eligible ESG expense. The recipient or subrecipient is solely responsible for paying late payment penalties that it incurs with non-ESG funds.
- Service costs

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- Housing search and placement
 - Housing stability case management - See Section 10 for eligible activities and requirements
 - Mediation
 - Must be between the program participant and the owner or person(s) with whom the program participant is living, provided the mediation is necessary to prevent the program participant from losing permanent housing in which the program participant currently resides.
 - Legal services
 - Must include landlord/tenant matters, and services must be necessary to resolve a legal problem that prohibits the program participant from obtaining permanent housing or will likely result in the program participant losing the permanent housing in which the program participant currently resides.
 - Credit repair/Counseling Services
- Short-term (3 months) and medium-term rental assistance (up to 24 months)
 - Payment of rental arrears consists of a one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears.

8.5 Housing/stabilization services must occur at least monthly for 12 months. Prevention assistance will be targeted to families at imminent risk of eviction. Subrecipients will use standard intake/assessment forms intended to determine eligibility and also to highlight other strengths and/or challenges for the household. Prevention services may also be secondarily targeted toward housed individuals for the purposes of eviction prevention. These services would focus on intervention and/or financial assistance as needed to prevent an imminent episode of homelessness.

8.6 The amount of assistance should reflect the cost for the individual or family to stay in place, move, or establish a new tenancy, up to a maximum of \$4,000 per household within 24 months during any three year period. Agencies may request a waiver to the \$4,000 maximum per household limit in writing to the City of Worcester under hardship circumstances only. Approval of this waiver is solely at the discretion of the City. This assistance may be in the form of short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance. Participants must not be receiving the same type of financial assistance (i.e. prevention, re-housing, or stabilization) during the same time period from another Federal or State source. Providers must re-evaluate participants' eligibility and the types and amounts of prevention assistance needed not less than once every three months. Except as provided for housing stability case management, no program participant may receive more than 24 months of assistance in a three-year period.

8.7 Subrecipients must conduct an initial eligibility intake and assessment to determine eligibility and level of need. **Re-evaluations of each program participants' eligibility as well as types and amounts of assistance the program participant needs must be conducted on a**

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QUARTERLY BASIS for participants receiving rapid re-housing assistance. At a minimum, the re-evaluation must establish that:

- The program participant does not have an annual income that exceeds 30 percent of median family income for the area, as determined by HUD; and
- The program participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance.

Additionally, when notified of a relevant change to the program participant's income or other circumstances that effect the participant's need for assistance under ESG, the recipient or subrecipient must re-evaluate the program participant's eligibility and the amount and types of assistance the program participant needs.

8.8 All assisted units must be documented by a lease. Project-based rental assistance leases must have an initial term of not less than one year. Rental agreements between the subrecipient and the property owner must set forth terms under which assistance will be provided by the subrecipient to the owner on behalf of the participating household. The written lease must include the tenant's name, address of the unit, term of tenancy, move in date, rent amount, who is responsible for the utilities and must be signed by both parties and dated. The Subrecipient must have a copy of the signed lease prior to authorizing any payments to the property owner.

8.9 The lease is not the Rental Assistance Agreement (RA). The RA must be between the Subrecipient and the property owner and must document the terms of assistance, including requirement the property owner submit to the subrecipient a copy of any notice to the tenant that could lead to an eviction. The RA is required to be executed before any payment is made to the property owner.

8.10 Assisted units must be at or below Fair Market Rent (FMR) for area and unit size for rent and utilities.

8.11 The subrecipient shall document "rent reasonableness" using the form in Attachment D. Rent reasonableness shows that the rent of the unit is reasonable in relation to comparable units and provides documented data for units comparable in size, location and rent amounts.

8.12 Subrecipients must comply with all Homeless Prevention Recordkeeping and Reporting Requirements, including as set forth in Attachment D.

9. Rapid Re-Housing

9.1 Rapid Re-Housing Assistance, as set forth in 24 CFR 576.104, may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing.

9.2 This assistance, referred to as rapid re-housing assistance, may be provided to program participants who meet the criteria of being homeless and live in an emergency shelter. The rapid re-housing assistance must be provided in accordance with the housing relocation and stabilization services requirements in Section 576.105, the short- and medium-term rental assistance requirements in Section 576.106, and the written standards and procedures established under Section 576.400.

9.3 For Rapid Re-Housing, an income assessment is not required at initial evaluation. However, at annual re-evaluation, the client's income must be below 30% AMI.

9.4 Eligible Rapid Re-housing Assistance activities (in accordance with federal regulations Part 576 Emergency Solutions Grants Programs, Subpart B) include:

- Financial assistance costs
 - Rental application fees
 - Security deposits equal to no more than 2 months' rent
 - Last month's rent
 - This assistance must not exceed one month's rent and must be included in calculating the program participant's total rental assistance, which cannot exceed 24 months during any 3-year period.
 - Utility deposits
 - Utility payments (up to 24 months including 6 months arrearage per service)
 - A partial payment of a utility bill counts as one month.
 - This assistance may only be provided if the program participant or a member of the same household has an account in his or her name with a utility company or proof of responsibility to make utility payments.
 - Eligible utility services are gas, electric, water, and sewage.
 - Moving costs
 - Temporary storage fees for up to 3 months (no storage fees in arrears)
 - Note: Late payment penalties are NOT an eligible ESG expense. The recipient or subrecipient is solely responsible for paying late payment penalties that it incurs with non-ESG funds.
- Service costs
 - Housing search and placement
 - Housing stability case management – See Section 10 for eligible activities and requirements
 - Mediation
 - Must be between the program participant and the owner or person(s) with whom the program participant is living, provided the mediation is necessary to prevent the program participant from losing permanent housing in which the program participant currently resides.
 - Legal services
 - Must include landlord/tenant matters, and services must be necessary to resolve a legal problem that prohibits the program participant from

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obtaining permanent housing or will likely result in the program participant losing the permanent housing in which the program participant currently resides.

- Credit repair/Counseling Services
- Short-term (3 months) and medium-term rental assistance (up to 24 months)
- Payment of rental arrears consists of a one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears.

9.5 Rapid Re-Housing services can only be provided for 30 days and only while homeless. ESG funds may be used to provide housing relocation and stabilization services and short and/or medium term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing. This assistance may be provided to program participants who meet the criteria of the homeless definition and live in an emergency shelter or other place described in the homeless definition. Rapid Re-housing assistance will be targeted to persons living in an emergency shelter or a place not meant for human habitation, which:

- Does not include Transitional Shelter Programs or Transitional Housing;
- Is a shelter where the shelter guest does not have to meet specific criteria other than being homeless with no place else to go;
- Is a shelter where the guests do not have to sign an occupancy agreement or program participation agreement to access the shelter;
- Is a shelter where the average length of stay is less than 90 days.

9.6 The amount of assistance should reflect the cost for the individual or family to stay in place, move, or establish a new tenancy, up to a maximum of \$4,000 per household within 24 months during any three year period. Agencies may request a waiver to the \$4,000 maximum per household limit in writing to the City of Worcester under hardship circumstances only. Approval of this waiver is solely at the discretion of the City. This assistance may be in the form of short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance. Participants must not be receiving the same type of financial assistance (i.e. prevention, re-housing, or stabilization) during the same time period from another Federal or State source. Providers must re-evaluate participants' eligibility and the types and amounts of prevention assistance needed not less than once every three months. Except as provided for housing stability case management, no program participant may receive more than 24 months of assistance in a three-year period.

9.7 Subrecipients must conduct an initial eligibility intake and assessment to determine eligibility and level of need. **Re-evaluations of each program participants' eligibility** as well as types and amounts of assistance the program participant needs must be conducted not less than ANNUALLY for participants receiving rapid re-housing assistance. At a minimum, the re-evaluation must establish that:

- The program participant does not have an annual income that exceeds 30 percent of median family income for the area, as determined by HUD; and
- The program participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance.

Additionally, when notified of a relevant change to the program participant's income or other circumstances that affect the participant's need for assistance under ESG, the subrecipient must re-evaluate the program participant's eligibility and the amount and types of assistance the program participant needs.

9.8 All assisted units must be documented by a lease. Project-based rental assistance leases must have an initial term of not less than one year. Rental agreements between the subrecipient and the property owner must set forth terms under which assistance will be provided by the subrecipient to the owner on behalf of the participating household. The written lease must include the tenant's name, address of the unit, term of tenancy, move in date, rent amount, who is responsible for the utilities and must be signed by both parties and dated. The Subrecipient must have a copy of the signed lease prior to authorizing any payments to the property owner.

9.9 The lease is not the Rental Assistance Agreement (RA). The RA must be between the Subrecipient and the property owner and must document the terms of assistance, including requirement that the property owner submit to the Subrecipient a copy of any notice to the tenant that could lead to an eviction. The RA is required to be executed before any payment is made to the property owner.

9.10 Assisted units must be at or below Fair Market Rent (FMR) for area and unit size for rent and utilities.

9.11 The subrecipient shall document "rent reasonableness" using the form in Attachment D. Rent reasonableness shows that the unit rent is reasonable in relation to comparable units and provides documented data for units comparable in size, location and rent amounts.

9.12 Subrecipients must comply with all Rapid Re-Housing Recordkeeping and Reporting Requirements, set forth in Attachment E.

10. Housing Stability Case Management

10.1 ESG funds may be used to pay cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant

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who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing. This assistance cannot exceed 30 days during the period the program participant is seeking permanent housing and cannot exceed 24 months during the period the program participant is living in permanent housing. Component services and activities consist of:

- a. Using the centralized or coordinated assessment system as required under [§ 576.400\(d\)](#), to evaluate individuals and families applying for or receiving homelessness prevention or rapid re-housing assistance;
- b. Conducting the initial evaluation required under [§ 576.401\(a\)](#), including verifying and documenting eligibility, for individuals and families applying for homelessness prevention or rapid re-housing assistance;
- c. Counseling;
- d. Developing, securing, and coordinating services and obtaining Federal, State, and local benefits;
- e. Monitoring and evaluating program participant progress;
- f. Providing information and referrals to other providers;
- g. Developing an individualized housing and service plan, including planning a path to permanent housing stability; and
- h. Conducting re-evaluations required under [§ 576.401\(b\)](#).

10.2 While providing homelessness prevention or rapid re-housing assistance to a program participant, the recipient or subrecipient must:

- Require the program participant to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability; and
- Develop a plan to assist the program participant to retain permanent housing after the ESG assistance ends, taking into account all relevant considerations, such as the program participant's current or expected income and expenses; other public or private assistance for which the program participant will be eligible and likely to receive; and the relative affordability of available housing in the area.

10.3 The recipient or subrecipient is exempt from the requirement under paragraph (e)(1)(i) of this section if the Violence Against Women Act of 1994 ([42 U.S.C. 13701 et seq.](#)) or the Family Violence Prevention and Services Act ([42 U.S.C. 10401 et seq.](#)) prohibits that recipient or subrecipient from making its shelter or housing conditional on the participant's acceptance of services.

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11. Housing Information Management System (HMIS)

11.1 In accordance with regulations set forth at 576 CRF 107, the subrecipient may use ESG funds to pay the costs of contributing data to the HMIS designated by the Continuum of Care for the area, including the costs of:

- Purchasing or leasing computer hardware
- Purchasing software or software licenses
- Purchasing or leasing equipment, including telephones, fax machines, and furniture
- Obtaining technical support
- Leasing office space
- Paying charges for electricity, gas, water, phone service, and high-speed data transmission necessary to operate or contribute data to the HMIS
- Paying salaries for operating HMIS, including:
 - Completing data entry
 - Monitoring and reviewing data quality
 - Completing data analysis
 - Reporting to the HMIS Lead
 - Training staff on using the HMIS or comparable database
 - Implementing and complying with HMIS requirements
- Cost of staff to travel to and attend HUD-sponsored and HUD-approved training on HMIS and programs authorized by Title IV of the McKinney-Vento Homeless Assistance Act
- Costs to conduct intake
- Participation fees charged by the HMIS Lead.

11.2 If the recipient is the HMIS lead agency, as designated by the Continuum of Care, it may also use ESG funds to pay the costs of:

- Hosting and maintaining HMIS software or data
- Backing up, recovering, or repairing HMIS software or data
- Upgrading, customizing, and enhancing the HMIS
- Integrating and warehousing data, including development of a data warehouse for use in aggregating data from subrecipients using multiple software system
- Administering the system
- Reporting to providers, the Continuum of Care, and HUD
- Conducting training on using the system or a comparable database, including traveling to the training

11.3 If the subrecipient is a victim services provider or a legal services provider, it may use ESG funds to establish and operate a comparable database that collects client-level data over

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time (i.e., longitudinal data) and generates unduplicated aggregate reports based on the data. Information entered into a comparable database must not be entered directly into or provided to an HMIS.

11.4 Activities funded under this section must comply with HUD's standards on participation, data collection, and reporting under a local HMIS.

12. Ineligible ESG Activities

Ineligible costs include, but are not limited to:

- Assistance where other resources are available
- Recruitment or ongoing staff training
- Depreciation
- Costs associated with the organization rather than the facility (e.g. advertisements, pamphlets about the organization, surveys, etc.)
- Public relations
- Acquisition or new construction of an emergency shelter for the homeless
- Costs associated with the organization rather than the specific program renovation, rehabilitation, or conversion of structures used exclusively for religious purposes or which will otherwise promote religious interests except through the creation or utilization of a wholly secular entity
- Any costs associated with advertisements, pamphlets, surveys, etc.
- Staff training, entertainment, conferences or retreats
- Public relations or fundraising
- Recipient bad debts/late fees
- Program participant mortgage assistance/payments and any issues related to mortgages
- Recipient mortgage/debt service
- Indirect costs
- Legal services for immigration and citizenship matters
- Retainer fee arrangements and contingency fee arrangements
- Substance abuse treatments services for inpatient detoxification and other inpatient drug or alcohol treatment
- Payment of temporary storage fees in arrears
- Late payment penalties
- Purchase of office space
- Subrecipient post due taxes or late fees
- Repayment of utility or security deposits to the subrecipient not tracked as program income
- Construction or rehabilitation
- Credit card or other consumer debt
- Car repairs
- Program participant travel costs
- Medical or dental care and medicines

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- Clothing and grooming
- Home furnishings
- Pet care
- Entertainment activities
- Work or education related materials
- Indirect costs
- Cash assistance to program participants
- Develop discharge planning programs in mainstream institutions such as hospitals, jails or prisons
- Funds issued directly to program participants
- Program fees
- Fees charged to the program applicant or participant

13. Case Management Requirements

13.1 In accordance with 576 CRF 576.401(e), while providing homelessness prevention or rapid re-housing assistance to a program participant, the subrecipient must:

- A. Require the program participant to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability; and
- B. Develop a plan to assist the program participant to retain permanent housing after the ESG assistance ends, taking into account all relevant considerations, such as the program participant's current or expected income and expenses; other public or private assistance for which the program participant will be eligible and likely to receive; and the relative affordability of available housing in the area.

13.2 The subrecipient is exempt from the requirement under paragraph (e)(1)(i) of this section if the Violence Against Women Act of 1994 (42 U.S.C. 13701 et seq.) or the Family Violence Prevention and Services Act (42 U.S.C. 10401 et seq.) prohibits that recipient or subrecipient from making its shelter or housing conditional on the participant's acceptance of services.

13.3 Case managers shall help connect households with appropriate services and financial assistance through other public and private homeless assistance and mainstream programs. Case managers shall keep clear and concise case notes documenting the meetings including their goals and outcomes.

14. Habitability Standards and Lead Based Paint Requirements

14.1 In accordance with 24 CFR 576.403, all units in which program participants receiving assistance live must meet HUD Habitability Standards. Subrecipients are required to complete the Emergency Solutions Grant Housing Shelter and Housing Standard Inspection Checklist (also known as the "Habitability Checklist") for all participants receiving financial assistance for their housing units. This checklist can be found in Attachment C. The only exception to this

requirement is in cases where only security deposit assistance and/or rental arrearage assistance is being provided.

14.2 All assisted units must meet federal lead paint requirements if the unit was constructed before 1978 and if a child under 6 and/or a pregnant woman is or will be residing in the unit. Subrecipients must document these inspections using the Habitability Checklist, which also addresses lead paint standards. The unit must meet ALL standards on the checklist or MAY NOT be used. The inspection must include, at a minimum:

- Verification of age of structure;
- Visual assessment and confirmation that paint surfaces are not chipping, cracking or peeling using the Habitability Checklist.; and
- Verification that the unit has been de-leaded or paint encapsulated from a Massachusetts approved de-leading vendor.

14.3 Subrecipients are highly encouraged to complete an online tutorial on completing lead based paint visual inspections which takes approximately 20 minutes to complete and is located at: <http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>. If any sub-recipients already had a Habitability Checklist in place, they just need to make sure that the lead based paint assessment is included.

14.4 The habitability and visual lead inspections are not required to be completed by certified inspectors.

14.5 If a HUD approved inspection for Section 8 has been recently completed for the unit, a copy of that inspection report in the client's file is sufficient because the regulations governing Section 8 inspections are more stringent than those governing ESG inspections.

14.6 A lead-free certification for a unit can also be used to satisfy the lead paint requirement.

15. Termination of Assistance

15.1 In accordance with 24 CFR 576.402, if a program participant violates program requirements, the subrecipient may terminate the assistance in accordance with a formal process established by the subrecipient. That process must recognize the rights of individuals affected. The subrecipient must exercise judgment and examine all extenuating circumstances in determining when violations warrant termination so that a program participant's assistance is terminated only in the most severe cases. Subrecipient may terminate assistance to a program participant if the rules of the program are violated. The termination must be preceded by a due process to include, at a minimum:

- Written notification and clear statement of reasons for termination from the program;
- Opportunity to appeal to a third party; and
- Prompt appeal response.

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Termination shall only happen in the most severe of cases and shall be clearly documented in the program participant's file.

15.2 With regard to program participants receiving rental assistance or housing relocation and stabilization services, to terminate such assistance or services, the required formal process, at a minimum, must consist of:

- (1) Written notice to the program participant containing a clear statement of the reasons for termination;
- (2) A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
- (3) Prompt written notice of the final decision to the program participant.

15.3 Termination under this section does not bar the subrecipient from providing further assistance at a later date to the same family or individual.

16. General Recordkeeping and Reporting Requirements

16.1 The subrecipient must have policies and procedures in place to ensure that ESG funds are used in accordance with the regulatory requirements. In addition, sufficient records must be established and maintained to enable the City and HUD to determine whether ESG requirements are being met.

16.2 In general, all clients receiving ESG assistance must have the following documentation included, but not limited to, in their case file:

- (i) Documentation of Homeless or At-risk Homeless Status (additional details regarding this documentation are provided below);
- (ii) Documentation of income (third-party verification whenever possible, if not- self declaration of income forms will suffice);
- (iii) In the form of case notes, evidence of at least an initial in-person consultation with a case manager including a needs assessment and formulation of a long-term plan for housing stability;
- (iv) HMIS Intake form at program entry;
- (v) Quarterly or annual re-evaluations, depending on program component; and
- (vi) HMIS Exit form upon program completion.

16.3 All subrecipients are required to use the forms included in Attachment C.

16.4 All clients provided with ESG assistance in the form of direct financial support (i.e., first last months rent, security deposits, moving costs, rental arrearages, utility arrearages or

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medium-term rental subsidies) must also have the following documentation included in their case file:

- (i) Lease or Rental Agreement;
- (ii) Rent Reasonableness Checklist;
- (iii) Housing Habitability Standards Checklist; and

16.5 All program participants receiving Housing Relocation and Stabilization Services (i.e., General Case Management, Housing Search and Placement, Outreach and Engagement) must have case files with detailed case notes indicating the developments and progress made as a result of the ESG funded services, including clear documentation of the monthly stabilization meetings.

16.6 Subrecipients administering Shelter Support, Homeless Prevention and Rapid Re-housing activities shall use the State Department of Housing and Community Development (DHCD) reporting and recordkeeping requirements contained in Attachments F, G and H respectively as a guide for maintaining client files.

17. Documentation of Homeless Status

17.1 The subrecipient must maintain and follow written intake procedures to ensure compliance with the homeless definition in [§ 576.2](#). The procedures must require documentation at intake of the evidence relied upon to establish and verify homeless status. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the person seeking assistance third. However, lack of third-party documentation must not prevent an individual or family from being immediately admitted to emergency shelter, receiving street outreach services, or being immediately admitted to shelter or receiving services provided by a victim service provider. Records contained in an HMIS or comparable database used by victim service or legal service providers are acceptable evidence of third-party documentation and intake worker observations if the HMIS retains an auditable history of all entries, including the person who entered the data, the date of entry, and the change made; and if the HMIS prevents overrides or changes of the dates on which entries are made.

17.2 If the individual or family qualifies as homeless under paragraph (1)(i) or (ii) of the homeless definition in [§ 576.2](#), acceptable evidence includes a written observation by an outreach worker of the conditions where the individual or family was living, a written referral by another housing or service provider, or a certification by the individual or head of household seeking assistance.

17.3 If the individual qualifies as homeless under paragraph (1)(iii) of the homeless definition in [§ 576.2](#), because he or she resided in an emergency shelter or place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable evidence includes the evidence described in paragraph (b)(1) of this section and one of the following:

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- Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker; or
- Where the evidence in paragraph (b)(2)(i) of this section is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in paragraph (b)(2)(i) and a certification by the individual seeking assistance that states he or she is exiting or has just exited an institution where he or she resided for 90 days or less.

17.4 If the individual or family qualifies as homeless under paragraph (2) of the homeless definition in [§ 576.2](#), because the individual or family will imminently lose their housing, the evidence must include:

- A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for homeless assistance; or the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law;
 - For individuals and families whose primary nighttime residence is a hotel or motel room not paid for by charitable organizations or federal, state, or local government programs for low-income individuals, evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance; or
 - An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible. To be found credible, the oral statement must either: (I) be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and documented by a written certification by the owner or renter or by the intake worker's recording of the owner or renter's oral statement; or (II) if the intake worker is unable to contact the owner or renter, be documented by a written certification by the intake worker of his or her due diligence in attempting to obtain the owner or renter's verification and the written certification by the individual or head of household seeking assistance that his or her statement was true and complete;
- Certification by the individual or head of household that no subsequent residence has been identified; and

- Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

17.5 If the individual or family qualifies as homeless under paragraph (3) of the homeless definition in [§ 576.2](#), because the individual or family does not otherwise qualify as homeless under the homeless definition but is an unaccompanied youth under 25 years of age, or homeless family with one or more children or youth, and is defined as homeless under another Federal statute or section 725(2) of the McKinney–Vento Homeless Assistance Act ([42 U.S.C. 11434a\(2\)](#)), the evidence must include:

- For paragraph (3)(i) of the homeless definition in [§ 576.2](#), certification of homeless status by the local private nonprofit organization or state or local governmental entity responsible for administering assistance under the Runaway and Homeless Youth Act ([42 U.S.C. 5701 et seq.](#)), the Head Start Act ([42 U.S.C. 9831 et seq.](#)), subtitle N of the Violence Against Women Act of 1994 ([42 U.S.C. 14043e et seq.](#)), section 330 of the Public Health Service Act ([42 U.S.C. 254b](#)), the Food and Nutrition Act of 2008 ([7 U.S.C. 2011 et seq.](#)), section 17 of the Child Nutrition Act of 1966 ([42 U.S.C. 1786](#)), or subtitle B of title VII of the McKinney–Vento Homeless Assistance Act ([42 U.S.C. 11431 et seq.](#)), as applicable;
- For paragraph (3)(ii) of the homeless definition in [§ 576.2](#), referral by a housing or service provider, written observation by an outreach worker, or certification by the homeless individual or head of household seeking assistance;
- For paragraph (3)(iii) of the homeless definition in [§ 576.2](#), certification by the individual or head of household and any available supporting documentation that the individual or family moved two or more times during the 60-day period immediately preceding the date of application for homeless assistance, including: recorded statements or records obtained from each owner or renter of housing, provider of shelter or housing, or social worker, case worker, or other appropriate official of a hospital or institution in which the individual or family resided; or, where these statements or records are unobtainable, a written record of the intake worker's due diligence in attempting to obtain these statements or records. Where a move was due to the individual or family fleeing domestic violence, dating violence, sexual assault, or stalking, then the intake worker may alternatively obtain a written certification from the individual or head of household seeking assistance that they were fleeing that situation and that they resided at that address; and

17.6 For paragraph (3)(iv) of the homeless definition in [§ 576.2](#), written diagnosis from a professional who is licensed by the state to diagnose and treat that condition (or intake staff-recorded observation of disability that within 45 days of date of the application for assistance is confirmed by a professional who is licensed by the state to diagnose and treat that condition); employment records; department of corrections records; literacy, English proficiency tests; or other reasonable documentation of the conditions required under paragraph (3)(iv) of the homeless definition.

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17.7 If the individual or family qualifies under paragraph (4) of the homeless definition in [§ 576.2](#), because the individual or family is fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence, then acceptable evidence includes an oral statement by the individual or head of household seeking assistance that they are fleeing that situation, that no subsequent residence has been identified and that they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing. If the individual or family is receiving shelter or services provided by a victim service provider, the oral statement must be documented by either a certification by the individual or head of household; or a certification by the intake worker. Otherwise, the oral statement that the individual or head of household seeking assistance has not identified a subsequent residence and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain housing must be documented by a certification by the individual or head of household that the oral statement is true and complete, and, where the safety of the individual or family would not be jeopardized, the domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening condition must be verified by a written observation by the intake worker or a written referral by a housing or service provider, social worker, legal assistance provider, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any other organization from whom the individual or head of household has sought assistance for domestic violence, dating violence, sexual assault, or stalking. The written referral or observation need only include the minimum amount of information necessary to document that the individual or family is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, and stalking.

18. Documentation of At-Risk of Homelessness Status

18.1 For each individual or family who receives Emergency Solutions Grant (ESG) homelessness prevention assistance, the records must include the evidence relied upon to establish and verify the individual or family's "at risk of homelessness" status. This evidence must include an intake and certification form that meets HUD specifications and is completed by the recipient or subrecipient. The evidence must also include:

18.2 If the program participant meets the criteria under paragraph (1) of the "at risk of homelessness" definition in [§ 576.2](#):

- The documentation specified under this section for determining annual income;
- The program participant's certification on a form specified by HUD that the program participant has insufficient financial resources and support networks; e.g., family, friends, faith-based or other social networks, immediately available to attain housing stability and meets one or more of the conditions under paragraph (1)(iii) of the definition of "at risk of homelessness" in [§ 576.2](#);
- The most reliable evidence available to show that the program participant does not have sufficient resources or support networks; e.g., family, friends, faith-based or other social

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networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “homeless” definition. Acceptable evidence includes:

- Source documents (e.g., notice of termination from employment, unemployment compensation statement, bank statement, health-care bill showing arrears, utility bill showing arrears);
 - To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., former employer, public administrator, relative) or the written certification by the recipient's or subrecipient's intake staff of the oral verification by the relevant third party that the applicant meets one or both of the criteria under paragraph (1)(ii) of the definition of “at risk of homelessness” in [§ 576.2](#); or
 - To the extent that source documents and third-party verification are unobtainable, a written statement by the recipient's or subrecipient's intake staff describing the efforts taken to obtain the required evidence; and
- The most reliable evidence available to show that the program participant meets one or more of the conditions under paragraph (1)(iii) of the definition of “at risk of homelessness” in [§ 576.2](#). Acceptable evidence includes:
 - Source documents that evidence one or more of the conditions under paragraph (1)(iii) of the definition (e.g., eviction notice, notice of termination from employment, bank statement);
 - To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., former employer, owner, primary leaseholder, public administrator, hotel or motel manager) or the written certification by the recipient's or subrecipient's intake staff of the oral verification by the relevant third party that the applicant meets one or more of the criteria under paragraph (1)(iii) of the definition of “at risk of homelessness”; or
 - To the extent that source documents and third-party verification are unobtainable, a written statement by the recipient's or subrecipient's intake staff that the staff person has visited the applicant's residence and determined that the applicant meets one or more of the criteria under paragraph (1)(iii) of the definition or, if a visit is not practicable or relevant to the determination, a written statement by the recipient's or subrecipient's intake staff describing the efforts taken to obtain the required evidence; or

18.3 If the program participant meets the criteria under paragraph (2) or (3) of the “at risk of homelessness” definition in [§ 576.2](#), certification of the child or youth's homeless status by the agency or organization responsible for administering assistance under the Runaway and

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Homeless Youth Act ([42 U.S.C. 5701 et seq.](#)), the Head Start Act ([42 U.S.C. 9831 et seq.](#)), subtitle N of the Violence Against Women Act of 1994 ([42 U.S.C. 14043e et seq.](#)), section 330 of the Public Health Service Act ([42 U.S.C. 254b](#)), the Food and Nutrition Act of 2008 ([7 U.S.C. 2011 et seq.](#)), section 17 of the Child Nutrition Act of 1966 ([42 U.S.C. 1786](#)) or subtitle B of title VII of the McKinney–Vento Homeless Assistance Act ([42 U.S.C. 11431 et seq.](#)), as applicable.

19. Additional Recordkeeping Requirements

19.1 In addition to evidence of homeless status or “at risk of homelessness” status, as applicable, records must be kept for each program participant that document:

- The services and assistance provided to that program participant, including, as applicable, the security deposit, rental assistance, and utility payments made on behalf of the program participant;
- Compliance with the applicable requirements for providing services and assistance to that program participant under the program components and eligible activities provisions at [§ 576.101](#) through [§ 576.106](#), the provision on determining eligibility and amount and type of assistance at [§ 576.401\(a\)](#) and [\(b\)](#), and the provision on using appropriate assistance and services at [§ 576.401\(d\)](#) and [\(e\)](#); and
- Where applicable, compliance with the termination of assistance requirement in [§ 576.402](#).

19.2 The subrecipient must keep documentation evidencing the use of, and written intake procedures for, the centralized or coordinated assessment system(s) developed by the Continuum of Care(s) in accordance with the requirements established by HUD.

19.3 The records must include copies of all leases and rental assistance agreements for the provision of rental assistance, documentation of payments made to owners for the provision of rental assistance, and supporting documentation for these payments, including dates of occupancy by program participants.

19.4 The records must document the monthly allowance for utilities (excluding telephone) used to determine compliance with the rent restriction.

19.5 The records must include documentation of compliance with the shelter and housing standards in [§ 576.403](#), including habitability checklists.

19.6 The subrecipient must keep records of the participation in HMIS or a comparable database by all projects of the recipient and its subrecipients.

19.7 The subrecipient must keep records of the source and use of contributions made to satisfy the matching requirement in [§ 576.201](#). The records must indicate the particular fiscal year grant for which each matching contribution is counted. The records must show how the value placed

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on third-party, noncash contributions was derived. To the extent feasible, volunteer services must be supported by the same methods that the organization uses to support the allocation of regular personnel costs.

19.8 The subrecipient must document its compliance with the homeless participation requirements under [§ 576.405](#).

19.9 The subrecipient must develop and implement written procedures to ensure:

- All records containing personally identifying information (as defined in HUD's standards for participation, data collection, and reporting in a local HMIS) of any individual or family who applies for and/or receives ESG assistance will be kept secure and confidential;
- The address or location of any domestic violence, dating violence, sexual assault, or stalking shelter project assisted under the ESG will not be made public, except with written authorization of the person responsible for the operation of the shelter; and
- The address or location of any housing of a program participant will not be made public, except as provided under a preexisting privacy policy of the recipient or subrecipient and consistent with state and local laws regarding privacy and obligations of confidentiality.

19.10 The confidentiality procedures of the recipient and its subrecipients must be in writing and must be maintained in accordance with this section.

19.11 For each individual and family determined ineligible to receive Emergency Solutions Grant (ESG) assistance, the record must include documentation of the reason for that determination.

- Annual income. For each program participant who receives homelessness prevention assistance, or who receives rapid re-housing assistance longer than one year, the following documentation of annual income must be maintained:
 - Income evaluation form containing the minimum requirements specified by HUD and completed by the recipient or subrecipient; and
 - Source documents for the assets held by the program participant and income received over the most recent period for which representative data is available before the date of the evaluation (e.g., wage statement, unemployment compensation statement, public benefits statement, bank statement);
 - To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., employer, government benefits administrator) or the written certification by the recipient's or subrecipient's intake staff of the oral verification by the relevant third party of the income the program participant

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received over the most recent period for which representative data is available; or

- To the extent that source documents and third party verification are unobtainable, the written certification by the program participant of the amount of income the program participant received for the most recent period representative of the income that the program participant is reasonably expected to receive over the 3-month period following the evaluation.

20. Match Requirements

20.1 In accordance with 24 CFR 576.201, a subrecipient is required to make matching contributions to supplement its ESG program in an amount that equals the amount of ESG funds provided by the City.

20.2 Matching contributions may be obtained from any source, including any Federal source other than the ESG program, as well as state, local, and private sources. However, the following requirements apply to matching contributions from a Federal source of funds:

- (i) The subrecipient must ensure the laws governing any funds to be used as matching contributions do not prohibit those funds from being used to match ESG funds.
- (ii) If ESG funds are used to satisfy the matching requirements of another Federal program, then funding from that program may not be used to satisfy the matching requirements under this section.

20.3 In order to meet the matching requirement, the matching contributions must meet all requirements that apply to the ESG funds provided by HUD, except for the expenditure limits in Section 576.100.

20.4 The matching contributions must be provided after the date that HUD signs the grant agreement and must be expended within the expenditure deadline for the grant.

20.5 Contributions used to match a previous ESG grant may not be used to match a subsequent ESG grant.

20.6 Contributions that have been or will be counted as satisfying a matching requirement of another Federal grant or award may not count as satisfying the matching requirement of this section.

20.7 The matching requirement may be met by one or both of the following:

- (i) Cash contributions. Cash expended for allowable costs, as defined in OMB Circulars A-87 (2 CFR part 225) and A-122 (2 CFR part 230), of the subrecipient;
- (ii) Noncash contributions. The value of any real property, equipment, goods, or services

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contributed to the subrecipient's ESG program, provided that if the subrecipient had to pay for them with grant funds, the costs would have been allowable. Noncash contributions may also include the purchase value of any donated building. To determine the value of any donated material or building, or of any lease, the recipient must use a method reasonably calculated to establish the fair market value. Services provided by individuals must be valued at rates consistent with those ordinarily paid for similar work in the recipient's or subrecipient's organization. If the recipient or subrecipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market. Some noncash contributions are real property, equipment, goods, or services that, if the recipient or subrecipient had to pay for them with grant funds, the payments would have been indirect costs. Matching credit for these contributions must be given only if the recipient or subrecipient has established, along with its regular indirect cost rate, a special rate for allocating to individual projects or programs the value of those contributions.

21. Key Monitoring Elements

When monitoring subrecipients, the City shall be reviewing, at a minimum, the following:

- Proper policies and procedures for determining and documenting participant eligibility, administering financial assistance and providing services to participants.
- Proper and consistent use of all required forms in Attachment C.
- Proper documentation of participant eligibility including homeless/at risk of homelessness status and income eligibility.
- Proper documentation of assessed need including proper intake assessments and proof of lack of other resources available to participants.
- Activity-specific documentation including clear, detailed case notes that include referrals and services provided, rental documentation, utility records, writ of summary process and complaint, etc.
- Data collection/HMIS data sets
- Staff time records including detailed, signed ESG time tracked using time and effort logs.
- Financial documentation including back-up documentation for all program expenditures that can be specifically tied to the ESG grant.
- 100% of the award must be matched with documented cash or leveraged resources clearly tracked with appropriate back-up.
- Lease documents, copies of checks paid to landlords and Habitability Checklists for all assisted units.

ESG Participant Eligibility Documentation Checklist

ESG Participant Head of Household Name: _____

Initial or Re-Assessment: <input checked="" type="checkbox"/> <input type="checkbox"/> Initial Eligibility Assessment <input type="checkbox"/> Eligibility Re-Assessment	Date: _____ ESG Staff Initials: _____
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In File (Always Applicable) <input checked="" type="checkbox"/>	Documentation
<input type="checkbox"/>	COMPLETED INITIAL/RECERTIFICATION CONSULTATION – ESG staff assessment with applicant/participant to determine eligibility and appropriate assistance type and amount (or recertify eligibility and reassess appropriate assistance type and amount).

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income at or below 30% Area Median Income
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	WAGES & SALARY <input type="checkbox"/> Written Third Party: Copy of most recent paystub(s) OR other written verification from employer -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained verbally by ESG staff <input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	SELF EMPLOYMENT/BUSINESS INCOME <input type="checkbox"/> Written Third Party: Copy of most recent federal or state tax return showing net business income -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	INTEREST & DIVIDEND INCOME <input type="checkbox"/> Written Third Party: Copy of most recent interest or dividend income statement OR Copy of most recent federal or state tax return showing interest, dividend or other net income -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES	<input type="checkbox"/>	PENSION/RETIREMENT INCOME <input type="checkbox"/> Written Third Party: Copy of most recent payment statement OR benefit notice OR bank deposit statement OR other written verification from income source



Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income at or below 30% Area Median Income
<input type="checkbox"/> NO		<p>-- OR --</p> <p><input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by ESG staff</p> <p><input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party</p> <p>-- OR --</p> <p><input type="checkbox"/> Self-Declaration: Applicant self-declaration form</p> <p><input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration</p> <p>NO INCOME</p> <p><input type="checkbox"/> Self-Declaration: Applicant self-declaration form</p> <p><input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration (e.g., "Applicant reports no current income.")</p>
<input type="checkbox"/> YES	<input type="checkbox"/>	
<input type="checkbox"/> NO		

In File (Always Applicable) <input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income at or below 30% Area Median Income
<input type="checkbox"/>	INCOME CALCULATION WORKSHEET – Documentation showing income calculation (estimated annual income based on current income) and comparison to Area Median Income.

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSING STATUS - Documentation of the current living situation of the household.
HOMELESS SITUATIONS [RAPID RE-HOUSING]		
<input type="checkbox"/> YES	<input type="checkbox"/>	EMERGENCY SHELTER
<input type="checkbox"/> NO		<input type="checkbox"/> Written Third Party: HMIS record of shelter stay OR homeless certification form OR emergency shelter provider letter
<input type="checkbox"/> YES	<input type="checkbox"/>	PLACE NOT MEANT FOR HUMAN HABITATION
<input type="checkbox"/> NO		<input type="checkbox"/> Written Third Party: Homeless certification form OR homeless street outreach provider or referral source letter
		-- OR --
		<input type="checkbox"/> Self-Declaration: Applicant self-declaration of homelessness form
		<input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES	<input type="checkbox"/>	HOSPITAL OR OTHER INSTITUTION (if stay is 180 days or less and was in emergency shelter or place not meant for human habitation prior to admission)
<input type="checkbox"/> NO		<input type="checkbox"/> Written Third Party: Letter from hospital or other institution
		-- AND --
		<input type="checkbox"/> Written Third Party: HMIS record of shelter stay (if previously sleeping in emergency shelter) OR homeless certification form OR emergency shelter or homeless street outreach provider letter
		-- OR --
		<input type="checkbox"/> Self-Declaration: Applicant self-declaration of homelessness form
		<input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration

Applicable	In File	HOUSING STATUS - Documentation of the current living situation of the household.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	TRANSITIONAL HOUSING (if graduating from or timing out of) <input type="checkbox"/> Written Third Party: Homeless certification form OR transitional housing provider letter
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	DOMESTIC VIOLENCE <input type="checkbox"/> Third Party verification (if available- Restraining order; Police report) Or <input type="checkbox"/> Self-Declaration: Applicant self-declaration of homelessness form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration (i.e., "Applicant is fleeing domestic violence situation.")
HOUSED SITUATIONS [HOMELESSNESS PREVENTION]		
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	COPY OF CURRENT LEASE OR OTHER WRITTEN OCCUPANCY AGREEMENT – For applicant, if renting OR for their host family/friend if doubled up. NOTE: "N/A" should only be checked if applicant (or their host) is a homeowner or if applicant is staying in a hospital, other institution, or hotel/motel. -- OR (if applicant is doubled up and attempt to obtain copy of host lease is unsuccessful) -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	RENTED BY APPLICANT (select applicable situation) <u>POTENTIAL HOUSING LOSS DUE TO NON-PAYMENT OF RENT OR OTHER VIOLATION</u> <input type="checkbox"/> Written Third Party: Copy of eviction notice or letter indicating intent to evict (typed or handwritten) from landlord/owner OR court order. <u>POTENTIAL HOUSING LOSS DUE TO UTILITY NON-PAYMENT</u> <input type="checkbox"/> Written Third Party: Copy of utility shut-off notice -- AND -- <input type="checkbox"/> Lease indicates applicant is responsible for utilities and utility shut-off will cause eviction -- OR -- <input type="checkbox"/> Other evidence of housing being unfit for habitation due to utility shut-off (e.g., other third party provider assessment or ESG staff assessment) <u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON RENTAL PROPERTY</u> <input type="checkbox"/> Written Third Party: Copy of foreclosure notice from landlord/owner or other public record/publication <u>POTENTIAL HOUSING LOSS DUE TO UNINHABITABLE CONDITIONS</u> <input type="checkbox"/> Written Third Party: Copy of notice from landlord/property manager, public health, code enforcement, fire marshal, child welfare or other government entity that housing is condemned RECERTIFICATION ONLY (if other situations do not apply at recertification) <u>POTENTIAL HOUSING LOSS DUE TO PRESENCE OF HOUSING RETENTION BARRIERS (e.g. insufficient income to pay housing costs, behavior that will potentially cause lease non-compliance, etc.)</u> <input type="checkbox"/> Self-Declaration: Brief, written description by ESG staff indicating current housing retention barriers and

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSING STATUS - Documentation of the current living situation of the household.
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	justification for continued ESG assistance, as recorded on assessment form OTHER HOUSING OCCUPIED BY APPLICANT WITHOUT PAYING RENT (INCLUDING HOUSING SHARED WITH FRIENDS OR FAMILY) (select applicable situation) <u>POTENTIAL HOUSING LOSS DUE TO EVICTION (REQUEST TO LEAVE) BY HOST FRIEND OR FAMILY</u> <input type="checkbox"/> Written Third Party: Copy of eviction notice or letter indicating request to leave (typed or handwritten) from host friend or family -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON RENTAL PROPERTY</u> <input type="checkbox"/> Written Third Party: Copy of foreclosure notice from landlord/owner or other public record/publication <u>POTENTIAL HOUSING LOSS DUE TO UNINHABITABLE CONDITIONS</u> <input type="checkbox"/> Written Third Party: Copy of notice from landlord/property manager, public health, code enforcement, fire marshal, child welfare or other government entity that housing is condemned OWNED BY APPLICANT
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON OWNER-OCCUPIED PROPERTY</u> <input type="checkbox"/> Written Third Party: Copy of foreclosure notice from lending institution
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	HOSPITAL OR OTHER INSTITUTION (if stay greater than 180 days and/or not previously in emergency shelter or place not meant for human habitation prior to admission) <u>POTENTIAL HOUSING LOSS DUE TO INSTITUTIONAL DISCHARGE</u> <input type="checkbox"/> Written Third Party: Statement from hospital or other institution
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	HOTEL/MOTEL (NOT PAID FOR BY FEDERAL, STATE OR LOCAL GOVERNMENT OR CHARITABLE PROGRAMS) <u>POTENTIAL HOUSING LOSS DUE TO NON-PAYMENT OF HOTEL/MOTEL COSTS</u> <input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
In File (Always Applicable) <input checked="" type="checkbox"/>	OTHER HOUSING OPTIONS, FINANCIAL RESOURCES AND SUPPORT NETWORKS - Documentation of whether household will become or remain homeless "but for" ESG assistance.	
<input type="checkbox"/>	OTHER SUBSEQUENT HOUSING OPTIONS <input type="checkbox"/> Self-Declaration: Description of lack of other housing options as recorded on assessment form or other case file documentation (e.g., case notes) <input type="checkbox"/> Brief, written description by ESG staff indicating absence of appropriate and/or reasonable housing options sufficient to prevent or end homelessness	



Applicable 	In File 	HOUSING STATUS - Documentation of the current living situation of the household.
<input type="checkbox"/>	<p>FINANCIAL RESOURCES AND SUPPORT NETWORKS</p> <p><input type="checkbox"/> Self-Declaration: Description of lack of other financial resources and support networks as recorded on assessment form or other case file documentation (e.g., case notes)</p> <p style="padding-left: 20px;"><input type="checkbox"/> Self-declaration includes current bank account balance(s)</p> <p style="padding-left: 20px;"><input type="checkbox"/> Assessment and documentation (if applicable) of other assets; per ESG grantee asset policy, indicating allowable amount</p> <p style="padding-left: 20px;"><input type="checkbox"/> Brief, written description by ESG staff indicating absence of financial resources and support networks sufficient to prevent or end homelessness</p>	
Notes:	<hr/> <hr/>	

STAFF SIGNATURE: _____

DATE: _____

ESG Financial Assistance & Housing Unit Documentation Checklist

ESG Participant(s) Name _____



In File (Always Applicable) 	Documentation
<input type="checkbox"/>	HOUSEHOLD MEMBER IDENTIFICATION – Verification of each household member’s identity, per requirement/standard set by ESG grantee.
<input type="checkbox"/>	ESG FINANCIAL ASSISTANCE NOT USED FOR SAME COST TYPE AND SAME PERIOD AS OTHER FEDERAL, STATE, LOCAL PROGRAM ASSISTANCE – ESG staff assessment with participant to identify if other federal, state, local program is assisting with same cost type for same period.
	ESG FINANCIAL ASSISTANCE – Documentation showing eligible use of ESG Financial Assistance. NOTE: indicate where documentation is kept if not in participant case file (e.g., “supporting documentation for expenses kept in accounts payable file”).
<input type="checkbox"/> YES <input type="checkbox"/> NO	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p>RENTAL ASSISTANCE</p> <p><input type="checkbox"/> Supporting documentation for expense (e.g., eviction letter, court documents, bill/invoice, etc.)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Rental arrears – supporting documentation <input type="checkbox"/> Current/ongoing rental assistance – supporting documentation <input type="checkbox"/> Rental application fees – supporting documentation <input type="checkbox"/> Other ESG eligible fees/penalties (see ESG guidance/FAQs) – supporting documentation <p><input type="checkbox"/> -- AND --</p> <ul style="list-style-type: none"> <input type="checkbox"/> Copy of rental lease or occupancy agreement for unit assisted with ESG <ul style="list-style-type: none"> <input type="checkbox"/> Rental arrears – copy of lease or occupancy agreement <input type="checkbox"/> Current/ongoing rental assistance – copy of lease or occupancy agreement <p><input type="checkbox"/> -- AND --</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documentation indicating arrears assistance not greater than 6 months total <p><input type="checkbox"/> -- AND --</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documentation indicating total assistance (including arrears) not greater than 18 months total </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p>UTILITY PAYMENT</p> <p><input type="checkbox"/> Supporting documentation for expense (e.g., shut-off notice, print-out from utility company, bill/invoice, etc.)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Utility arrears – supporting documentation <input type="checkbox"/> Current/ongoing utility assistance – supporting documentation <input type="checkbox"/> Other ESG eligible fees/penalties (see ESG guidance/FAQs) – supporting documentation <p><input type="checkbox"/> -- AND --</p> <ul style="list-style-type: none"> <input type="checkbox"/> If utility not in ESG participant name, other documentation indicating ESG participant responsibility for utility <p><input type="checkbox"/> -- AND --</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documentation indicating arrears assistance not greater than 6 months total <p><input type="checkbox"/> -- AND --</p> </div>

Applicable	In File	ESG FINANCIAL ASSISTANCE – Documentation showing eligible use of ESG Financial Assistance. NOTE: indicate where documentation is kept if not in participant case file (e.g., “supporting documentation for expenses kept in accounts payable file”).
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p><input type="checkbox"/> Documentation indicating total assistance (including arrears) not greater than 18 months total</p> <p>SECURITY DEPOSIT</p> <p><input type="checkbox"/> Supporting documentation for expense (e.g., current lease, letter from landlord, bill/invoice, etc.)</p> <p>MOVING COSTS</p> <p><input type="checkbox"/> Supporting documentation for expense (e.g., bill/invoice, etc.) -- AND --</p> <p><input type="checkbox"/> Supporting documentation that vendor had best/most reasonable cost (e.g., newspaper ads, quotes, etc.) -- AND (for storage costs)--</p> <p><input type="checkbox"/> Documentation indicating assistance not greater than three months or until participant is in housing, which ever occurs sooner</p> <p>HOUSING VOUCHER</p> <p><input type="checkbox"/> Supporting documentation for expense (e.g., bill/invoice, etc.) -- AND --</p> <p><input type="checkbox"/> Supporting documentation that vendor had best/most reasonable cost (e.g., newspaper ads, quotes, etc.) -- AND --</p> <p><input type="checkbox"/> Documentation indicating no appropriate shelter bed(s) available (e.g., ESG staff description of attempt to secure placement in emergency shelter and lack of available, appropriate bed(s))</p>
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		

Notes: _____

Applicable	In File	HOUSING UNIT - Documentation showing ESG assistance used for eligible housing unit.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>RENT REASONABLENESS – If receiving ESG Financial Assistance (current/ongoing rent or security deposit) AND staying in current unit or moving to new housing unit.</p> <p><input type="checkbox"/> Documentation indicating rent charged for unit is comparable with unassisted units with similar amenities.</p> <p>HABITABILITY STANDARDS INSPECTION – If receiving ESG Financial Assistance (any type) AND moving to new housing unit.</p> <p><input type="checkbox"/> Documentation indicating unit meets HUD Habitability Standards for ESG (or higher standard if set by grantee, e.g. Housing Quality Standards (HQS)).</p> <p>LEAD-BASED PAINT INSPECTION – If receiving ESG Financial Assistance (any type) AND staying in current housing unit or moving to new housing unit AND unit built before 1978 AND child under 6 years old or pregnant woman in household.</p> <p><input type="checkbox"/> Documentation indicating unit passed lead-based paint inspection.</p>
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		
<input type="checkbox"/> YES		
<input type="checkbox"/> NO		

Notes: _____

Applicable 	In File 	HOUSING UNIT - Documentation showing ESG assistance used for eligible housing unit.
---	--	---

ESG Housing Options and Resources Eligibility "But For" Certification

Applicant Name: _____

This document is to certify that the above named applicant or household has explored all re-housing options and all available resources. The case manager also certifies that a comprehensive assessment was completed and that the findings are such that the above named applicant or household would remain homeless **but** for ESG RRH assistance. (see attached assessment)

Client Certification

Under penalty of perjury I, _____ affirm the following statements to be true.

- a. I affirm that I have explored all housing options, (family, friends, public housing, and private housing), and that I have not been able to secure housing.
- b. I affirm that I have accurately reported my family composition and total family income.
- c. I affirm that my household lacks the financial resources and support networks needed to obtain immediate housing (i.e. start up costs, etc.) .
- d. I affirm that I am not receiving financial assistance for the same reason that I am applying for ESG funds.
- e. I affirm that I would re-main homeless **but** for ESG assistance.

Applicant's Signature

Date:

Case Manager Certification

Under penalty of perjury I, _____ affirm the following statements to be true.

- a. Upon completion of assessment, I affirm that the above named applicant has proven that they have explored all housing options and have not been successful with securing housing .
- b. Upon completion of assessment, I affirm that the above named applicant/household lacks the financial resources and support networks needed to obtain immediate housing.
- c. I certify that I have completed a thorough assessment, including alternative housing options, income and asset verifications and homeless verifications, and believe that the above named applicant or household would re-main homeless **but** the ESG assistance.

Case Manager's Signature

Date:

ESG Income Eligibility Calculation Worksheet					
To be eligible for ESG Homelessness Prevention, households must be at or below 30% of the Area Median Income (and meet other ESG eligibility requirements, as outlined in the Notice). Households receiving Rapid Re-housing services must be at or below 30% of the Area Median Income(AMI) at recertification. A copy of this worksheet must be kept in the client's file.					
Household Member Number	Household Member Name	Age of Household Member			
1	Jane Smith	50			
2	Bob Smith	16			
3	Joe Smith	19			
4					
5					
6					
7					
8					
9					
10					
11					
Total Household Members (Household size)					3
30% of Area Median Income (AMI) for Household Size					\$ 26,450
Household Member Number/Name	Sources of Household Income	Gross Documented Current Income Amount	Frequency of Income	Number of Payments per Year	Annual Gross Income (gross income amount X # of payments per year)
1/Jane Smith	Earned Income (for ADULT household members only)	\$ 120	Weekly	52	\$ 6,240
3/Joe Smith	Earned Income (for ADULT household members only)	\$ 400	Bi-Weekly	26	\$ 10,400
	Earned Income (for ADULT household members only)	\$ -			\$ -
	Self-employment/business income	\$ -			\$ -
	Self-employment/business income	\$ -			\$ -
	Interest & Dividend Income	\$ -			\$ -
	Interest & Dividend Income	\$ -			\$ -
	Pension/Retirement Income	\$ -			\$ -
	Pension/Retirement Income	\$ -			\$ -
	Unemployment & Disability Income	\$ -			\$ -
	Unemployment & Disability Income	\$ -			\$ -
	TANF/Public Assistance	\$ -			\$ -
	TANF/Public Assistance	\$ -			\$ -
1/Jane Smith	Alimony, Child Support and Foster Care Income	\$ 250	Monthly	12	\$ 3,000
	Alimony, Child Support and Foster Care Income	\$ -			\$ -
	Armed Forces Income	\$ -			\$ -
	Armed Forces Income	\$ -			\$ -
	Other (specify):	\$ -			\$ -
	Other (specify):	\$ -			\$ -
Total Annual Gross Income from all Sources					\$ 19,640
30% of Area Median Income for Household Size:					\$ 26,450
Variance (If income less than AMI, then household is income eligible)					\$ (6,810)
Is the household at or below 30% Area Median Income?					YES-Income Eligible

**Emergency Solutions Grants Program (ESG)
VERIFICATION OF INCOME**

ESG Applicant(s) Name: _____

Instructions for Employer/Payment Source Representative: This is to certify the income received by the above named individual for purposes of participating in the ESG program. This information will be used only to determine the eligibility status and level of benefit of the household. **Complete only the selected section below that includes an authorization to release information.**

Please return this form to:

Name & Title: _____ Phone: _____
Address: _____ Fax: _____
Email: _____

Employment Income

ESG Applicant Release: I hereby authorize the release of the following employment information.

ESG Applicant Signature: _____ Date: _____

Employer representative to complete this section:

The person named above is employed by _____ since _____. He/she is paid \$ _____ on a _____ basis and is currently working an average of _____ hours per _____.

Additional compensation please specify (if any): _____
Probability of continued employment: _____

Authorized Employer Representative Signature: _____ Date: _____
Name, Title: _____
Address and Phone: _____

Payments and/or Benefit Income (complete one form for each distinct source of income for person named above)

CIRCLE ONE: Social Security/SSI Pension/Retirement TANF
Public Assistance Unemployment Compensation Workers Compensation
Alimony Payments Foster Care Payments Child Support Payments
Armed Forces Income
Other (pls. specify): _____

ESG Applicant Release: I hereby authorize the release of the following payment and/or benefit information.

ESG Applicant Signature: _____ Date: _____

Payment source representative to complete this section:

Payments or benefits in the amount of \$ _____ are paid on a _____ basis. The expected duration of the payments or benefits is _____.

Authorized Payment Source Representative Signature: _____ Date: _____
Name, Title: _____
Address and Phone: _____

SELF-DECLARATION OF INCOME

Applicant Name: _____

***This form should only be used if third party verification of income is unavailable. ESG providers are expected to have exhausted all alternative options for verifying income prior to use of a self-declaration of income.**

This is to certify the income status for the above named individual. Income includes but is not limited to:

- The full amount of gross income earned before taxes and deductions.
- The net income earned from the operation of a business, i.e., total revenue minus business operating expenses. This also includes any withdrawals of cash from the business or profession for your personal use.
- Monthly interest and dividend income credited to an applicant's bank account and available for use.
- The monthly payment amount received from Social Security, annuities, retirement funds, pensions, disability and other similar types of periodic payments.
- Any monthly payments in lieu of earnings, such as unemployment, disability compensation, SSI, SSDI, and worker's compensation.
- Monthly income from government agencies excluding amounts designated for shelter, and utilities, WIC, food stamps, and childcare.
- Alimony, child support and foster care payments received from organizations or from persons not residing in the dwelling.
- All basic pay, special day and allowances of a member of the Armed Forces excluding special pay for exposure to hostile fire.

Check only one box and complete only that section

I certify, under penalty of perjury, that I currently receive the following income:

Source: _____ Amount: _____ Frequency: _____

Source: _____ Amount: _____ Frequency: _____

Source: _____ Amount: _____ Frequency: _____

Applicant Signature: _____ Date: _____

I certify, under penalty of perjury, that I do not have any income from any source at this time.

Applicant Signature: _____ Date: _____

Staff Verification

I understand that third-party verification is the preferred method of certifying income for HPRP assistance. I understand self declaration is only permitted when I have attempted to but cannot obtain third party verification.

Documentation of attempt made for third-party verification:

Staff Signature: _____ Date: _____

1

**EMERGENCY SOLUTIONS GRANTS (ESG) PROGRAM
SELF-DECLARATION OF HOUSING STATUS**

ESG Applicant Name: _____

- Household without dependent children (complete one form for each adult in the household)
- Household with dependent children (complete one form for household)
Number of persons in the household: _____

This is to certify that the above named individual or head of household is currently homeless or at-risk of homelessness, based on the following and other indicated information and the signed declaration by the applicant.

Check only one:

- I [and my children] am/are currently homeless and living on the street (i.e. a car, park, abandoned building, bus station, airport, or camp ground).
- I [and my children] am/are the victim(s) of domestic violence and am/are fleeing from abuse.
- I [and my children] am/are being evicted from the housing we are presently staying in and must leave this housing within the next ____ days.
- I [and my children] am/are at risk of being evicted from the housing we are presently staying in.

I certify that the information above and any other information I have provided in applying for ESG assistance is true, accurate and complete.

ESG Applicant Signature: _____ Date: _____

ESG Staff Certification

I understand that third-party verification is the preferred method of certifying homelessness or risk for homelessness for an individual who is applying for ESG assistance. I understand self declaration is only permitted when I have attempted to but cannot obtain third party verification.

Documentation of attempt made for third-party verification:

ESG Staff Signature: _____ Date: _____

Notice of Ineligibility for ESG Homelessness Prevention Assistance

Date: _____ Name: _____

Address, City and Zip: _____

Your household does not meet the minimum eligibility or qualification standards for ESG assistance for the reason(s) stated below. If you disagree with this decision, you have the right to an informal review (See below).

- Incomplete Documentation; household failed to provide all required supporting documentation. Missing documentation was _____
- Over Income; total household income exceeds program eligibility income limits. Maximum household income for your household is \$_____ and your income is \$_____
- Does not meet ESG guidelines for at risk of homelessness; household does not have a writ of summary process and complaint
- No members of the household meet the additional criteria for ESG services; history of homelessness, history of domestic violence, household member with disability
- Property Owner not willing to Participate; household's landlord refused to accept RAFT payments offered by Agency on behalf of the household.
- Receiving other benefits; household is receiving other benefits of the same type at the same time
- Does not have sufficient financial resources to maintain the housing based on current income.
- Other; _____

Administrative Review: If you disagree with this decision, you have the right to request a review.

To request a review, you must send a written request specifically stating why you believe our determination is incorrect. This written request must be mailed or hand delivered within 10 calendar days of the notice of ineligibility and addressed to: ESG Agency address.

You may submit additional documentation or written arguments with your request for review. Reviews will be performed by a supervisor who is familiar with the program but unfamiliar with your particular case. Administrative Review is different from a hearing, no testimony will be taken so you must submit any additional documentation (i.e. increased income, etc.), and the explanation of your circumstance or legal argument with your request to have this information included in this review.

A written ESG review will be conducted within 15 calendar days of your request for a review. You will be notified at the address you provided and a written finding will be placed in your file. There is no appeal to the City of Worcester pending this finding.

RENT REASONABLENESS CHECKLIST AND CERTIFICATION

	Proposed Unit	Unit #1	Unit #2	Unit #3
Address				
Number of Bedrooms				
Square Feet				
Type of Unit/Construction				
Housing Condition				
Location/Accessibility				
Amenities				
Unit:				
Site:				
Neighborhood:				
Age in Years				
Utilities (type)				
Unit Rent Utility Allowance Gross Rent				
Handicap Accessible?				

CERTIFICATION:

A. Compliance with Payment Standard

Proposed Contract Rent + Utility Allowance = Proposed Gross Rent

Approved rent does not exceed applicable Payment Standard of

\$ _____.

B. Rent Reasonableness

Based upon a comparison with rents for comparable units, I have determined that the proposed rent for the unit [] is [] is not reasonable.

Name:	Signature:	Date:
-------	------------	-------

ESG-RRH LANDLORD ACKNOWLEDGEMENT FORM

Date: _____

This is to confirm that _____ will rent an

 (Tenant's Name)
 apartment from me at _____

_____ for a monthly rent amount of:

\$ _____. The start date for this tenancy will be: _____.

Number of Bedrooms _____ Year Constructed _____, (Prior to 1978) attached De-Lead Certification

Square Feet _____ Handicap Accessible Yes No

Type of House/Apartment: Elevator/High-Rise

Single Family Detached Semi Detached/Row House Manufactured Home Garden Walkup

Who is responsible for Utilities and Appliances? (Please Check One).

Utility	Landlord will pay	Tenant will pay
Heating		
Hot Water		
Gas		
Trash		
Electric		
Stove		
Refrigerator		

Rent Reasonable: Under Funding regulations, the program required that the landlord certify that the rent charged to the above named tenant is not more than the rent charged for other unassisted comparable units.

Address and Unit Number	Square Feet	# of Bedrooms	Handicap Accessible	Year Constructed	Date Rented	Rental Amount
			Y			\$
			N			\$
			Y			\$
			N			\$
			Y			\$
			N			\$

Shallow Subsidy: If the tenant will be receiving short-term help towards his or her rent, I acknowledge receipt of the attached Shallow Subsidy Agreement. I understand a copy of this agreement is being provided to me for informational purposes only. It is not a guarantee of a subsidy. If a subsidy is put into place, it will be effective for up to 12 months. I understand that if the tenancy should end before the 12 months is up, the subsidy will also end at that time. I also understand that the subsidy is contingent upon the tenants compliance with the program. I understand that this agreement is also contingent upon the unit's compliance with HUD habitability standards. I do agree to notify the case manager/contact identified below if tenant fails to remit rental payment within five (5) days of due date.

Landlord Contact Information: Address _____

Phone: _____ Fax: _____

Check Payable To: _____

Sincerely,

Signature _____ Date _____

(Landlord Signature)

**ESG Housing Habitability Standards and Lead-Based Paint
Inspection Checklist**

The new ESG Shelter and Housing Standards are described in Section 576.403 of the ESG Interim Rule. These habitability standards apply any time ESG funds are used to assist an ESG participant retain or move into a housing unit. Inspections must be conducted upon initial assistance and then on an annual basis for the term of ESG assistance. In contrast to the Housing Quality Standards (HQS), the habitability standards do not require a certified inspector. This checklist also addresses the ESG requirement on determining that a unit is in compliance with federal laws regarding lead based paint if the unit where an ESG participant household is residing/intends to reside was constructed prior to 1978 and the household includes a pregnant woman or a child under the age of 6. The ESG grantee must conduct the inspections using this form to document compliance.

Instructions: Mark each statement as 'A' for approved or 'D' for deficient. The property must meet all standards before ESG funds are authorized. The checklist must be kept in the ESG Participant's record.

Approved or Deficient	Element
	<ol style="list-style-type: none"> 1. <i>Structure and materials:</i> The structures must be structurally sound so as not to pose any threat to the health and safety of the occupants and so as to protect the residents from hazards. 2. <i>Access:</i> Structures must provide alternate means of egress in case of fire.
	<ol style="list-style-type: none"> 3. <i>Space and security:</i> Each resident must be afforded adequate space and security for themselves and their belongings. Each resident must be provided with an acceptable place to sleep. 4. <i>Interior air quality:</i> Every room or space must be provided with natural or mechanical ventilation. Structures must be free of pollutants in the air at levels that threaten the health of residents.
	<ol style="list-style-type: none"> 5. <i>Water Supply:</i> The water supply must be free from contamination.
	<ol style="list-style-type: none"> 6. <i>Sanitary Facilities:</i> Residents must have access to sufficient sanitary facilities that are in proper operating condition, may be used in privacy, and are adequate for personal cleanliness and the disposal of human waste.
	<ol style="list-style-type: none"> 7. <i>Thermal environment:</i> The housing must have adequate heating and/or cooling facilities in proper operating condition.
	<ol style="list-style-type: none"> 8. <i>Illumination and electricity:</i> The housing must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of residents. Sufficient electrical sources must be provided to permit use of essential electrical appliances while assuring safety from fire.

	<p>9. <i>Food preparation and refuse disposal:</i> All food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a sanitary manner.</p>
	<p>10. <i>Sanitary condition:</i> The housing and any equipment must be maintained in sanitary condition.</p> <p>11. <i>Fire safety:</i> Both conditions below must be met to meet this standard.</p> <p>b. Each unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition, on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If the unit is occupied by hearing-impaired persons, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person.</p> <p>a. The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery-operated or hard-wired smoke detectors. Public areas include, but are not limited to, laundry rooms, day care centers, hallways, stairwells, and other common areas.</p>
	<p>12. Required in buildings constructed prior to 1978 and where an ESG participant household intends to reside and the household includes a child under the age of 6.</p> <p>Visual assessment means looking for, as applicable: (1) Deteriorated paint (chipping, loose, crumbling); (2) Visible surface paint dust, debris and residue as part of a risk assessment or clearance examination; and (3) The completion or failure of a hazard reduction measure.</p> <p><input type="checkbox"/> The unit or non DHCD funded shelter has no observable loose, chipping, or deteriorated paint; or</p> <p><input type="checkbox"/> The landlord presented a report from a licensed inspector showing the site is lead free, or the lead has been removed or encapsulated as required under MA state law. (If so, check this box)</p>

CERTIFICATION STATEMENT

I certify that I am not a HUD certified inspector and I have evaluated the property located at the address below to the best of my ability and find the following:

- Property meets all of the above standards.
- Property does not meet all of the above standards.

Therefore, I make the following determination:

- Property is approved.

Property is not approved.

ESG Participant Head of Household Name:			
Street Address:			
Apartment:	City:	State:	Zip:
Evaluator's Signature: _____		Date: _____	
Please Print Evaluator Name: _____			
Exec. Dir. Initials: _____			

Emergency Solutions Grants (ESG) Performance Report

Project Sponsor:	Project Name:
Sponsor Address: City: State: Zip Code	
Contact Person: Email	Telephone #
Report for Period Ending: <input type="checkbox"/> June 30 th due July 15 th <input type="checkbox"/> September 30 th due October 15 th <input type="checkbox"/> December 30 th due January 15 th <input type="checkbox"/> March 31 st due April 15 th	

- ESG Activity:**
 Emergency Shelter Homeless Prevention HMIS
 Street Outreach Rapid Re-Housing

- ESG Program Type:**
- | | | |
|--|--|---|
| <input type="checkbox"/> Emergency Shelter | <input type="checkbox"/> Scattered Site | <input type="checkbox"/> Child Care Services |
| <input type="checkbox"/> Day Shelter | <input type="checkbox"/> Legal Services | <input type="checkbox"/> Hotel/Motel/SRO/Group Home |
| <input type="checkbox"/> Health Care Provider | <input type="checkbox"/> Mediation Services | <input type="checkbox"/> Domestic Violence Services |
| <input type="checkbox"/> Substance Abuse Program | <input type="checkbox"/> Employment Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Housing Search Program | <input type="checkbox"/> HIV/AIDS Services | |

Accomplishment Narrative: Describe your ESG funded program’s accomplishment for the year. (No more than 250 words)

Number Served:

A. Number Proposed to be Served on Scope of Work.	Number of singles not in families	Number of adults in families	Number of children in families	Number of families
Annually				
B. Number Served for the Program Year.	Number of singles not in families	Number of adults in families	Number of children in families	Number of families
Annually				

	Number of individuals	Number of families
C. Number on the first day of the program year.		

D. Number entering program during the program year.		
E. Number who exited the program during the program year.		

F. Number of Single Individuals Served	Male	Female	Total
Unaccompanied under 18			
Adults 18 to 25			
Adults over 25			
Total			

G. Families Served	Total
Two parent households with children	
Family households with no children	
Single parent household with children	
Households with all children	
Total	

Population Served: (total persons served)

A. Race:

Hispanic

(Please indicate if this person is of Hispanic/Latino origin)

American Indian/Alaskan Native		
Asian		
Black/African American		
Native Hawaiian/Other Pacific Islander		
White		
American Indian/Alaskan Native & White		
Asian & White		
Black/African American & White		
American Indian/Alaskan Native & Black/African American		
Other Multi-Racial		

B. Subpopulations Served: (only one category per persons served)

Chronically Homeless (emergency shelter only)	
Severely Mentally ill	
Chronic Substance Abuse	
Other Disability	
Persons with HIV/AIDS and related diseases	
Veterans	
Elderly	
Domestic violence	
Other (please specify)	

Reasons for service request (households served –includes individuals not in families and families served)

Eviction proceedings	
Loss of or sudden reduction in family income	

Divorce	
Change in Family Composition	
Unable to pay/rent/mortgage/utilities	
Argument with family /friends	
Family Violence	
Prison/Jail	
Welfare time Limits	
Physical/Mental Disability	
Alcohol/Drug Abuse	
Other :	

V. Destination at Exit: (households served –includes individuals not in families and families served)

Transitional housing	
Permanent housing	
Emergency shelter	
Institution (hospital, inpatient substance abuse treatment facility, jail/prison)	
Retained Tenancy/Housing	
Other (please specify)	
Unknown/disappeared	

VI. Services Provided (total served):

A. Homeless Assistance: (Please indicate total number served for the program year)

	Adults	Children
Outreach		
Life Skills		
Needs Assessments		
Child Care		
Transportation		
Job Training		
Assistance in obtaining income support		
Legal Services		
Food Pantry		
Case Management		
Client Advocacy		
Nutritional Services		
Alcohol/Drug Abuse Treatment		
Job Placement		
Housing Search		
Rapid Re-Housing		
Day Services		
Medical/Mental Health Services		
Other (please indicate)		

B. Homeless Prevention: (Please indicate total number served for the program year)

	Adults	Children
Rental Assistance		
Short Term Subsidies to defray rent and utility arrearages		
Security deposits or first month rent to enable them to move into permanent housing		
Utility Assistance		
Mediation Services for landlord/tenant disputes		
Legal services in eviction proceedings		
Diversion from Shelter		
Stabilization Services		
Tenancy Preservation		
Other (please indicate)		

Outcomes: (Using the projected numbers on the Scope of Work document, please indicate the progress for each goal achieved during the program year)

Outcomes:

A. Rapid-Re-Housing/Emergency Shelter: (households served –includes individuals not in families and families served during the contract period)

	%	#
Reduction of the number of households in shelter		
Reduction in average length of shelter stay		
Rapidly Re-Housed those entering the shelter system		
Placed into permanent affordable housing		
Provided stabilization services for those exiting shelter to permanent Housing		
Linked program participants to asset development resources that resulted in an increase in income (education, job training, employment, mainstream resources)		

B. Street Outreach (households served –includes individuals not in families and families served during the contract period)

	%	#
Reduced the Number of Unsheltered single adults in the Boston CoC		
Placed Unsheltered single adults into any type of housing		
Unsheltered Adults received a service for an identified physical or mental health condition for which they were not receiving services at program entry		

C. Homeless Prevention: (households served –includes individuals not in families and families served during the contract period)

	%	#
Diverted from Shelter		
Tenancies preserved		
Evictions prevented		
Provided stabilization Services for households at imminent risk of becoming homeless		
Linked program participants to asset development resources that resulted in an increase in income (education, job training, employment, mainstream resources)		
Provided Landlord-Tenant mediation		
Provided Financial Assistance		

VIII. Financial:
ESG Expenditures – By Component Type

Component Type	ESG Funds	Match	Match Source	Total Expenditures
Street Outreach				
Emergency Shelter				
Rapid Re-Housing				
Homelessness Prevention				
Total				

ESG Expenditures – By Service Type

Expenditure Type	ESG Funds	Match	Match Source	Total Expenditures
Emergency Shelter				
Day Shelter				
Health Care				
Substance Abuse Program				
Housing Search				
Street Outreach				
Meal Services				
Mental Health Services				
Employment Search				
Homeless Prevention				
Rapid Re-Housing				
Vouchers for Shelter				
Rental Assistance				
HIV/AIDS Services				
Child Care				
Financial Assistance				
Stabilization Services				
Moving Costs				
Total				

SUBRECIPIENT MONTHLY/ QUARTERLY TIMESHEET

Please Select: **FISCAL YEAR 2012** **FISCAL YEAR 2013** **FISCAL YEAR 2014**

Please Select: **CDBG Program** **HOME Program** **ESG Program**

ORGANIZATION NAME: _____ **HOPWA**

PROGRAM NAME: _____ **CoC Program**

REQUEST PERIOD: _____ TO: _____ PERCENTAGE RATE: (According to Application) **0.00%**

Sub-Recipient / Employee Time Sheet for Program Personnel

EMPLOYEE NAME	ACTIVITY	DATE	PAY RATE	Day of Week (Week 1)						Total Number of Hours	Total Program Hours Worked	PROGRAM REIMBURSEABLE PAY	
				M	T	Wed.	Th.	Fri.	Sa.				Su.
			\$0.00	L	L	-	-	U	J	U	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	I	I				I		0	0	\$0.00
			\$0.00	F	F	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	I	I				I		0	0	\$0.00
Total Number of Hours Worked -											0.0	0.0	\$0.00

Total Number of Hours: _____ 0.0

Total Number of Program Hours: _____ 0.0

Rate of Pay Per Hour: _____ \$0.00

Percentage Rate - According to Application: _____ 0.0%

Total Pay Period 1 Amount: _____ \$0.00

Sub-Recipient / Employee Time Sheet for Program Personnel

EMPLOYEE NAME	ACTIVITY	DATE	PAY RATE	Day of Week (Week 2)						Total Number of Hours	Total Program Hours Worked	PROGRAM REIMBURSEABLE PAY	
				M	T	Wed.	Th.	Fri.	Sa.				Su.
			\$0.00	I	I				I		0	0	\$0.00
			\$0.00	L	L	-	-	U	J	U	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	F	F	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	C	C	-	-	Q	Q	Q	0	0	\$0.00
			\$0.00	F	F	-	-	Q	Q	Q	0	0	\$0.00
Total Number of Hours Worked -											0.0	0.0	\$0.00

Total Number of Hours: _____ 0.0

Total Number of Program Hours: _____ 0.0

Rate of Pay Per Hour: _____ \$0.00

Percentage Rate - According to Application: _____ 0.0%

Total Pay Period 2 Amount: _____ \$0.00

Date & Signature of Staff Personnel: _____ Signature: _____ Date: _____

Date & Signature of Staff Supervisor: _____ Signature: _____ Date: _____

**Note: Please be sure to attach the approved timesheets and pay stub together when submitting program reimbursements to the Division of Grants Management for either CDBG, HOME, ESG and HOPWA programs.*

TIME AND EFFORT LOG

Employee's Name _____

Social Security # or Employee # _____

Pay Period Dates _____

DAY	Funding Source 1	Funding Source 2	Funding Source 3	Funding Source 4	TOTALS
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
TOTALS					
%					

Employee's Signature/Date: _____

Supervisor's Signature/Date: _____

Alternate/Local Data Sources

1	<p>Data Source Name</p> <p>Worcester City and County CoC Data</p>
	<p>List the name of the organization or individual who originated the data set.</p> <p>Central Massachusetts Housing Alliance, Inc. (CMHA), lead agency for the Worcester City and County Continuum of Care, and HMIS Lead Agency provided the data for the number of persons experiencing homelessness on a given night, and number of persons experiencing homelessneses each year.</p> <p>The data of race and ethnicity, and the estimated persons experiencing or exiting homelessness or becoming homeless over the course of the year is drawn from Annual Performance Report data of providers participating in the Homeless Management Information System (HMIS), as well as the Efforts to Outcomes (ETO) reporting system managed by the Massachusetts Department of Housing and Community Development (DHCD), which oversees a large percentage of shelters serving households with children across the state.</p>
	<p>Provide a brief summary of the data set.</p> <p>The data represents the most recent Housing Inventory Count (HIC) for the Worcester City and County Continuum of Care. It has been combined with additional HMIS data to includes both CoC-supported units/beds, and community-based units/beds that do not receive CoC funds.</p>
	<p>What was the purpose for developing this data set?</p> <p>The purpose of developing this data set is to reference the nature and extent of unsheltered and sheltered homelessness in the geographic area served by the Worcester City and County Continuum of Care. The purpose of including County-wide data is to illustrate the regional nature of homelessness in Worcester County, highlighting how the needs of homeless persons extends within (and beyond) the City of Worcester ESG and HOPWA grantee jurisdiction.</p>
	<p>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</p> <p>The data represents the entire geographic area served by the Worcester City and County Continuum of Care, see MA-40 Homeless Needs Assessment Supplemental Map #1.</p> <p>The Worcester County and City CoC does not serve any rural homeless households, as defined by HUD (Section 491(k)(2) of the McKinney-Vento Act) due to the fact that all areas served in the Worcester City and County CoC are located within the Worcester eMSA, and no area served is within a rural county unto itself.</p> <p>The data collection is not concentrated among a certain population. It covers the number of persons on a given night by populations required in HUD's Annual Point in Time Count. However data estimating the number of persons who exit homelessness each year was only available for households with children, and adult households without children.</p>

	<p>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</p> <p>The data estimating number of persons experiencing homelessness on a given night is drawn from the Point in Time (PIT) count which occurred on January 29, 2014.</p> <p>The time period estimating the number of persons who experience homelessness each year, number of persons that exit homelessness each year, and number of days that persons experience homelessness, is drawn from HMIS data at the local and state level for individuals and families, respectively, from the period of January 1, 2014-December 31, 2014.</p> <p>What is the status of the data set (complete, in progress, or planned)?</p> <p>The data set is complete for the data available.</p> <p>Recognizing the lack of data for number of persons who lose their housing and become homeless each year, the City of Worcester and the CoC hope to explore the possibility of collecting this data in the future. Access to this data could potentially inform early warning systems and address gaps in homeless prevention efforts.</p>
2	<p>Data Source Name</p> <p>MA Special Commission Unaccompanied Youth Survey</p> <p>List the name of the organization or individual who originated the data set.</p> <p><p align="LEFT">Massachusetts Special Commission on Unaccompanied Homeless Youth</p></p> <p>Provide a brief summary of the data set.</p> <p>Beginning in 2104, the Massachusetts Interagency Council on Housing and Homelessness (ICHH) implements a state-wide survey on homeless youth via the local Continuum of Care in the state. The MA ICHH Youth Point-in-Time survey was modeled after best practices in the Compass Network's efforts to understand the extent of risk factors associated with young adult housing instability in Worcester.</p> <p>What was the purpose for developing this data set?</p> <p>The Fiscal Year 2014 state budget included \$150,000 at EOHHS to conduct a count in order to better understand the scope of homelessness among unaccompanied youth. The ultimate goal is to use information obtained from the count to effectively match housing and services to youth experiencing homelessness. Ideally, the Youth Count will act as a benchmark for monitoring progress towards ending youth homelessness in Massachusetts over the coming years.</p> <p>Provide the year (and optionally month, or month and day) for when the data was collected.</p> <p>The data was collected in 2014, for one week beginning on January 29, 2014.</p>

	<p>Briefly describe the methodology for the data collection.</p> <p>EOHHS to conducts a count in order to better understand the scope of homelessness among unaccompanied youth. The ultimate goal is to use information obtained from the count to effectively match housing and services to youth experiencing homelessness. Ideally, the Youth Count will act as a benchmark for monitoring progress towards ending youth homelessness in Massachusetts over the coming years.</p>
	<p>Describe the total population from which the sample was taken.</p> <p>The data was collected in 2014, for one week beginning on January 29, 2014.</p>
	<p>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</p> <p>The Fiscal Year 2014 state budget included \$150,000 at EOHHS to conduct a count in order to better understand the scope of homelessness among unaccompanied youth. The ultimate goal is to use information obtained from the count to effectively match housing and services to youth experiencing homelessness. Ideally, the Youth Count will act as a benchmark for monitoring progress towards ending youth homelessness in Massachusetts over the coming years.</p>
3	<p>Data Source Name</p> <p>Worcester City/County CoC Housing Inventory Count</p> <hr/> <p>List the name of the organization or individual who originated the data set.</p> <p>Worcester City and County Continuum of Care and HMIS Data Management team</p> <hr/> <p>Provide a brief summary of the data set.</p> <p>The data represents the most recent Housing Inventory Count (HIC) for the Worcester City and County Continuum of Care. It has been combined with additional HMIS data to includes both CoC-supported units/beds, and community-based units/beds that do not receive CoC funds.</p> <hr/> <p>What was the purpose for developing this data set?</p> <p>The Housing Inventory Count (HIC) is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve persons who are homeless, categorized by five Program Types: Emergency Shelter; Transitional Housing; Rapid Re-housing; Safe Haven; and Permanent Supportive Housing. It is a requirement by HUD for all CoCs.</p> <hr/> <p>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</p> <p>The data is comprehensive of the entire geography served by the Worcester City and County Continuum of Care (see map attached).</p> <hr/> <p>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</p> <p>The HIC data represents the point-in-time inventory of 2014 units and beds.</p> <hr/> <p>What is the status of the data set (complete, in progress, or planned)?</p> <p>The data set is complete.</p>

4	<p>Data Source Name</p> <p>2009-2013 ACS (Workers)</p>
	<p>List the name of the organization or individual who originated the data set.</p> <p>U.S. Census Bureau 2009-2013 American Community Survey (ACS) data.</p>
	<p>Provide a brief summary of the data set.</p> <p>An Economic Development Market Analysis Business Activity table was developed and attached to MA-45 Non-Housing Community Development Assets section of the consolidated plan. The table provides number of workers, number of jobs, share of workers, share of jobs and job less workers for City of Worcester by Business Sectors. The table replaced the same table(from 2007-11 ACS data) that had been imbedded in the Econ Planning Suite for Worcester, MA, but which was found to be widely inaccurate based on analysis with U.S. Census on-line data.</p>
	<p>What was the purpose for developing this data set?</p> <p>As just described, the data originally prepopulated in the above table was incorrect. Data from the 2009-2013 American Community Survey (ACS) was used instead to determine the number and share of workers by sector. Unfortunately, Longitudinal Employer-Household Dynamics (LEHD) program is not yet producing public-use statistics for Massachusetts and thus the columns related to jobs could not be completed.</p>
	<p>Provide the year (and optionally month, or month and day) for when the data was collected.</p> <p>U.S. Census Bureau 2009-2013 American Community Survey (ACS) data.</p>
	<p>Briefly describe the methodology for the data collection.</p> <p>U.S. Census Bureau 2009-2013 American Community Survey (ACS) data.</p>
	<p>Describe the total population from which the sample was taken.</p> <p>U.S. Census Bureau 2009-2013 American Community Survey (ACS) data.</p>
	<p>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</p> <p>U.S. Census Bureau 2009-2013 American Community Survey (ACS) data.</p>