

# **CITY OF WORCESTER, MA**



## **CONSOLIDATED ANNUAL PERFORMANCE & EVALUATION REPORT (CAPER)**

**REPORTING ON YEAR ONE OF THE 2015-2020  
CONSOLIDATED PLAN:**

**7/1/15 – 6/30/16**



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

## Table of Contents

CR-05 - Goals and Outcomes .....	1
CR-10 - Racial and Ethnic composition of families assisted .....	7
CR-15 - Resources and Investments 91.520(a) .....	8
CR-20 - Affordable Housing 91.520(b) .....	15
CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c) .....	17
CR-30 - Public Housing 91.220(h); 91.320(j) .....	21
CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j).....	24
CR-40 - Monitoring 91.220 and 91.230.....	30
CR-45 - CDBG 91.520(c).....	33
CR-50 - HOME 91.520(d).....	34
CR-55 - HOPWA 91.520(e) .....	37
CR-60 - ESG 91.520(g) (ESG Recipients only) .....	38
CR-65 - Persons Assisted .....	41
CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes.....	44
CR-75 – Expenditures .....	45
Attachments.....	47

## **CR-05 - Goals and Outcomes**

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

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

During the implementation of its first year Action Plan as part of its overall Five Year Consolidated Plan efforts, for the period of July 1, 2015 – June 30, 2016, the City of Worcester made substantive inroads and progress toward many of its five year community development goals and priorities in areas of housing development, public facility improvements, assistance to homeless populations and persons living with AIDS, as well as delivery of public, social, and health related services to low- to moderate-income youth, elderly, and immigrant populations.

To help vulnerable and low-to moderate income populations that may be homeless, at risk of homelessness, or living with AIDS and struggling with housing security, the City's Housing Division in the Executive Office of Economic Development implemented nine (9) Emergency Solutions Grant (ESG) program contracts with six (6) local non-profit agencies totaling \$356,000 that were aimed at providing program services to approximately 200 households who were homeless or at-risk of homelessness. Additionally, a new Rapid Re-Housing for Homeless Youth program began operation in the 2015-2016 fiscal year, which enabled homeless youth ages 18-24 to access permanent housing in the community. Highlights of the Housing Opportunities for Persons with Aids (HOPWA) program are noted in the HOPWA portion of this CAPER, but they include eight (8) contracts with five (5) agencies county-wide worth \$490,875 and benefited approximately 175 households across Worcester County. Lastly, the HOME Tenant-Based Rental Assistance program worth \$165,000 provided 70 single adults experiencing homelessness with the opportunity to obtain stable housing in conjunction with supportive services.

Affordable housing activities made steady progress in meeting the outcomes outlined by the ConPlan Goals. The following is a summary of the highlights that were completed this year. In conjunction with the City of Worcester Department of Inspectional Services (DIS), three (3) blighted buildings with demolition orders were demolished with \$157,631 of Community Development Block CDBG funds. The Systematic Housing Inspections Program ("Sweeps" program) run in conjunction with DIS utilized \$223,720 in CDBG to inspected 2,632 units of housing in low-mod areas of the City. The First Time Homebuyer down payment assistance program utilized \$48,297 during the year with the funds assisting seven (7) households. During the first year action plan period \$685,206 of CDBG funds were used to rehabilitate 33 housing units (12 homeowner units and 21 rental units) to assist with energy improvements, reduce lead hazards, repair code violations, and allow for safe and healthy rental units for low- to moderate-income populations, and the Tenant Based Rental Assistance (TBRA) program funded through the HOME Program utilized \$165,332 in HOME funds to assist 70 extremely low- to moderate income individuals with housing rental assistance.

The City's Neighborhood Development Division in the Executive Office of Economic Development made significant inroads toward assisting various low- to moderate-income populations through a total of 13 contracted CDBG programs with area non-profits utilizing \$612,521 in CDBG to provide assistance to 5,025 low- and moderate-income persons by addressing identified needs for health services, emergency food, counseling, education & training, information and social service referrals, societal re-entry for youth exiting the juvenile justice system, and youth recreation and after school programming.

The Neighborhood Development Division also partnered with other City of Worcester departments like the Department of Public Works & Parks and Worcester Public Schools, as well as with various non-profits, to make significant inroads toward the goal of improving public facilities. During the first Action Plan year, 11 public facility improvement projects were completed with \$1.39 million in CDBG, including the purchase of one (1) fire fighting pumper truck, the reconstruction of two (2) community health center parking lots, rehabilitation and energy efficiency improvements to the City of Worcester Senior Center, improvements to one (1) community life job center in one of Worcester's largest affordable housing complexes, improvements to the science lab of a low income area High School enabling them to achieve accreditation, and 4 energy efficiency projects including two (2) shelters and group homes, one (1) non-profit neighborhood center kitchen, and one (1) Community Development Corporation. Another ten 10 public facilities projects worth \$3.51 million were underway in Summer of 2016, with completion to take place in the second Action Plan year. Additionally, \$1.31 million in CDBG funded public infrastructure improvements including street repaving, sidewalk reconstructions, and other comprehensive streetscape improvements were implemented in the Union Hill neighborhood targeted revitalization area during 2015-16. Union Hill was designated by HUD as a Slum & Blight Area in 2013, and is the location of a City of Worcester interdepartmental effort toward neighborhood stabilization and revitalization.

The City's Business & Community Development Division in the Executive Office of Economic Development made progress toward economic development and business assistance goals. During the first year Action Plan, one (1) façade improvement project was completed and fully closed out as it resulted in four (4) new jobs. Another eight (8) business assistance projects, including façade improvements, were completed during the first year action plan program, and await close out through accomplishment of their designated National Objective of job generation. The 8 businesses are projected to create or retain 14 jobs and are awaiting substantiation of documentation of projected outcomes prior to close out in IDIS.

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

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

Goal	Category	Source	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Rental units constructed	Household Housing Unit	190	0	0.00%	42	0	0.00%
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Rental units rehabilitated	Household Housing Unit	32	21	65.62%	7	21	300.00%
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Homeowner Housing Added	Household Housing Unit	14	0	0.00%	3	0	0.00%
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Homeowner Housing Rehabilitated	Household Housing Unit	127	12	0.79%	28	12	42.86%
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Direct Financial Assistance to Homebuyers	Households Assisted	68	7	10.29%	15	7	46.67%
Affordable Housing Development & Preservation	Affordable Housing	CDBG: / HOME:	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	90	70	77.78%	65	70	107.69%

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Economic Development & Business Assistance	Non-Housing Community Development	CDBG:	Facade treatment/business building rehabilitation	Business	14	1	7.14%	3	1	33.33%
Economic Development & Business Assistance	Non-Housing Community Development	CDBG:	Jobs created/retained	Jobs	23	4	17.39%	5	4	80.00%
Economic Development & Business Assistance	Non-Housing Community Development	CDBG:	Businesses assisted	Businesses Assisted	36	1	2.77%	8	1	12.50%
Expanded Resources for Homeless Prevention	Homeless	ESG:	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	271	60	22.14%	60	60	100.00%
Healthy and Sustainable Housing	Non-Housing Community Development	CDBG:	Buildings Demolished	Buildings	14	3	21.42%	3	3	100.00%
Healthy and Sustainable Housing	Non-Housing Community Development	CDBG:	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	7194	2632	36.58%	1590	2632	165.53%
Housing Opportunities for Persons with HIV/AIDS	Homeless Non-Homeless Special Needs	HOPWA:	Housing for People with HIV/AIDS added	Household Housing Unit	27	6	22.22%	6	6	100.00%

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Housing Opportunities for Persons with HIV/AIDS	Homeless Non-Homeless Special Needs	HOPWA:	HIV/AIDS Housing Operations	Household Housing Unit	167	36	21.56%	37	36	97.30%
Improvements and Preservation of Public Facilities	Non-Housing Community Development	CDBG:	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	23278	29277	125.77%	5145	29277	569.04%
Neighborhood Stabilization & Revitalization	Non-Housing Community Development	CDBG:	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	22283	6760	30.33%	4925	6760	137.26%
Public Services for Low-Moderate Income Persons	Non-Homeless Special Needs Non-Housing Community Development	CDBG:	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	24613	4789	19.45%	5440	4789	88.03%
Resolve Barriers to Housing for Homeless Persons	Homeless	ESG:	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	747	196	26.24%	165	196	118.79%

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Resolve Barriers to Housing for Homeless Persons	Homeless	ESG:	Homeless Person Overnight Shelter	Persons Assisted	158	273	172.78%	35	273	780.00%
Resolve Barriers to Housing for Homeless Persons	Homeless	ESG:	Housing for Homeless added	Household Housing Unit	747	196	26.24%	165	196	118.79%

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

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

## CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	<b>CDBG</b>	<b>HOME</b>	<b>HOPWA</b>	<b>ESG</b>
White	2,964	55	51	1,019
Black or African American	673	15	25	256
Asian	392	0	0	11
American Indian or American Native	3	0	0	3
Native Hawaiian or Other Pacific Islander	1	0	1	0
<b>Total</b>	<b>4,033</b>	<b>70</b>	<b>77</b>	<b>1,289</b>
Hispanic	2,070	13	44	956
Not Hispanic	1,963	57	33	339

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

### Narrative

## CR-15 - Resources and Investments 91.520(a)

### Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG		4,966,776	6,657,191
HOME		1,786,094	534,915
HOPWA		383,552	509,225
ESG		506,057	474,234

Table 3 – Resources Made Available

### Narrative

With respect to the CDBG program, the Five Year Consolidated Plan (ConPlan) estimated there would be approximately \$4.9 million of funds available for year 1. Worcester ended up expending \$6.6 million of CDBG funds last year due to the timeliness of expenditures issues that resulted in bringing forward and programming past year unexpended balances through various Action Plan amendments. More CDBG funds than anticipated will also be expended in the second year of the ConPlan to correct the City's timeliness. The HOME program had an estimated amount of \$1.7 million for the year available for expenditures. During the year \$534,000 was expended on multiple projects. Due to timing and coordination with State resources and delays in certain projects it is estimated the remainder of funds for year 1 and funds for year 2 of the ConPlan will be expended in the next CAPER period.

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Union Hill Target Area	33	25	Census Tract 7324.00
Low-Moderate Income Census Tracts	87	92	Census Tracts > 51.0% LMI

Table 4 – Identify the geographic distribution and location of investments

### Narrative

The originally planned geographic targeting of Year One Action Plan allocations changed as a result of the city's substantial amendment of its Action Plan, adding an additional \$3,418,167.00 in CDBG funds that the city received from HUD as a result of a resolution and official closeout of its Office of Inspector General (OIG) audit (2012-15). In combination with other prior year unexpended balances, a total of \$3,835,000.00 in CDBG funds was allocated for additional projects to be funded through the first year action plan that had not been included in the original Consolidated Submission. Ten of the eleven additional projects that were funded were public facilities improvement projects which benefited several city neighborhoods [see CR-45 of this document for a project listing]. As a result of these

additional projects, the overall effect on the percentage allocation of non-administrative and non-debt service CDBG and HOME funds for activities in Union Hill Target Area decreased from 33% to 25%, while the percentage of such funds for activities within census tracts with majority low-moderate income increased from 87% to 92%.

## Leveraging

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

The HOME Match report below shows the Match requirement of the program was met with an excessive match to be carried over to next year. The primary source of funds used to meet the program match requirement was achieved through the Massachusetts Rental Voucher Payments (MRVP) which occurred in the City of Worcester. Primary source of this data was through verification with the Worcester Housing Authority (WHA) and the Massachusetts Department of Housing and Community Development (DHCD).

<b>Fiscal Year Summary – HOME Match</b>	
1. Excess match from prior Federal fiscal year	1,961,606
2. Match contributed during current Federal fiscal year	1,024,997
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	2,986,603
4. Match liability for current Federal fiscal year	115,952
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	2,870,651

**Table 5 – Fiscal Year Summary - HOME Match Report**

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
MRVP Vouchers01	07/01/2015	29,814	0	0	0	0	0	29,814
MRVP Vouchers02	08/01/2015	29,098	0	0	0	0	0	29,098
MRVP Vouchers03	09/01/2015	28,886	0	0	0	0	0	28,886
MRVP Vouchers04	10/01/2015	28,398	0	0	0	0	0	28,398
MRVP Vouchers05	11/01/2015	25,943	0	0	0	0	0	25,943
MRVP Vouchers06	12/01/2015	27,576	0	0	0	0	0	27,576
MRVP Vouchers07	01/01/2016	30,028	0	0	0	0	0	30,028
MRVP Vouchers08	02/01/2016	28,215	0	0	0	0	0	28,215
MRVP Vouchers09	03/01/2016	26,444	0	0	0	0	0	26,444
MRVP Vouchers10	04/01/2016	31,375	0	0	0	0	0	31,375
MRVP Vouchers11	05/01/2016	32,114	0	0	0	0	0	32,114
MRVP Vouchers12	06/01/2016	32,955	0	0	0	0	0	32,955

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
State of Massachusetts MRVP	06/01/2016	674,151	0	0	0	0	0	674,151

Table 6 – Match Contribution for the Federal Fiscal Year

**HOME MBE/WBE report**

Program Income – Enter the program amounts for the reporting period				
Balance on hand at beginning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
0	199,499	199,499	115,952	0

Table 7 – Program Income

<b>Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period</b>						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
<b>Contracts</b>						
Dollar Amount	0	0	0	0	0	0
Number	0	0	0	0	0	0
<b>Sub-Contracts</b>						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
<b>Contracts</b>						
Dollar Amount	0	0	0			
Number	0	0	0			
<b>Sub-Contracts</b>						
Number	0	0	0			
Dollar Amount	0	0	0			

**Table 8 – Minority Business and Women Business Enterprises**

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

**Table 9 – Minority Owners of Rental Property**

**Relocation and Real Property Acquisition** – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition

Parcels Acquired		0	0			
Businesses Displaced		0	0			
Nonprofit Organizations Displaced		0	0			
Households Temporarily Relocated, not Displaced		0	0			
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Cost	0	0	0	0	0	0

**Table 10 – Relocation and Real Property Acquisition**

## CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Special-Needs households to be provided affordable housing units	135	105
<b>Total</b>	<b>135</b>	<b>105</b>

**Table 11 – Number of Households**

	One-Year Goal	Actual
Number of households supported through rental assistance	230	266
Number of households supported through the production of new units	45	0
Number of households supported through the rehab of existing units	35	33
Number of households supported through the acquisition of existing units	15	7
<b>Total</b>	<b>325</b>	<b>266</b>

**Table 12 – Number of Households Supported**

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

In Table 12 above the One-Year Goal for Number of households supported through rental assistance was 185, which was met through an actual number of 266 through the HOME and ESG TBRA programs. For the Number of households supported through the production of new units there was a One-Year goal of 45 units (3 Homeowner units and 42 Rental units). For this year we have 3 homeowner units in process and at least 8 new rental units in production. Although this was under the estimate for year one it is anticipated that the amount per year will increase over years 2 through 5 of the ConPlan. The goal for production of new units needs to be reviewed to make sure the total amount of units projected to be created still falls in line with the amount of production expected. For the Number of households supported through the rehab of existing units there was a One-Year Goal of 35 units (28 Homeowner units and 7 Rental units) of which we achieved 33 units rehabbed (12 Homeowner units and 21 Rental units). Although the total number of units rehabbed was met during Year One was met the breakdown was different than anticipated. Overall this number is expected to fall in line with expectations or will be adjusted in coming ConPlan years. For this year we had a goal of 15 households supported through the acquisition of existing units. During the year there was 7 households assisted through the acquisition of existing units. The lower amount during this year can be accounted for a market change and program redesign. It is anticipated during the rest of the ConPlan the total goal of assistance will be met.

**Discuss how these outcomes will impact future annual action plans.**

Outcomes achieved will be analyzed and used to adjust future annual action plans. Being this is Year One of the Consolidated Plan, there is still time to adjust the totals for 5-year plan in light of what is and can be achieved in ConPlan years 2 through 5.

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

<b>Number of Persons Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	4	70
Low-income	7	0
Moderate-income	22	0
<b>Total</b>	<b>33</b>	<b>70</b>

**Table 13 – Number of Persons Served**

**Narrative Information**

In total for Year One, 103 persons were served with decent affordable housing options. The mix of low-mod income served is weighted toward the Extremely low-income population, which are the ones most in danger of losing their housing. This is not to say the moderate-income were not also served with 22 persons being assisted in this category. Being this is Year One of the CAPER it is anticipated the mix of persons served will even out especially under the HOME Program totals.

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

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

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

The City has continued its strategies in reaching out to sheltered 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 supported 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 was expected that the outreach case manager would engage with about 65 homeless individual adults. During the program year, it became clear that Street Outreach programs have unique operating challenges, including assessing outcomes for reducing the number of unsheltered homeless and collecting data on this population. The 2015-2016 ESG Outreach program therefore only operated from June 1, 2015-December 31, 2016. During the 6-month ESG outreach program, 55 persons were served through outreach, engagement, and limited case management. The physical and mental health needs of these individuals were diverse, but included 41% with mental health conditions. Of the 55 persons served, 17 were documented to be chronically homeless. Of the 55 individuals engaged through street outreach, 6 were placed in permanent supportive housing and 2 obtained independent rental units with another ongoing subsidy. The placement of 8 individuals from street to permanent housing and 2 individuals from street to emergency shelter is viewed as a success for the 6-month performance period.

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. The City of Worcester Quality of Life Task Force is an interdepartmental response team made up of the Parks Division of the Department of Public Works & Parks, The Police Department's crisis intervention team, Inspectional Services, and the Department of Public Health. In 2015, the Quality of Life Task Force engaged homeless persons by surveying their ability to access services and have individual needs met during the winter months.

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 plan to address emergency shelter and transitional shelter needs for the homeless were 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 were 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 served a total of 25 individuals; \$8,530 for emergency shelter of victims fleeing domestic violence assisted 14 individuals; \$49,600 for Emergency Shelter case management that stabilizes homeless Veterans in obtaining public housing vouchers assisted 79 individuals; \$47,154 Shelter Case Management for Triage and Assessment services at the primary shelter for unaccompanied homeless adults assisted a total of 1074 persons during the performance period.

All of these activities helped address the shelter and transitional housing needs of homeless populations because of the crisis-intervention nature of the program support. They supported 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 supported 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 contributed to the actions planned to address these needs for the one-year goal to provide Housing Opportunities to People Living with HIV/AIDS and served 21 women in the Maranda's House and Homeless Outreach and Advocacy Program (HOAP) permanent housing. The Summit House program in Willimantic, CT served 12 individual's by providing transitional housing support with clear goals towards employment, volunteer engagement, and self-sufficiency.

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

## **address housing, health, social services, employment, education, or youth needs**

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 were 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 focused on the housing facility and supportive service needs to transition to permanent housing, thanks to the expertise of subrecipient 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 ensured a supportive service match that leads households to self-sufficiency during the process of Rapid Re-Housing.

ESG Rapid Re-Housing Funds for unaccompanied adults, \$138,800 included 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 allocated \$35,000 to Rapid Re-Housing directly to homeless youth. During the program year, 15 young adults ages 18-24 were assisted through the rapid re-housing assistance. Case Management services for veterans focused on the transition to independent living and housing stabilization to prevent veterans and their families from becoming homeless again and assisted 79 individuals during the program year.

HOPWA funds focused 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) focused 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). See separately attached HOPWA CAPER for full results and outcomes of HOPWA assistance in the 2015-2016 performance period.

**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'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.

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

### **Actions taken to address the needs of public housing**

The Worcester Housing Authority (WHA) owns and manages approximately 3,000 Public Housing (PH) units and administers 3,934 housing vouchers in its federal Housing Choice Voucher and state MRVP programs. WHA previously completed an annual redevelopment plan for its public housing portfolio investment exceeded \$3.1 million dollars. This redevelopment plan included concrete repairs, sidewalk repairs, tree trimming, fence replacement and major landscape work. In addition to these site improvements, the WHA is replacing floors and kitchens at some of its family developments. WHA continues to address the needs of public housing tenants and applicants through reasonable accommodation requests.

The success of the WHA Transitional Housing Program continues to be recognized by the Worcester community. All participants of this program are referred to the WHA from state funded homeless shelters and are provided with opportunities to get their lives back on track; having successful and enriched lives. Through the dedication of the case manager, participants are provided with an array of services tailored to their individual needs. Many participants who have benefited from this program have transitioned into conventional tenancies with the WHA, moved on into jobs and careers and have relinquished their dependency on public assistance and services as a means of survival.

Over the past few years, the WHA has developed and implemented a self-sufficiency program called “A Better Life”. This program provides intensive case management to families. The program requires that all adult household members go to work, attend school or perform community service for a minimum of 30 hours a week. The comprehensive case management focuses on five major areas: education, employment, health, finances and family challenges.

The WHA provides housing opportunities for men in recovery through its New Beginnings program. New Beginnings is a sober living program designed for men who want to live and enjoy life in a drug and alcohol free environment. Accountability is a common value that needs to be shared by all who participate in the program. This is a zero tolerance program and all residents will be responsible for maintaining a clean and sober lifestyle.

Applicants are referred to the WHA from a community partner specializing in substance abuse recovery. Acceptance into New Beginnings is contingent upon two simple conditions; a desire to live in a drug and alcohol free setting and adherence to the program guidelines. The maximum stay in the program is 24 months and each participant is required to work or volunteer a minimum of 30 hours a week, regularly attend AA or NA meetings, undergo random toxicology screenings and adhere to an individual service plan. After a year, successful program participants have an opportunity to transition into a conventional apartment with the WHA.

### **Actions taken to encourage public housing residents to become more involved in**

## **management and participate in homeownership**

The WHA continues its mission in providing decent, safe and affordable housing for low-income people; economic and educational opportunities to promote and sustain an environment in which families can achieve self-sufficiency and improve their quality of life.

Through various self-sufficiency programs, the WHA provides its resident with opportunities in employment, job training and education. Through its "Step-Up" Apprenticeship and Clerical Apprenticeship programs, the WHA has provided many residents with an opportunity of gaining meaningful employment, some for the first time in their lives. The WHA continues to believe that education is the key to success and GED and ESL classes are held on site, as well as two computer and homework centers in an effort to promote the importance of education.

Additionally, WHA continued the Family Self-Sufficiency (FSS) program to assist families with the transition from renting to home ownership. FSS participants are provided assistance with resources and referrals for credit counseling, banking information and their escrow accounts and may use these funds as a resource to help with down payments and/or closing costs or other expenses related to the purchase of a new home.

The WHA has long realized that a portion of its success is dependent upon the satisfaction of its residents. Continuing its efforts in fostering partnerships with them, the WHA has encouraged the formation and organization of tenant organizations. These recognized tenant organizations are the conduit through which ideas and issues are presented to the WHA administration and through which policy, operational and program changes and enhancements are presented to its residents. The Executive Director meets monthly with the WHA Jurisdiction-wide Resident Council to discuss policy changes, program implementation and other areas of the WHA operation that have a direct effect on the people it serves. The WHA recognizes and appreciates the knowledge, life experiences and ideas that it receives from its resident population.

Keeping its communities safe and crime-free is the Worcester Housing Authority's first priority. To be successful, the WHA needs to rely on partnerships with the Worcester Police Department and its residents. To that end, the WHA has 13 active Crime Watch groups that represent 13 of its largest communities. All of its Crime Watch groups meet regularly and are attended by key WHA personnel, members of the WPD and tenant leaders. Representatives from City government, the District Attorney's office and other agencies also attend. These meetings are open to any resident of the WHA

The WHA will continue in its proactive approach in providing decent, safe affordable housing and be innovative in its programming and services that it provides its residents. It will also explore new opportunities that will hopefully increase the numbers of affordable housing opportunities for its residents and the community at large.

## **Actions taken to provide assistance to troubled PHAs**

The Worcester Housing Authority (WHA) was not classified as a troubled Public Housing Authority (PHA), but was classified as a High Performing PHA during the reporting program year by the U.S. Department of Housing & Urban Development (HUD).

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

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

The City of Worcester continues to work on addressing barriers to affordable housing. The City of Worcester is firmly committed to creating an environment where its residents have equal access to the housing of their choice and fair housing laws are respected. The City's Office of Human Rights and Disabilities works to eliminate bias, bigotry, and prejudice through outreach, education, mediation, and advocacy. Its goal is to ensure that all Worcester residents and visitors of all abilities have access to programs and services by providing information and referral, advocacy, outreach and educational programs.

### Worcester Fair Housing Project (WFHP)

The Worcester Fair Housing Project (WFHP), a joint project between Community Legal Aid (CLA) and the City of Worcester, provides advice and representation to anyone in Worcester County who has been the victim of housing discrimination. The WFHP has assisted clients in a range of discrimination claims, including racial harassment, refusal to rent due to family status, refusal to remove lead paint, interference with housing subsidies, and discrimination based on disability.

In addition to litigation, the WFHP conducts education workshops on fair housing laws for tenant groups, social service providers, landlords, and other community members. The WFHP also trains civil rights investigators to "test" whether housing discrimination is occurring in the county, to support litigation or promote equitable settlements for project clients.

The Worcester Fair Housing Project's work plan consists of intake, investigation, enforcement, education, and outreach activities. For its intake component, the Project will take 360 complaints by persons who have experienced discrimination in their search for housing, their efforts to maintain their current housing, or their attempts to access affordable housing programs. For its testing component, the Project will recruit and train 55 new testers and will perform a total of 150 complaint-based and audit paired tests. For its enforcement component, the Project will assess the 360 complaints it receives; assist 90 clients requesting reasonable modifications or accommodations; obtain favorable pre-filing closings in 45 cases; litigate 45 cases and reach successful resolutions in 30 of those cases; mediate 12 cases and reach successful resolution in 9 of them; and monitor 15 settlement agreements. For its education and outreach component, the Project's staff, including employees of CLA and the City of Worcester, will conduct fair housing workshops throughout the region; conduct fair housing trainings for the City of Worcester's Human Rights Commissioners and for CLA employees; publicize the Project in various media outlets; and create and distribute brochures and posters about classes protected under the Fair Housing Act.

Much of this work was made possible through the HUD Fair Housing Initiatives Program (FHIP), which partners organizations with HUD to help people identify government agencies that handle complaints of housing discrimination. In addition to funding organizations that provide direct assistance to individuals who feel they have been discriminated against while attempting to purchase or rent housing, FHIP also has four initiatives that promote fair housing laws and equal housing opportunity awareness through competitive grants to eligible organizations.

### **Barriers to affordable housing cont.-**

CLA was provided a grant through the Private Enforcement Initiative (PEI) which offers a range of assistance to the nationwide network of fair housing groups. This initiative funds non-profit fair housing organizations to carry out testing and enforcement activities to prevent or eliminate discriminatory housing practices. This 36-month grant commenced on January 1, 2014 and ended during this current CAPER Reporting year on December 31, 2016. During that timeframe \$154,045 of HUD PEI funds were used to leverage \$48,661 of City of Worcester funds to produce the following summarized results: opened 590 complaints; conducted 99 meetings with local groups; and held 30 trainings. The majority of our intakes are for disability (419), then sex (74), then familial status (68). (Note that some of these are for multiple bases for when taken together with the other bases, it doesn't add up to 590.) We have distributed 3,882 brochures as of the end of the 10th quarter. Brochures include: Worcester Fair Housing Project/Fair Housing Law, Lead Paint and Housing Discrimination and Reasonable Accommodations and Housing in the following languages: English, Spanish, Vietnamese and Portuguese.

### Housing Symposium Worcester, MA May 2016

In May 2016 the City of Worcester together with The Worcester Research Bureau and Mass Inc. held a housing symposium, Housing Opportunities in the Gateway Cities, at the DCU Center in downtown Worcester. Approximately 1.8 million people, or 27% of Massachusetts residents, live in the 26 Gateway Cities designated by the Commonwealth. True to the name, the Gateway Cities serve as gateways to the region and to the economy, hosting 37% of the state's foreign-born residents, 44% of the state's population living in poverty, 47% of the state's population without a high school credential, and 51% of the state's linguistically isolated residents. With 34% of the Commonwealth's subsidized housing inventory, the Gateway Cities work in challenging conditions to provide quality housing across the economic spectrum. Our goal was to engage public officials as well as business and civic leadership in a robust conversation about the critical role the Gateway Cities play in the regional housing market. We identified innovative opportunities to build- and rebuild-the wide variety of housing types in the Gateway Cities, from income-restricted affordable units supporting transitioning residents to the market-rate housing opportunities drawing the middle and upper class. We discussed the impact of housing policies and programs on our Gateway Cities and efforts to ensure that all communities reflect the socially and economically diverse character of the Commonwealth. As part of our ongoing work to affirmatively further fair housing, the Office of Human Rights and Disabilities together with a local team of advisors planned one of the three panel discussions titled, Ensuring Inclusive Communities in the Gateway Cities. Massachusetts Commission Against Discrimination Chairwoman Jamie Williamson was

the moderator of this panel. The Lieutenant Governor provided a welcome and the Undersecretary of DHCD provided a keynote address- each set the tone and challenge for the morning's discussions. The panelists offered significant insights into Gateway City housing markets and financial, programmatic, and social constraints. Attendees clearly left better informed and engaged on the issues.

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

Challenges to meeting underserved needs in the past 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 taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)**

The Worcester Lead Abatement Program was awarded a \$3.71 million Lead Hazard Reduction Demonstration Control Grant from the HUD Office of Healthy Homes in 2015 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. Previously the city had a 2.48 million 2012 LHC grant from HUD.

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 delead 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.

The city has completed deleading in 16 units of Low/Moderate Income Housing totaling \$140,290 in CDBG funding. This funding serves as matching funds for 2012 HUD LHC and 2015 LHRD lead funds.

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

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. Additionally, the City's general 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, the Executive Office of Economic Development (EOED) continues coordinating with the Central Massachusetts Workforce Investment Board (CMWIB) around programs and initiatives that support the City's goal of reducing poverty.

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

In July of 2014, the Worcester City and County Continuum of Care (CoC) formed its Board, which is the primary planning and decision-making body on homeless assistance in Worcester County. The Board consists of committees for HMIS Data collection, Program Outcomes and Monitoring, Mainstream Resources, Veterans, and Coordinated Entry.

The Program Outcomes and Monitoring Committee is chaired by a representative from the City of Worcester's Department of Health & Human Services, and has set in motion the development of system performance measures that will better institutionalize monitoring, evaluation, and progress towards ending homelessness in Worcester and Worcester County.

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

The Executive Office of Economic Development (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 four (4) group-based consultation workshops during the last year, with the most recent being held on December 10, 2015. There were a total of 23 participating public and private agencies. The workshops were designed as focus and update 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 Table 2 of this section.

In May of 2016, the City of Worcester Department of Health & Human Services also held a "Housing & Human Services Summit", which was an open forum for social service agencies to discuss coordination around housing and homeless prevention and brought to light the ways in which a diverse array of subject areas can come together to improve housing outcomes for all low-mod households.

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).

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

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

**Mortgage Lending and Foreclosure**

During ConPlan Year One, 7 persons received home ownership down payment assistance to lower the barriers of homeownership. The program is designed to make sure the person receives HUD approved counseling a review of their finances to ensure successful home ownership.

**Affordable Housing Distribution**

Multiple development projects in the HOME Program encourage 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. The Public Facilities which allow varied affordable housing distributions were also upgraded and repaired addressing Goal 6 in the Consolidated Plan. The affordable housing projects also address ConPlan Goals 1, 2, 3, 8, & 9.

**Housing Cost Burdens**

Assistance was provided during the year to 103 persons to assist with energy improvements, reduce lead hazards allowing rental of units, and repair of code violations. The different approaches these programs take allow the burdens of housing costs to be reduced and allow affordable, safe, and decent units to be provided in the City of Worcester. These actions address ConPlan Goals 1, 2, 3, 8, & 9.

## **CR-40 - Monitoring 91.220 and 91.230**

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

The City 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 subrecipients 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.

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

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

Beginning in 2014, the city of Worcester embarked on the development and implementation of a new Five (5) Year Consolidated Plan (2015-2020). In order to establish an updated baseline of community needs for the first year action plan as well as the draft of the overall Consolidated Plan, the city sponsored an extensive public outreach effort in 2014 and 2015, holding a series of eight (8) community needs assessment meetings in various neighborhoods throughout the city, with at least one in each of the city council districts. The meetings were attended by over 110 total participants. This neighborhood outreach was complimented by various individual and group consultations with numerous housing, human, and social service providers in the areas of homelessness, public housing, and services for special needs and low-income populations.

The Community Development Advisory Committee (CDAC) serves as the formal citizen body that provides input on funding applications submitted as part of the city's CDBG RFP process. The CDAC is a citizen advisory committee comprised of ten members, with two from each of Worcester's five council districts. Following a mandatory RFP applicant presentation session, the CDAC met on several occasions throughout January, February and March 2015 to review and evaluate the CDBG proposals for Public Services, Public Facilities and Improvements, and City Interdepartmental Programs submitted in response to the RFP. In a separate process, the CDAC also meets every six months with the EOED Housing Development Division to review and provide oversight with regard to the status of underway and proposed HOME and CDBG housing development projects.

While the CDAC issues initial advisory recommendations on funding allocations, it is the city administration, through the city manager, that ultimately recommends which projects and activities to fund which form the basis of the annual action plan.

HOPWA proposals were vetted by the city administration together with the HOPWA Advisory Committee. This committee is composed of experts in community health and the HIV/AIDS field in Worcester County and Connecticut. The process was similar to CDAC in its review, including holding a public meeting to introduce the HOPWA process and guidelines, a technical assistance meeting for interested applicants, and a review and ranking session held in public at City Hall.

ESG proposals were vetted by an ESG RFP Review Committee that was comprised of members of the Worcester City and County Continuum of Care (CoC), and local funders of such social services such as

the United Way. The ESG RFP Review Committee also followed a similar process to the CDAC in its review, including holding a public meeting to introduce the ESG process and guidelines, a technical assistance meeting for interested applicants, and an RFP review and ranking session at City Hall.

A draft of this proposed Consolidated Annual Performance Evaluation Report (CAPER) for July 1, 2015 through June 30, 2016 was released for citizen review and comments as advertised in the Worcester Telegram & Gazette on September, 7, 2016 for a 15-day public comment period from September 12, 2016 through September 26, 2016. The Draft CAPER was also made available during regular business hours between 8:30 a.m. and 5:00 p.m., Monday through Friday at one or more of the following locations: 1. Neighborhood Development Division, 455 Main Street, Worcester, MA 01608; 2. The City of Worcester website, Neighborhood Development Division documents page.

**CR-45 - CDBG 91.520(c)**

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

While there has not been any need for any changes to the City’s program objectives during the last year, the City did substantially amend its First Year Action Plan (July 1, 2015 - June 30, 2016) as a result of additional programs to be funded through an additional \$3,418,167.00 in CDBG funds that the city received from HUD as a result of a resolution and official closeout of its Office of Inspector General (OIG) audit (2012-15). In combination with other prior year unexpended balances, a total of \$3,835,000.00 in CDBG funds was allocated for additional programs to be funded through the first year action plan that had not been included in the original Consolidated Submission.

With one exception, all of the additional programs that were funded were public facility improvement projects. These projects include the Worcester Fire Department’s purchase of a fire truck (\$500,000), the Worcester Department of Public Works renovation of Castle Park (\$980,000) and Crompton Park (\$750,000), the City of Worcester Stearns Tavern Relocation / Historic Preservation project (\$150,000), Friendly House, Inc.’s 87 Elm Street Heating System project (\$80,000), the South Worcester Neighborhood Center’s Green Island Heating System Conversion project (\$80,000), the Pernet Family Health Center Public Facility Improvements (\$40,000), the Family Health Center of Worcester’s Dental Operatory Chairs Replacement Project (\$80,000), the Worcester Fire Department’s Fire Station Rehabilitation Project (\$350,000), and the Worcester Senior Center’s Phase II Rehabilitation Project (\$675,000). Additional funds were also earmarked for one non-public facilities’ project - a City of Worcester Small Business Grant Program (\$150,000) to be administered through the City Office of Economic Development.

As a result of the additional public facilities improvement projects added, the number of program beneficiaries resulting from first year action plan public facilities projects will increase from the original estimate of 5,145 persons to 29,277 persons, once all of the above added projects are completed.

Two other programmatic changes were made as a result of a substantial amendment to the City’s first year annual action plan. Supplemental assistance was provided through the HOME Investment Partnership Program (\$165,000) for Tenant Based Rental Assistance (TBRA) through the South Middlesex Opportunity Council and through the Housing Opportunities for Persons With AIDS (HOPWA) to fund a Perception Programs, Inc. Omega House Support Vehicle (\$17,902.60).

<b>Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?</b>	No
--	----

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

## CR-50 - HOME 91.520(d)

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

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

During the prior year to this report all of the HOME rental units were monitored and an on-site inspection of a sample of the units was conducted. Based on the recommended schedule described in HUD regulation 92.504(d), a monitoring schedule was developed, and tracking spreadsheets were developed to facilitate this process. All the projects will be monitored again in year two of the current Consolidated Plan and results will be reported then. Last years results which were summarized after the CAPER was submitted are as follows:

*During the course of the HOME program monitoring of rental units, 136 sample units were inspected with HUD Housing Quality Standards checklist. Of these sampling of units inspected, there were issues identified with 38 units or 27% of the sample selected. The most prevalent issue by far was with smoke/carbon monoxide detectors. Issue with smoke/ carbon monoxide detectors ranged from beeping units to units totally missing from premises. Reasons given were that tenants had removed them because they were beeping to it is the tenants responsibility. It is not recommended to allow tenants to be in charge of replacing batteries as they are not familiar with how to replace batteries, are unfamiliar with what battery type to buy, or they could forget.*

*Of all the 519 HOME rental funded rental units, 54 or 10% had rents that were over the allowable HOME rent limits. As part of the HOME monitoring review a final report was sent and the owners had to reimburse tenants for any over payments over rent limits. Overall the rents paid by tenants Table 1 are below HOME rent limits on average.*

### HOME Monitoring Schedule

Number of Bedrooms	Average Rent paid by tenants in HOME units
SRO	\$431
1	\$749
2	\$863
3	\$964
4	\$1,152

Table 14 - Average HOME unit rents

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

City of Worcester shall require all rental and homebuyer projects/programs containing five (5) or more HOME-assisted housing units to develop and follow affirmative marketing procedures. The affirmative marketing procedures must be approved by City of Worcester prior to marketing any HOME-assisted housing unit. The affirmative marketing procedures must continue throughout the period of affordability and must contain the following:

- Targeting: Identify the segments of the eligible population which are least likely to apply for housing without special outreach efforts.
- Outreach: Outline an outreach program which includes special measures designed to attract those groups identified as least likely to apply and other efforts designed to attract persons from the total population.
- Indicators: State the indicators to be used to measure the success of the marketing program as well as the manner and frequency in which those indicators will be reviewed.
- Staff Training: Demonstrate the capacity to provide training and information on fair housing laws and objectives to staff.
- Projects/Programs are required to make a good faith effort to carry out the provisions of their approved affirmative marketing procedures. Good faith efforts are documented activities such as:
  - Advertising in print and electronic media that is used and viewed or listened to by those identified as least likely to apply.
  - Marketing housing to specific community, religious or other organizations frequented by those least likely to apply.
  - Developing a brochure or handout that describes the facility and any services to be provided as well as the accessibility for persons with physical disabilities.
  - Insuring that the sales/management staff has read and understands the Fair Housing Act and the purpose and objectives of the affirmative marketing procedures.

In addition, all programs/projects should use the Equal Housing Opportunity logotype or slogan in press releases and advertisements and display a fair housing poster in their management office. The program/project must keep files documenting affirmative marketing efforts which will include: copies of correspondence, public advertisements, lists of areas in which flyers have been distributed, contacts with other Equal Opportunity agencies, and any other relevant documents.

During the routine HOME monitoring visits, City of Worcester has reviewed the affirmative marketing files as well as the indicators that the program/project used to measure the success of the affirmative marketing procedures. City of Worcester will indicate any corrective action that is required in the City's

monitoring report.

In the event that a project/program violates the City of Worcester Affirmative Marketing Policy, City of Worcester will counsel the owner about the proper program procedures to ensure future compliance. If there is a second incidence of noncompliance, or in any event of willful noncompliance, the owner will be required to seek counseling from the City of Worcester Fair Housing Center. Upon further noncompliance, the owner will be debarred from future participation in City of Worcester HUD-funded programs and face possible foreclosure of the lien. (Continued in below text box).

### **Fair Housing Continued**

The City of Worcester's HOME program will also require that property owners market available units to low-income residence through the Worcester Housing Authority. The WHA has partnered with [www.Gosection8.com](http://www.Gosection8.com), which provides an enhanced program to list rental properties on line. Listings are available to potential Housing Choice Voucher tenants seeking apartment units, duplexes or single-family homes in the private market in the City of Worcester. Like the Neighborworks Homeownership website, [www.Gosection8.com](http://www.Gosection8.com) will help to market available units further to regional rental prospects.

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

During the First year of the five year Consolidated Plan a total of \$199,498.74 of HOME program income was received and expended according to IDIS report PR-09. This amount was expended on 2 different projects over the year. One is the Tenant Based Rental Assistance program run by a non-profit that helped about 20 low mod individuals during the year. The other is the 39-41 Irving Street project owned by a private developer that will create 18 SRO units of which 11 will be affordable home units.

Additionally, the City enhanced its affirmative marketing for the TBRA program as part of its tenant selection plan, by requiring that HOME units dedicated to homeless individuals be available as inventory for the Continuum of Care Coordinated Entry working group. (See section CR-35 Institutional Structure).

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

**CR-55 - HOPWA 91.520(e)**

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

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

<b>Number of Households Served Through:</b>	<b>One-year Goal</b>	<b>Actual</b>
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	60	56
Tenant-based rental assistance	6	7
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	6	6
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	37	36

**Table 15 – HOPWA Number of Households Served**

**Narrative**

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

### ESG Supplement to the CAPER in *e-snaps*

#### For Paperwork Reduction Act

#### 1. Recipient Information—All Recipients Complete

##### Basic Grant Information

Recipient Name	WORCESTER
Organizational DUNS Number	065782578
EIN/TIN Number	046001418
Identify the Field Office	BOSTON
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	Worcester City & County CoC

##### ESG Contact Name

Prefix	Mr.
First Name	Miguel
Middle Name	A.
Last Name	Rivera
Suffix	
Title	Housing Development Director

##### ESG Contact Address

Street Address 1	455 Main Street
Street Address 2	
City	Worcester
State	MA
ZIP Code	01608-
Phone Number	508-799-1400
Extension	221
Fax Number	508-799-1406
Email Address	RiveraMA@worchesterma.gov

##### ESG Secondary Contact

Prefix	
First Name	
Last Name	
Suffix	
Title	
Phone Number	
Extension	
Email Address	

#### 2. Reporting Period—All Recipients Complete

Program Year Start Date	07/01/2015
-------------------------	------------

CAPER

38

Program Year End Date

06/30/2016

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

**Subrecipient or Contractor Name:** SOUTH MIDDLESEX OPPORTUNITY COUNCIL INC

**City:** Framingham

**State:** MA

**Zip Code:** 01702, 8313

**DUNS Number:** 030806830

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 210642.13

**Subrecipient or Contractor Name:** CENTRAL MASSACHUSETTS HOUSING ALLIANCE INC

**City:** Worcester

**State:** MA

**Zip Code:** 01609, 2706

**DUNS Number:** 152234865

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 15000

**Subrecipient or Contractor Name:** Veterans, Inc.

**City:** Worcester

**State:** MA

**Zip Code:** 01605, 2600

**DUNS Number:** 941967796

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 46572

**Subrecipient or Contractor Name:** YWCA of Central MA

**City:** Worcester

**State:** MA

**Zip Code:** 01608, 2015

**DUNS Number:** 084216308

**Is subrecipient a victim services provider:** Y

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 8530

**Subrecipient or Contractor Name:** Dismas House of Massachusetts, Inc.

**City:** Worcester

**State:** MA

**Zip Code:** 01603, 2609

**DUNS Number:** 187596007

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 15000

**Subrecipient or Contractor Name:** LUK Crisis Center, Inc.

**City:** Fitchburg

**State:** MA

**Zip Code:** 01420,

**DUNS Number:**

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 35000

## CR-65 - Persons Assisted

**\*Note this section is blank as it has been replaced by reporting in the ESG eCART CAPER 2015-2016 attachment per HUD's Instructions**

### 4. Persons Served

#### 4a. Complete for Homelessness Prevention Activities

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

Table 16 – Household Information for Homeless Prevention Activities

#### 4b. Complete for Rapid Re-Housing Activities

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

Table 17 – Household Information for Rapid Re-Housing Activities

#### 4c. Complete for Shelter

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

Table 18 – Shelter Information

#### 4d. Street Outreach

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

Table 19 – Household Information for Street Outreach

#### 4e. Totals for all Persons Served with ESG

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

Table 20 – Household Information for Persons Served with ESG

#### 5. Gender—Complete for All Activities

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

Table 21 - Gender Information

**6. Age—Complete for All Activities**

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

**Table 22 – Age Information**

**7. Special Populations Served—Complete for All Activities**

**Number of Persons in Households**

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

**Table 23 – Special Population Served**

## CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

### 10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	24,090
Total Number of bed-nights provided	24,090
Capacity Utilization	100.00%

Table 24 – Shelter Capacity

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

Project Outcomes Data is measured by recording data by individual client or household. Subrecipients provide the unduplicated number of families/ persons that will benefit from the activity (output) and the cost to provide the service. Included is an assessment of the outcomes for the ESG projects, tracking, and follow-up services, which have also been developed in consultation with the CoC. The evaluation plan measures the agency’s progress in achieving the performance goals of achieving mainstream benefits, household income, and ensuring housing stability.

## CR-75 – Expenditures

### 11. Expenditures

#### 11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
<b>Subtotal Homelessness Prevention</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 25 – ESG Expenditures for Homelessness Prevention

#### 11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance	0	7,104	131,437
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	3,220
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
<b>Subtotal Rapid Re-Housing</b>	<b>0</b>	<b>7,104</b>	<b>134,657</b>

Table 26 – ESG Expenditures for Rapid Re-Housing

#### 11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Essential Services	0	0	67,823
Operations	0	6,187	15,001
Renovation	0	0	0
Major Rehab	0	0	0
Conversion	0	0	0
<b>Subtotal</b>	<b>0</b>	<b>6,187</b>	<b>82,824</b>

Table 27 – ESG Expenditures for Emergency Shelter

**11d. Other Grant Expenditures**

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
HMIS	0	15,000	0
Administration	0	1,320	23,124
Street Outreach	0	1,970	24,688

Table 28 - Other Grant Expenditures

**11e. Total ESG Grant Funds**

Total ESG Funds Expended	2013	2014	2015
270,216	0	29,611	240,605

Table 29 - Total ESG Funds Expended

**11f. Match Source**

	2013	2014	2015
Other Non-ESG HUD Funds	0	0	0
Other Federal Funds	0	0	0
State Government	0	0	0
Local Government	0	0	0
Private Funds	0	0	0
Other	0	0	0
Fees	0	0	0
Program Income	0	0	0
<b>Total Match Amount</b>	<b>0</b>	<b>0</b>	<b>0</b>

Table 30 - Other Funds Expended on Eligible ESG Activities

**11g. Total**

Total Amount of Funds Expended on ESG Activities	2013	2014	2015
270,216	0	29,611	240,605

Table 31 - Total Amount of Funds Expended on ESG Activities

**Attachments**

**ESG eCART CAPER 2015-2016**



2015-2016  
ESG-CAPER-Reportin

**Q5. HMIS DQ & Participation**

**5a. HMIS or Comparable**

**Database Data Quality Q5a**

<b>Data Element</b>	<b>Client Doesn't Know or Client Refused</b>	<b>Data not collected</b>
First name	0	0
Last name	0	0
SSN	16	1
Date of Birth	1	0
Race	0	11
Ethnicity	1	7
Gender	0	2
Veteran Status	0	1
Disabling condition	2	13
Residence Prior to Entry	0	14
Relationship to Head of Household	0	0
Destination	2	4
Client location for project entry	0	0
Length of Time on Street, in ES or SH	4	23

**Q6. Persons Served**

**6a. Report Validations**

**Table** Q6a

a. Total number of persons served	<b>1318</b>
b. Number of adults (age 18 or over)	<b>1302</b>
c. Number of children (under age 18)	<b>2</b>
d. Number of persons with unknown age	<b>14</b>
e. Total number of leavers	<b>1180</b>
f. Total number of adult leavers	<b>1165</b>
g. Total number of stayers	<b>138</b>
h. Total number of adult stayers	<b>137</b>
i. Number of veterans	<b>80</b>
j. Number of chronically homeless persons	<b>113</b>
k. Number of adult heads of household	<b>1302</b>
l. Number of child heads of household	<b>2</b>
m. Number of unaccompanied youth under age 25	<b>137</b>
n. Number of parenting youth under age 25 with children	<b>0</b>

**6b. Number of Persons Served**

Q6b

	<b>Total</b>	<b>a. Without children</b>	<b>b. With children and adults</b>	<b>c. With only children</b>	<b>d. Unknown household type</b>
a. Adults	1302	1302	0	0	0
b. Children	2	0	0	2	0
c. Don't know / refused	1	0	0	0	1
d. Information missing	13	0	0	0	13
<b>e. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**Q7a. Households Served**

**7a. Number of Households Served** Q7a

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
Total Households	1318	1302	0	2	14

**7b. Point-in-Time Count of Households on the Last Wednesday** Q7b

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
January	176	176	0	0	0
April	123	123	0	0	0
July	133	121	0	0	12
October	151	140	0	0	11

**Q9. Contacts and Engagements**

**9a. Number of Persons Contacted** Q9a

	Total	a. First contact was at a place not meant for human habitation	b. First contact was at a non-residential service setting	c. First contact was at a residential service setting	d. First contact place was missing
a1. Contacted once?	1	1	0	0	0
a2. Contacted 2-5 times?	0	0	0	0	0
a3. Contacted 6-9 times?	0	0	0	0	0
a4. Contacted 10 or more times?	0	0	0	0	0
<b>az. Total persons contacted</b>	1	1	0	0	0

**9b. Number of Persons**

**Engaged**

Q9b

	Total	a. First contact was at a place not meant for human habitation	b. First contact was at a non-residential service setting	c. First contact was at a residential service setting	d. First contact place was missing
b1. Engaged after 1 contact?	0	0	0	0	0
b2. Engaged after 2-5 contacts?	0	0	0	0	0
b3. Engaged after 6-9 contacts?	0	0	0	0	0
b4. Engaged after 10 or more contacts?	0	0	0	0	0
<b>bz. Total persons engaged</b>	0	0	0	0	0
<b>c. Rate of engagement (%)</b>	0%	0%	N/A	N/A	N/A

**Q10. Gender**

**10a. Gender of Adults**

Q10a

	Total	a. Without children	b. With children and adults	c. Unknown household type
a. Male	943	943	0	0
b. Female	358	358	0	0
c. Transgender male to female	1	1	0	0
d. Transgender female to male	0	0	0	0
e. Other	0	0	0	0
f. Don't know / refused	0	0	0	0
g. Information missing	0	0	0	0
<b>h. Subtotal</b>	1302	1302	0	0

**10b. Gender of Children** Q10b

	Total	a. With children and adults	b. With only children	c. Unknown household type
a. Male	0	0	0	0
b. Female	0	0	0	0
c. Transgender male to female	0	0	0	0
d. Transgender female to male	0	0	0	0
e. Other	0	0	0	0
f. Don't know / refused	0	0	0	0
g. Information missing	2	0	2	0
<b>h. Subtotal</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>

**10c. Gender of Persons**  
Missing Age Information Q10c

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Male	7	0	0	0	7
b. Female	5	0	0	0	5
c. Transgender male to female	0	0	0	0	0
d. Transgender female to male	0	0	0	0	0
e. Other	0	0	0	0	0
f. Don't know / refused	0	0	0	0	0
g. Information missing	2	0	0	0	2
<b>h. Subtotal</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>

**10d. Gender by Age**

Ranges

Q10d

	Total	a. Under age 18	b. Age 18-24	c. Age 25-61	d. Age 62 and over	e. Client Doesn't Know/Client Refused	f. Data not collected
a. Male	950	0	85	802	56	0	7
b. Female	363	0	49	294	15	1	4
c. Transgender male to female	1	0	1	0	0	0	0
d. Transgender female to male	0	0	0	0	0	0	0
e. Other	0	0	0	0	0	0	0
f. Don't know / refused	0	0	0	0	0	0	0
g. Information missing	4	2	0	0	0	0	2
<b>h. Total</b>	<b>1318</b>	<b>2</b>	<b>135</b>	<b>1096</b>	<b>71</b>	<b>1</b>	<b>13</b>

**Q11. Age**

Q11

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Under 5	0	0	0	0	0
b. 5 - 12	0	0	0	0	0
c. 13 - 17	2	0	0	2	0
d. 18 - 24	135	135	0	0	0
e. 25 - 34	333	333	0	0	0
f. 35 - 44	294	294	0	0	0
g. 45 - 54	318	318	0	0	0
h. 55 - 61	151	151	0	0	0
i. 62+	71	71	0	0	0
j. Don't know / refused	1	0	0	0	1
k. Information missing	13	0	0	0	13
<b>l. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**Q12. Race & Ethnicity**

**12a. Race**

Q12a

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. White	1019	1010	0	0	9
b. Black or African-American	257	256	0	0	1
c. Asian	11	11	0	0	0
d. American Indian or Alaska Native	3	3	0	0	0
e. Native Hawaiian or Other Pacific Islander	0	0	0	0	0
f. Multiple races	13	13	0	0	0
g. Don't know / refused	0	0	0	0	0
h. Information missing	15	9	0	2	4
<b>i. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**12b. Ethnicity**

Q12b

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Non-Hispanic/non-Latino	965	956	0	0	9
b. Hispanic/Latino	341	339	0	0	2
c. Don't know / refused	1	1	0	0	0
d. Information missing	11	6	0	2	3
<b>e. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**Q13. Physical and Mental Health Conditions**

**13a1. Physical and Mental Health Conditions at Entry**

Q13a1

	Total persons	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Mental illness	766	762	0	2	2
b. Alcohol abuse	0	0	0	0	0
c. Drug abuse	395	393	0	1	1
d. Both alcohol and drug abuse	141	141	0	0	0
e. Chronic health condition	452	449	0	2	1
f. HIV/AIDS and related diseases	17	17	0	0	0
g. Developmental disability	82	82	0	0	0
h. Physical disability	248	248	0	0	0

**13b1. Physical and Mental Health Conditions of Leavers**

Q13b1

	Total persons	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Mental illness	683	680	0	2	1
b. Alcohol abuse	0	0	0	0	0
c. Drug abuse	354	352	0	1	1
d. Both alcohol and drug abuse	131	131	0	0	0
e. Chronic health condition	407	404	0	2	1
f. HIV/AIDS and related diseases	14	14	0	0	0
g. Developmental disability	74	74	0	0	0
h. Physical disability	220	220	0	0	0

**13c1. Physical and Mental Health**

**Conditions of Stayers** Q13c1

	Total persons	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Mental illness	80	79	0	0	1
b. Alcohol abuse	33	33	0	0	0
c. Drug abuse	46	46	0	0	0
d. Both alcohol and drug abuse	10	10	0	0	0
e. Chronic health condition	42	42	0	0	0
f. HIV/AIDS and related diseases	3	3	0	0	0
g. Developmental disability	8	8	0	0	0
h. Physical disability	28	28	0	0	0

**Q14. Domestic Violence**

**14a. Persons with Domestic Violence History**

Q14a

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Yes	157	155	0	1	1
b. No	1135	1122	0	1	12
c. Don't know / refused	5	5	0	0	0
d. Information missing	21	20	0	0	1
<b>e. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**14b. Persons Fleeing Domestic Violence**

Q14b

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Yes	22	22	0	0	0
b. No	99	97	0	1	1
c. Don't know / refused	1	1	0	0	0
d. Information missing	35	35	0	0	0
<b>e. Total</b>	<b>157</b>	<b>155</b>	<b>0</b>	<b>1</b>	<b>1</b>

**Q15. Residence Prior to Project Entry** Q15

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
<b>a. Homeless situations</b>					
a1. Emergency shelter	125	125	0	0	0
a2. Transitional housing for homeless persons	21	21	0	0	0
a3. Place not meant for human habitation	204	202	0	1	1
a4. Safe haven	0	0	0	0	0
az. Total	350	348	0	1	1
<b>b. Institutional settings</b>					
b1. Psychiatric facility	48	48	0	0	0
b2. Substance abuse or detox center	94	94	0	0	0
b3. Hospital (non-psychiatric)	69	69	0	0	0
b4. Jail, prison or juvenile detention	96	96	0	0	0
b5. Foster care home or foster care group home	1	1	0	0	0
b6. Long-term care facility or nursing home	1	1	0	0	0
b7. Residential project or halfway house with no homeless criteria	11	11	0	0	0
bz. Total	320	320	0	0	0

Combined Report

<b>c. Other locations</b>					
c01. PH for homeless persons	9	9	0	0	0
c02. Owned by client, no subsidy	1	1	0	0	0
c03. Owned by client, with subsidy	1	1	0	0	0
c04. Rental by client, no subsidy	81	80	0	1	0
c05. Rental by client, with VASH subsidy	0	0	0	0	0
c06. Rental by client, with GPD TIP subsidy	0	0	0	0	0
c07. Rental by client, with other subsidy	18	17	0	0	1
c08. Hotel or motel paid by client	10	10	0	0	0
c09. Staying or living with friend(s)	287	287	0	0	0
c10. Staying or living with family	187	187	0	0	0
c11. Other	24	24	0	0	0
c12. Don't know / refused	0	0	0	0	0
c13. Information missing	30	18	0	0	12
cz. Total	648	634	0	1	13
<b>d. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**Q20. Non-Cash Benefits**

**20a. Type of Non-Cash**

**Benefit Sources**

Q20a

	<b>At entry</b>	<b>At Latest Annual Assessment for Stayers</b>	<b>At Exit for Leavers</b>
a. Supplemental Nutritional Assistance Program	553	0	500
b. WIC	1	0	0
c. TANF Child Care services	0	0	0
d. TANF transportation services	0	0	0
e. Other TANF-funded services	0	0	0
f. Other source	1	0	0

**Q21. Health Insurance** Q21

	<b>At entry</b>	<b>At Latest Annual Assessment for Stayers</b>	<b>At Exit for Leavers</b>
a. MEDICAID health insurance	969	0	24
b. MEDICARE health insurance	177	0	2
c. State Children's Health Insurance	0	0	0
d. VA Medical Services	34	0	0
e. Employer-provided health insurance	5	0	1
f. Health insurance through COBRA	0	0	0
g. Private pay health insurance	17	0	0
h. State Health Insurance for Adults	44	0	7
i. No health insurance	191	0	0
j. Client doesn't know/Client refused	4	0	0
k. Data not collected	28	0	0
l. Number of adult stayers not yet required to have an annual assessment	0	0	0
m. 1 source of health insurance	951	0	20
n. More than 1 source of health insurance	144	0	7

**Q22. Length of Participation**

**Q22a2. Length of Participation—ESG projects**

Q22a2

	Total	Leavers	Stayers
a. 0 to 7 days	610	584	26
b. 8 to 14 days	126	115	11
c. 15 to 21 days	99	84	15
d. 22 to 30 days	81	70	11
e. 31 to 60 days	143	122	21
f. 61 to 90 days	57	49	8
g. 91 to 180 days	92	72	20
h. 181 to 365 days	81	60	21
i. 366 to 730 days (1-2 yrs.)	27	23	4
j. 731 to 1095 days (2-3 yrs.)	0	0	0
k. 1096 to 1460 days (3-4 yrs.)	1	1	0
l. 1461 to 1825 days (4-5 yrs.)	0	0	0
m. More than 1825 days (>5 yrs.)	1	0	1
n. Information missing	0	0	0
<b>o. Total</b>	<b>1318</b>	<b>1180</b>	<b>138</b>

**Q22c. RRH Length of Time between Project Entry Date and Residential Move-in Date**

Q22c

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. 0-7 days	27	27	0	0	0
b. 8-14 days	0	0	0	0	0
c. 15-21 days	1	1	0	0	0
d. 22 to 30 days	0	0	0	0	0
e. 31 to 60 days	0	0	0	0	0
f. 61 to 180 days	0	0	0	0	0
g. 181 to 365 days	0	0	0	0	0
h. 366 to 730 days (1-2 yrs.)	0	0	0	0	0
i. Data Not Collected	62	61	0	0	1
<b>j. Total</b>	<b>90</b>	<b>89</b>	<b>0</b>	<b>0</b>	<b>1</b>

**Q22d. Length of Participation by Household type**

Q22d

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. 0 to 7 days	610	608	0	2	0
b. 8 to 14 days	126	126	0	0	0
c. 15 to 21 days	99	99	0	0	0
d. 22 to 30 days	81	81	0	0	0
e. 31 to 60 days	143	141	0	0	2
f. 61 to 90 days	57	57	0	0	0
g. 91 to 180 days	92	92	0	0	0
h. 181 to 365 days	81	71	0	0	10
i. 366 to 730 days (1-2 yrs.)	27	25	0	0	2
j. 731 to 1095 days (2-3 yrs.)	0	0	0	0	0
k. 1096 to 1460 days (3-4 yrs.)	1	1	0	0	0
l. 1461 to 1825 days (4-5 yrs.)	0	0	0	0	0
m. More than 1825 days (>5 yrs.)	1	1	0	0	0
n. Information missing	0	0	0	0	0
<b>o. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>

**Q23. Exit Destination –  
More than 90 Days** Q23

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
<b>a. Permanent destinations</b>					
a01. Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
a02. Owned by client, no ongoing subsidy	2	2	0	0	0
a03. Owned by client, with ongoing subsidy	0	0	0	0	0
a04. Rental by client, no ongoing subsidy	35	35	0	0	0
a05. Rental by client, VASH subsidy	0	0	0	0	0
a06. Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
a07. Rental by client, other ongoing subsidy	2	2	0	0	0
a08. Permanent housing for homeless persons	0	0	0	0	0
a09. Staying or living with family, permanent tenure	1	1	0	0	0
a10. Staying or living with friends, permanent tenure	1	1	0	0	0
az. Total	41	41	0	0	0

Combined Report

<b>b. Temporary destinations</b>					
b1. Emergency shelter	1	1	0	0	0
b2. Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
b3. Transitional housing for homeless persons	0	0	0	0	0
b4. Staying with family, temporary tenure	1	1	0	0	0
b5. Staying with friends, temporary tenure	0	0	0	0	0
b6. Place not meant for human habitation	0	0	0	0	0
b7. Safe Haven	0	0	0	0	0
b8. Hotel or motel paid by client	0	0	0	0	0
bz. Total	2	2	0	0	0
<b>c. Institutional settings</b>					
c1. Foster care home or group foster care home	0	0	0	0	0
c2. Psychiatric hospital or other psychiatric facility	0	0	0	0	0
c3. Substance abuse treatment facility or detox center	0	0	0	0	0
c4. Hospital or other residential non-psychiatric medical facility	0	0	0	0	0
c5. Jail, prison or juvenile detention facility	0	0	0	0	0
c6. Long term care facility or nursing home	0	0	0	0	0
cz. Total	0	0	0	0	0

Combined Report

<b>d. Other destinations</b>					
d1. Residential project or halfway house with no homeless criteria	0	0	0	0	0
d2. Deceased	0	0	0	0	0
d3. Other	0	0	0	0	0
d4. Don't know / refused	0	0	0	0	0
d5. Information missing	0	0	0	0	0
dz. Total	0	0	0	0	0
<b>e. Total</b>	<b>43</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Q23a. Exit**

**Destination—All persons**

Q23a

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
<b>a. Permanent destinations</b>					
a01. Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
a02. Owned by client, no ongoing subsidy	0	0	0	0	0
a03. Owned by client, with ongoing subsidy	1	1	0	0	0
a04. Rental by client, no ongoing subsidy	91	90	0	1	0
a05. Rental by client, VASH subsidy	2	2	0	0	0
a06. Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
a07. Rental by client, other ongoing subsidy	77	77	0	0	0
a08. Permanent housing for homeless persons	104	103	0	0	1
a09. Staying or living with family, permanent tenure	32	32	0	0	0
a10. Staying or living with friends, permanent tenure	22	22	0	0	0
az. Total	329	327	0	1	1

Combined Report

<b>b. Temporary destinations</b>					
b1. Emergency shelter	24	23	0	0	1
b2. Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
b3. Transitional housing for homeless persons	52	52	0	0	0
b4. Staying with family, temporary tenure	23	23	0	0	0
b5. Staying with friends, temporary tenure	5	5	0	0	0
b6. Place not meant for human habitation	4	4	0	0	0
b7. Safe Haven	3	3	0	0	0
b8. Hotel or motel paid by client	0	0	0	0	0
bz. Total	111	110	0	0	1
<b>c. Institutional settings</b>					
c1. Foster care home or group foster care home	0	0	0	0	0
c2. Psychiatric hospital or other psychiatric facility	15	15	0	0	0
c3. Substance abuse treatment facility or detox center	30	30	0	0	0
c4. Hospital or other residential non-psychiatric medical facility	26	26	0	0	0
c5. Jail, prison or juvenile detention facility	6	6	0	0	0
c6. Long term care facility or nursing home	4	4	0	0	0
cz. Total	81	81	0	0	0

Combined Report

<b>d. Other destinations</b>					
d1. Residential project or halfway house with no homeless criteria	13	13	0	0	0
d2. Deceased	1	1	0	0	0
d3. Other	503	502	0	1	0
d4. Don't know / refused	1	1	0	0	0
d5. Information missing	89	78	0	0	11
dz. Total	522	521	0	1	0
<b>e. Total</b>	<b>1128</b>	<b>1113</b>	<b>0</b>	<b>2</b>	<b>13</b>

**Q23b. Homeless  
Prevention Housing  
Assessment at Exit**

Q23b

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Able to maintain the housing they had at project entry--Without a subsidy	0	0	0	0	0
b. Able to maintain the housing they had at project entry--With the subsidy they had at project entry	0	0	0	0	0
c. Able to maintain the housing they had at project entry--With an on-going subsidy acquired since project entry	0	0	0	0	0
d. Able to maintain the housing they had at project entry--Only with financial assistance other than a subsidy	0	0	0	0	0
e. Moved to new housing unit--With on-going subsidy	0	0	0	0	0
f. Moved to new housing unit--Without an on-going subsidy	0	0	0	0	0
g. Moved in with family/friends on a temporary basis	0	0	0	0	0
h. Moved in with family/friends on a permanent basis	0	0	0	0	0
i. Moved to a transitional or temporary housing facility or program	0	0	0	0	0
j. Client became homeless-moving to a shelter or other place unfit for human habitation	0	0	0	0	0
k. Client went to jail/prison	0	0	0	0	0

Combined Report

l. Client died	0	0	0	0	0
m. Client doesn't know/Client refused	0	0	0	0	0
n. Data not collected (no exit interview completed)	0	0	0	0	0
<b>o. Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Q24. Exit Destination –  
90 Days or Less** Q24

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
<b>a. Permanent destinations</b>					
a01. Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
a02. Owned by client, no ongoing subsidy	0	0	0	0	0
a03. Owned by client, with ongoing subsidy	0	0	0	0	0
a04. Rental by client, no ongoing subsidy	4	4	0	0	0
a05. Rental by client, VASH subsidy	0	0	0	0	0
a06. Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
a07. Rental by client, other ongoing subsidy	2	2	0	0	0
a08. Permanent housing for homeless persons	0	0	0	0	0
a09. Staying or living with family, permanent tenure	0	0	0	0	0
a10. Staying or living with friends, permanent tenure	0	0	0	0	0
az. Total	6	6	0	0	0

Combined Report

<b>b. Temporary destinations</b>					
b1. Emergency shelter	1	1	0	0	0
b2. Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
b3. Transitional housing for homeless persons	0	0	0	0	0
b4. Staying with family, temporary tenure	1	1	0	0	0
b5. Staying with friends, temporary tenure	0	0	0	0	0
b6. Place not meant for human habitation	0	0	0	0	0
b7. Safe Haven	0	0	0	0	0
b8. Hotel or motel paid by client	0	0	0	0	0
bz. Total	2	2	0	0	0
<b>c. Institutional settings</b>					
c1. Foster care home or group foster care home	0	0	0	0	0
c2. Psychiatric hospital or other psychiatric facility	0	0	0	0	0
c3. Substance abuse treatment facility or detox center	0	0	0	0	0
c4. Hospital or other residential non-psychiatric medical facility	0	0	0	0	0
c5. Jail, prison or juvenile detention facility	0	0	0	0	0
c6. Long term care facility or nursing home	0	0	0	0	0
cz. Total	0	0	0	0	0

Combined Report

<b>d. Other destinations</b>					
d1. Residential project or halfway house with no homeless criteria	0	0	0	0	0
d2. Deceased	0	0	0	0	0
d3. Other	0	0	0	0	0
d4. Don't know / refused	1	1	0	0	0
d5. Information missing	0	0	0	0	0
dz. Total	1	1	0	0	0
<b>e. Total</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>

**25a. Number of Veterans** Q25a

	Total	a. Without children	b. With children and adults	c. Unknown household type
a. Chronically homeless veteran	8	8	0	0
b. Non-chronically homeless veteran	72	72	0	0
c. Not a veteran	1215	1215	0	0
d. Client Doesn't Know/Client Refused	0	0	0	0
e. Data Not Collected	7	7	0	0
<b>f. Total</b>	<b>1302</b>	<b>1302</b>	<b>0</b>	<b>0</b>

**Q26b. Number of Chronically Homeless Persons by Household** Q26b

	Total	a. Without children	b. With children and adults	c. With only children	d. Unknown household type
a. Chronically homeless	113	113	0	0	0
b. Not chronically homeless	1173	1170	0	2	1
c. Client Doesn't Know/Client Refused	4	3	0	0	1
d. Data Not Collected	28	16	0	0	12
<b>e. Total</b>	<b>1318</b>	<b>1302</b>	<b>0</b>	<b>2</b>	<b>14</b>