



# Gilbert

## 2014-2015

### Consolidated Annual Performance and Evaluation Report (CAPER)

September 30, 2015

Additional information related to this report is available upon request at:

Neighborhood & Outreach Services  
Town Of Gilbert  
50 E. Civic Center Dr.  
Gilbert Rd. 85296

(480)503-6893 Voice and Fax  
(480)503-6080 TDD  
email: [Jessica.carnahan@gilbertaz.gov](mailto:Jessica.carnahan@gilbertaz.gov)

TOWN OF GILBERT, ARIZONA  
CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT  
FISCAL YEAR 2014-15

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# Fifth Program Year CAPER

The CPMP Fifth Consolidated Annual Performance and Evaluation Report includes Narrative Responses to CAPER questions that CDBG, HOME, HOPWA, and ESG grantees must respond to each year in order to be compliant with the Consolidated Planning Regulations. The Executive Summary narratives are optional.

The grantee must submit an updated Financial Summary Report (PR26).

## GENERAL

### Executive Summary

Program Year 5 CAPER Executive Summary response:

Gilbert became a Community Development Block Grant or CDBG entitlement community at the beginning of fiscal year (FY) 1997-98. Gilbert has received HOME Investment Partnership funds as part of the Maricopa HOME Consortium since FY1998-99. This report covers Gilbert's activities between July 1, 2014 and June 30, 2015. These activities were financed with CDBG, HOME Investment Partnership Funds, Gilbert general funds and other resources identified by subrecipients including state, local and private funds. Housing activities reported here are also part of the Maricopa Consortium annual plan and CAPER annual report.

Gilbert received the following allocations from the U.S. Department of Housing and Urban Development in 2014-15:

Community Development Block Grant (CDBG)	\$814,625
HOME Investment Partnership Funds (HOME)	\$200,596

The Town of Gilbert's Consolidated Annual Performance and Evaluation Report (CAPER) provide a summary of activities and expenditures accomplished with CDBG and HOME funds for fiscal year 2014-2015. The FY 2014-15 CAPER is an evaluation of the fifth year of Gilbert's Five Year Consolidated Plan (2010-2015). Also included in this report are other funds expended to help achieve the Town of Gilbert's goals identified in the Five Year Consolidated Plan.

Gilbert's CDBG and HOME program expenditures were combined with other local and private resources including Gilbert general funds in 2014-15. Gilbert spent \$473,280 in CDBG funds on housing and community development activities and \$301,500 in local funds on homeless, special needs, youth, and other social services during 2014-15.

Through the Maricopa HOME Consortium, Gilbert allocated its FY 2014-15 HOME Allocation of \$200,596 and remaining FY 2012-13 HOME funds of \$175,038 to a local non-profit, Affordable Rental Movement of Save the Family, to purchase and rehabilitate two single family dwelling units for the use of permanent affordable rentals. This increases Gilbert's permanent affordable rental housing stock to twelve single family homes.

The following table indicates the total FY 2014-2015 CDBG and HOME allocations, carry over balances, reallocations, expenditures, and remaining balances as of June 30, 2015.

FY 2014-15 CDBG				Total Allocation: \$814,625		
	FY 14-15 Allocation	Prior Year(s) Project Allocation	Total Project Budget	Prior Year Project Expenditures	FY 14-15 Expenditures	Balance Remaining
CASS Facility Improvements	\$0	\$50,000	\$50,000	\$0	\$50,000	\$0
Home Rehab & Emergency Repairs	\$250,000	\$0	\$250,000	\$2,126	\$252,126	\$0
Heritage District Water/Sewer Assessment	\$0	\$77,740	\$77,740	\$0	\$75,102	\$2,638
Heritage District Phase I Water/Sewer Implementation Project	\$401,700	\$0	\$401,700	\$0	\$0	\$401,700
Administration	\$162,925	\$0	\$162,925	\$0	\$96,052	\$66,872
<b>Total</b>	<b>\$814,625</b>	<b>\$127,740</b>	<b>\$942,365</b>	<b>\$0</b>	<b>\$473,280</b>	<b>\$471,210</b>
FY 2014-15 HOME				Total Allocation: \$200,596		
	FY 14-15 Allocation	Prior Year(s) Project Allocation	Total Project Budget	Prior Year Project Expenditures	FY 14-15 Expenditures	Balance Remaining
ARM of Save the Family	\$200,596	\$175,038	\$375,634	\$0	\$358,368	\$17,266
<b>Total</b>	<b>\$200,596</b>	<b>\$175,038</b>	<b>\$375,634</b>	<b>\$0</b>	<b>\$358,368</b>	<b>\$17,266</b>

**Fiscal year 2014-15 accomplishments are:**

**Social Services- Homeless, Senior, Disabled, Youth and Special Needs**

In Fiscal year 2014-15, Gilbert decided to utilize all CDBG funds, including eligible public service dollars on capital projects to implement larger, more impactful projects. Gilbert in turn utilized general funds to support human and social services for Gilbert residents in need. A total of \$301,500 in general funds and utility donation program funds were allocated to thirteen non-profit programs provided by local and regional service providers for youth, homeless, senior and disabled, prevention and intervention, and other social services. Accomplishments include:

**Homeless Housing and Support Services:**

- 43 homeless Gilbert individuals received emergency and transitional housing, basic needs, and support services to assist them with stabilization and provide the next step towards self-sufficiency. A total of \$25,000 in funds were expended for these efforts;

**Non-homeless Special Needs:**

- A total of 1,870 Gilbert seniors, disabled, special needs and families with foster children received congregate and home delivered meals, senior activities, disability

services, transportation, and support groups for Alzheimer's disease, well checks and supportive services expending \$146,000 in Gilbert general funds. These services help Gilbert residents maintain independent living, provide safe, supportive homes for foster children and increase quality of life;

#### Anti-poverty Services

- 9,374 Gilbert residents experiencing a crisis received emergency financial assistance for rent, mortgage and utilities and/or emergency and supplemental food expending \$133,000 in general funds. These services help provide basic needs for families in crisis to elevate possible hunger, eviction and homelessness;

#### Youth Services (Prevention/Intervention)

- 4,095 Gilbert youth participated in a variety of programming designed to prevent juvenile delinquency and to provide intervention techniques for at-risk youth. Services included after school structured activities, mentoring, education and involvement, rewards for good behavior and character and financial literacy. These services expended a total of \$128,000 in general funds.

#### Public Facilities/Infrastructure

In FY 2014-15, Gilbert participated in a variety of regional and local capital improvement projects. Gilbert expended a total of \$50,000 on one regional homeless shelter facility improvement and \$75,102 on an infrastructure assessment for the downtown Gilbert area.

Gilbert completed one facility improvement project in conjunction with other local municipalities to provide energy efficiency improvements for a regional emergency homeless shelter provider. Gilbert fiscal Year 2013-14 CDBG funds contributed with other municipality CDBG funds provided new HVAC units, duct work, and insulation for Central Arizona Shelter Services to reduce energy costs and increase facility longevity. Central Arizona Shelter Services has been a long time partner with Gilbert and other east valley cities to provide emergency homeless shelter and other basic needs services to single adult homeless men and women.

Gilbert allocated and expended \$75,102 in FY 2013-14 CDBG funds to complete a Heritage District Water/Sewer Assessment. It was found that many original water and sewer lines still exist in this area and was installed in the early 1970's. Due to age and the additional usage due to business expansion, it was determined that an overall assessment of the sewer be completed to ensure that residents residing in this low-income area are provided appropriate and necessary sewer services. The assessment was completed in FY 2014-15 and provided detailed and prioritized improvements necessary to ensure adequate utility infrastructure is available for area residents and businesses. While Phase I infrastructure improvements were budgeted with CDBG funds to begin in FY 2014-5, construction will not begin until FY 2015-16.

#### Housing

Gilbert continued to provide services to the fifth year housing goals of the Consolidated Plan. Housing services include the Gilbert Emergency and Minor Home Repair Program funded with CDBG funds.

Accomplishments included:

- The Emergency and Minor Home Repair Program exceeded its original annual goal of 72 households by assisting another record number of residents to alleviate health and safety hazards in their homes. A total of 86 low and moderate income

households received emergency and minor home repairs expending \$252,126 in CDBG funds. These families are now safe from hazardous home conditions that without assistance would still be present and potentially gotten worse.

The Financial Summary and complete CAPER Report documenting the CDBG funds available and expended in Gilbert through June 30, 2015 are available on Gilbert's webpage at [www.gilbertaz.gov/communitydevelopment](http://www.gilbertaz.gov/communitydevelopment). Please contact Maricopa County Community Development at 602-372-1524 for detailed financial reports on Gilbert's HOME funded housing activities.

## General Questions

1. Assessment of the one-year goals and objectives:
  - a. Describe the accomplishments in attaining the goals and objectives for the reporting period.
  - b. Provide a breakdown of the CPD formula grant funds spent on grant activities for each goal and objective.
  - c. If applicable, explain why progress was not made towards meeting the goals and objectives.
2. Describe the manner in which the recipient would change its program as a result of its experiences.
3. Affirmatively Furthering Fair Housing:
  - a. Provide a summary of impediments to fair housing choice.
  - b. Identify actions taken to overcome effects of impediments identified.
4. Describe Other Actions in Strategic Plan or Action Plan taken to address obstacles to meeting underserved needs.
5. Leveraging Resources
  - a. Identify progress in obtaining "other" public and private resources to address needs.
  - b. How Federal resources from HUD leveraged other public and private resources.
  - c. How matching requirements were satisfied.

Program Year 5 CAPER General Questions response:

### One Year Assessment

The majority of programs and projects during FY 2014-15 were targeted on a community wide or regional basis when applicable to provide the largest impact to those in need in relation to the activities and goals to be achieved during the year. However, in 2014-15, Gilbert Council decided to concentrate CDBG public facility and infrastructure funds to specific targeted areas within Gilbert to provide a strategic impact to the lowest income areas with the largest need. Below is an assessment of the total accomplishments in relation to the goals set forth under each activity category:

Public Service Goal: Improve services for low and moderate income persons.

Throughout the Five Year Consolidated Planning period (2010-2015) Gilbert has annually allocated 15% of CDBG public service dollars to Chandler Christian Community Center which administers the Gilbert Senior Center Nutrition Program. In FY 2014-15, Gilbert decided to allocate general funds to support programming and services for the Gilbert Senior Center which was determined a core service for the Town of Gilbert. This allows Gilbert to redirect CDBG public service funds to CDBG eligible public facilities and infrastructure projects. By redirecting eligible public service funds, Gilbert's able to us the largest allowable amount of CDBG funds for large impact public facilities and infrastructure projects.

In 2014-15, Gilbert allocated \$301,500 in Gilbert general funds to support non-profit services for Gilbert residents. Services included local and regional support for homeless emergency and transitional housing, senior services, youth services, emergency food and financial assistance and services for those who are disabled and/or have special needs.

Owner Occupied Housing Goal: Improve the quality of owner occupied housing

Emergency home repair and housing rehabilitation programs helped to maintain existing affordable housing for low and moderate income families and address issues of health and safety concerns as well as barrier removal for the disabled. The Gilbert Emergency and Minor Repair program is available to eligible residents in all areas of Gilbert. The program provided assistance to 86 Gilbert homeowners and expended \$252,126 in FY 2014-15 CDBG funds. By assisting Gilbert homeowners with emergency repairs, the program allows the residents to utilize their funds in other ways to stabilize their crisis and help to maintain their stability. In addition, keeping homeowners in their homes helps to maintain stability in the neighborhoods and reduces the amount of vacant and/or foreclosures within the community. The Town wants to keep residents in their homes rather than using their limited resources for emergency repairs which may in turn cause them to fall behind on their mortgage payments or lead to foreclosure.

Affordable Housing Goal: Increase the number of quality affordable housing units for low and moderate income households

Gilbert allocated its FY 2012-13 and FY 2014-15 HOME funds in the total amount of \$375,634 to purchase and rehabilitate two single family units to be used as permanent affordable rental homes. Gilbert issued a Request for Proposals to solicit contractors to administer an Affordable Rental Housing Program and a Substantial Rehabilitation Program. Only one response was received for the Affordable Rental Housing Program and no responses were received for a Substantial Rehabilitation Program. It was determined that all funds would be awarded for the Permanent Affordable Rental Program and Affordable Rental Movement of Save the Family was selected as the contracted administrator. There are currently ten (10) affordable housing units in Gilbert which are operated by Affordable Rental Movement of Save the Family. The purchase of two additional units increased Gilbert's affordable rental housing stock to twelve (12).

There are also two Low Income Tax Credit (LIHTC) rental apartment developments that continue to provide additional affordable housing for low and moderate income families in Gilbert. San Clemente opened in South Gilbert in late 2005 and provides 303 one, two and three bedroom apartments and town homes with numerous amenities. Page Commons senior housing development opened in 2005 and provides 100 units of 1 and 2 bedroom units for independent seniors at or below 30%, 50%, or 60% of the median income. Page Commons is located next door to the new Gilbert Senior Center that has several senior programs including congregate and home delivered meals.

Public Facility/Infrastructure Goal: Improve quality and quantity of neighborhood facilities for low-income persons and improve infrastructure in low-income neighborhoods

In FY 2014-15, Gilbert participated in a variety of regional and local capital improvement projects. Gilbert expended a total of \$50,000 on one regional homeless shelter facility improvement and \$75,102 on an infrastructure assessment for the downtown Gilbert area.

Gilbert completed one facility improvement project in conjunction with other local municipalities to provide energy efficiency improvements for a regional emergency homeless shelter provider. Gilbert fiscal Year 2013-14 CDBG funds contributed with other municipality CDBG funds provided new HVAC units, duct work, and insulation for Central Arizona Shelter Services to reduce energy costs and increase facility longevity. Central Arizona Shelter Services has been a long time partner with Gilbert and other east valley

cities to provide emergency homeless shelter and other basic needs services to single adult homeless men and women.

Gilbert allocated and expended \$75,102 in FY 2013-14 CDBG funds to complete a Heritage District Water/Sewer Assessment. It was found that many original water and sewer lines still exist in this area and was installed in the early 1970's. Due to age and the additional usage due to business expansion, it was determined that an overall assessment of the sewer be completed to ensure that residents residing in this low-income area are provided appropriate and necessary sewer services. The assessment was completed in FY 2014-15 and provided detailed and prioritized improvements necessary to ensure adequate utility infrastructure is available for area residents and businesses. While Phase I infrastructure improvements were budgeted with CDBG funds to begin in FY 2014-5, construction will not begin until FY 2015-16.

Other Actions:

Due to the completion of the 2014 Gilbert Community Needs Assessment, Gilbert has looked at additional methods to meet housing and human service gaps identified for various priority populations as identified in the assessment. A total of eighteen (18) recommendations were provided in the needs assessment to better meet the needs of the community, create partnerships, and assist priority populations identified. During FY 2014-15, Gilbert Town Council, staff and the Human Relations Commission have been researching and implementing various recommendations prioritized by Town Council. Some of the identified priorities included increasing access and awareness of current services available for residents in need, creating new partnerships to increase availability of services for Gilbert residents, and to revisit financial and in-kind support from Gilbert for non-profits providing services to Gilbert residents. As a result of the needs assessment, Gilbert began to explore a unique and potentially very impactful partnership to meet some unmet needs in Gilbert.

Discussions have taken place to develop a unique partnership with Dignity Health and several other local non-profit service providers to create the Gilbert Wellness & Resource Center. Gilbert would potentially utilize CDBG funds in FY 2015-16 to rehabilitate a vacant municipal building to be used by Dignity Health and non-profits to provide various services for Gilbert and surrounding area residents. Proposed services include basic medical care, preventative and restorative dental care, behavioral health services, family resource center services and act as a one-stop shop in Gilbert for individuals and families to seek information, education and assistance. This partnership would address many of the recommendations identified in the needs assessment and be a valuable resource for those in the community seeking assistance in Gilbert.

Additional efforts to meet the needs in Gilbert is the creation of a community wide resource directory, creation of a behavioral health/substance use task force, and additional resources for victims of domestic violence and their families. Finally, Gilbert hosted its first non-profit summit to discuss volunteer coordination among local non-profits, the faith community and businesses in Gilbert.

Agency/Program	Funding Allocated FY 14/15	Expenditures	Funding Source	HUD Outcome	Persons Assisted
<b>Rental Housing Objectives</b>					
ARM of Save the Family	\$375,634	\$358,368	HOME	DH-2	8
<b>TOTAL</b>	<b>\$375,634</b>	<b>\$358,368</b>			<b>8</b>
<b>Owner Housing Objectives</b>					
Emergency Home Repair	\$250,000	\$252,126	CDBG	DH-1	86
<b>TOTAL</b>	<b>\$250,000</b>	<b>\$252,126</b>			<b>86</b>
<b>Homeless Prevention Objectives</b>					
A New Leaf- East Valley Men's Center	\$5,000	\$5,000	General Funds	SL-1	9
A New Leaf – East Valley Women's Center	\$5,500	\$5,500	General Funds	SL-3	1
A New Leaf – La Mesita Shelter	\$5,000	\$5,000	General Funds	SL-3	4
Catholic Charities Community Services	\$5,000	\$5,000	General Funds	SL-3	5
Central Arizona Shelter Services	\$5,000	\$5,000	General Funds	SL-1	17
Save the Family	\$5,000	\$5,000	General Funds	SL-1	7
<b>TOTAL</b>	<b>\$30,500</b>	<b>\$30,500</b>			<b>43</b>
<b>Community Development: Public Facilities/Infrastructure Objectives</b>					
CASS – Facility Improvements	\$50,000	\$50,000	CDBG	SL-3	157
Heritage District Water/Sewer Assessment	\$77,740	\$75,102	CDBG	SL-3	0
Heritage District Water/Sewer Phase I Implementation Project	\$401,700	\$0	CDBG	SL-3	542
<b>TOTAL</b>	<b>\$529,440</b>	<b>\$125,102</b>			<b>742</b>
<b>Community Development: Public Services Objectives</b>					
<b>Anti-poverty Objectives</b>					
Gilbert CAP Office	\$121,000	\$121,000	General Funds	SL-3	1,799
The Salvation Army	\$9,000	\$9,000	General Funds	SL-3	75
United Food Bank	\$3,000	\$3,000	General Funds	SL-3	34,581
<b>TOTAL</b>	<b>\$133,000</b>	<b>\$133,000</b>			<b>36,455</b>
<b>Non-homeless Special Needs Objectives</b>					
Aid to Adoption of Special Kids	\$5,000	\$5,000	General Funds	SL-3	153
Alzheimer's Association	\$5,000	\$5,000	General Funds	SL-3	327
Gilbert Senior Center: Senior Meals	\$136,000	\$136,000	General Funds	SL-3	1,390
<b>TOTAL</b>	<b>\$279,000</b>	<b>\$279,000</b>			<b>1,870</b>
<b>Youth Services Prevention/Intervention</b>					
Big Brothers Big Sisters	\$5,000	\$5,000	General Funds	SL-3	164
Gilbert Boys & Girls Club	\$123,000	\$123,000	General Funds	SL-3	3,931
<b>TOTAL</b>	<b>\$128,000</b>	<b>\$128,000</b>			<b>4,095</b>
<b>TOTAL ALL SOURCES</b>	<b>1,725,574</b>	<b>\$1,306,096</b>			<b>43,300</b>
<b>HUD Outcome Code Key</b>	<b>Availability/Accessibility</b>		<b>Affordability</b>		<b>Sustainability</b>
Decent Housing	DH-1		DH-2		DH-3
Suitable Living Environment	SL-1		SL-2		SL-3
Economic Opportunity	EO-1		EO-2		EO-3

Affirmatively Further Fair Housing

Gilbert identified five impediments to fair housing choice in its 2010 Analysis of Impediments to Fair Housing Choice. In the fifth year of the Analysis of Impediments, Gilbert continued to make progress on each of the goals and strategies to address each impediment. Specific activities are explained below.

**Impediments and Actions**

**IMPEDIMENT: Town of Gilbert residents experience housing discrimination and do not realize they are being discriminated against and do not know the resources or processes to file complaints.**

**GOAL:** Prevent Housing Discrimination

**Strategy:** Dedicate town staff and Council support to publicly acknowledge to the Town's residents efforts to prevent housing discrimination within the Town of Gilbert.

**Activity 1:** Maintain a Fair Housing Coordinator to facilitate fair housing activities in Gilbert

**Implementation period:** Ongoing through 5-year Consolidated Planning Period 2010-2015

**Status:** Completed (April 2011)

**Rationale:** Upon filling the staff vacancy of the Community Development Specialist, it was clarified in the job description that this position would coordinate all fair housing activities on behalf of the Town of Gilbert.

**Proposed Investment:** 5% staff time of the Community Development Specialist position, or approximately \$2,935 annually.

**Activity 2:** Adopt a Proclamation declaring April as Fair Housing Month

**Implementation period:** Ongoing through 5-year Consolidated Planning Period 2010-2015

**Status:** completed April 2014 and annually thereafter

**Rationale:** The Town will complete this task annually in April of each year. The Proclamation will be conducted at a public Council meeting and the Proclamation will be clearly displayed in public view of the Parks & Recreation lobby.

**Proposed Investment:** There is no cost other than staff and Council time to complete a Proclamation.

**Strategy:** Implement specific and targeted activities to inform Town of Gilbert residents of signs of housing discrimination, how to file complaints, and provide resources and referrals to residents experiencing housing discrimination.

**Activity 1:** Publish notices about the right to fair housing through website, city publications, and other sources.

**Implementation period:** Ongoing throughout consolidated planning period of 2010-2015.

**Status:** Website update completed August 2011. City publications (100% complete)

**Rationale:** A Fair Housing page was always maintained on Gilbert's website, however, the page was updated in August 2011 to provide direct links for complaint filing and updated with a more user friendly format and reduced reading level language to describe fair housing. The Town launched a new website in early 2014 and fair housing information is included and easier to find for users.

The Town has developed two Fair Housing Brochures; 1) 10 Most Common Housing Mistakes developed for landlords, real estate agents, developers, etc. and; 2) Gilbert Fair Housing, developed for tenants, general public, and information/referral resources. The

Town distributes the Gilbert Fair Housing brochure to all new residents requesting a new resident packet and is included in informational bags at various special event venues including 1,200 flyers distributed during the Gilbert Day's Event and 1,000 flyers distributed at Gilbert's Fall Music & Halloween Festival. Finally in fiscal year 2014-15, Gilbert created a community Resource Directory which includes information and resources for fair housing, how to file a complaint, and where to find additional resources.

**Proposed Investment:** Posting and formatting of Fair Housing webpage took two (2) staff hrs estimated to cost \$56.00. Brochure development took five (5) staff hrs estimated to cost \$140. A total of 1,500 brochures have been printed and distributed in various locations and events costing \$525. Approximately 450 homes are registered annually as rentals – brochure copy and mailing costs are \$300.00.

**Activity 2:** Participate in The Fair Housing Partnership public awareness and activities

**Implementation period:** On-going throughout consolidated planning period of 2010-2015

**Status:** Implemented in July 2012

**Rationale:** The Town of Gilbert participates in the Arizona Fair Housing Partnership as a member, stays informed through newsletters and publications and attends meetings and seminars when available

**Proposed Investment:** Staff time, mileage, and training participation with an Arizona Fair Housing partner coalition will cost \$800 annually.

**Activity 3:** Maintain a call log for fair housing complaints and referrals

**Implementation period:** Implemented in September 2011 and will be maintained throughout the consolidated planning period from 2010-2015

**Status:** Completed (September 2011)

**Rationale:** A call log was created in September 2011 to track any calls received from residents to the Town of Gilbert regarding housing discrimination or any other fair housing issue. The call log records the date, caller information, nature of inquiry, referral/resource provided, and whether a complaint was made. From September 2011 through present, eighteen calls have been received and recorded on the call log. There were no calls received in fiscal year 2014-15 that were deemed to be fair housing related.

**Proposed Investment:** There was no cost to create the call log. Staff time to take calls, record and provide resources and referrals is reflected in the 5% times spent on Fair Housing activities as noted above.

**Activity 4:** Make fair housing referrals to the HUD Fair Housing hotline and/or Arizona Attorney General's Office

**Implementation period:** Implemented in August 2011 and on-going throughout the consolidated planning period of 2010-2015

**Status:** Complete and on-going

**Rationale:** With the creation of the call log and updates to the website, Town staff has and will continue to make referrals to the HUD Fair Housing Hotline and/or the Arizona Attorney General's office. Of the eighteen calls received to date, twelve were referred to HUD and AZ Attorney General's office. The remaining six were referred to our local legal aid agency for assistance with a landlord/tenant issue, not a fair housing issue. As stated above, Gilbert did not receive any fair housing related calls in fiscal year 2014-15.

**Proposed Investment:** There is no cost to make referrals for fair housing issues.

**IMPEDIMENT:** Town of Gilbert residents are not familiar with Fair Housing issues and do not understand their rights to fair housing choice.

**GOAL:** Increase Public Awareness of Fair Housing Issues

**Strategy:** The Town of Gilbert will utilize various opportunities and mechanisms to provide Town residents with information and referral information regarding fair housing issues.

**Activity 1:** Annually distribute a flyer about Fair Housing Month through nonprofits, Gilbert offices, and other sources.

**Implementation period:** Implemented March 2012 and in March annually throughout the consolidated planning period of 2010-2015.

**Status:** Information is disseminated through the Town's Channel 11, website, Neighborhood Services newsletter, Parks & Recreation Activity Guide as screen shots on monitors located at all recreation facilities in Town.

**Rationale:** While historically the Town has adopted April as Fair Housing Month, there have been little to no activities during the month of April to support Fair Housing. Staff hosted a Fair Housing Event on April 17, 2014 at the Southeast Regional Library. Speakers from the AG's office, Community Legal Services and the Southwest Fair Housing Council presented on various topics surrounding fair housing, reporting, and investigation process. While the attendance was limited, participants felt the information was well received.

**Proposed Investment:** Costs for the April Fair Housing Event was \$1,200.

**Activity 2:** Annually work with utility services to deliver a brief message on fair housing through the monthly utility bills.

**Implementation period:** April 2014 and annually in the month of April through the consolidated planning period of 2010-2015

**Status:** Not complete

**Rationale:** In order to reach the largest amount of Gilbert residents, Gilbert proposes one of the Fair Housing Month activities to include a short message in the April utility bills. The message will provide a brief statement regarding Fair Housing and will provide the Town's Fair Housing website address and contact information for the Town's Fair Housing Coordinator. To date, staff has not been able to reserve the April message space in the utility bill due to prior utility staff commitments.

**Proposed Investment:** It is anticipated that inclusion of the message in the Town's utility bills with cost \$1,500 annually. This includes the printing and insertion of the Fair Housing information into the utility bills.

**Activity 3:** Annually work with other communities to sponsor or put on a fair housing training for area residents on a variety of fair housing issues.

**Implementation period:** Fall – spring of 2016 and every other year throughout the consolidated planning period 2010-2015.

**Status:** See Activity 1 above.

**Rationale:** Gilbert produced one resident training (mentioned above) in April 2014. Gilbert also promoted other municipality fair housing events to ensure residents could participate in a local event if not able to participate in Gilbert's event. Gilbert will partner with other fair housing agencies to conduct a resident training again in April 2016.

**Proposed Investment:** It is anticipated that the Town of Gilbert will host one seminar every other year at an approximate cost of \$1,500.

**Activity 4:** Display fair housing posters and make fair housing materials available in Gilbert's housing and other public resource offices.

**Implementation period:** Ongoing throughout the consolidated planning period of 2010-2015

**Status:** Complete. Town staff distributes copies of the Gilbert Fair Housing brochure in various Town hall locations available to the public, the Town's local senior center, Community Action Program (CAP office), and two libraries and three (3) Gilbert run recreation centers. These brochures are tracked and replenished as needed.

**Rationale:** Town staff disseminates fair housing materials in a variety of venues and formats to reach a broad range of residents. In addition to keeping fair housing materials stocked at all Gilbert run facilities, staff has included an ad regarding fair housing and reference to Gilbert's fair housing webpage in the Town's four annual Recreation Guides. The Recreation Guides are available on-line only but receive on average 15,000 resident views per guide. Staff is able to track the number of hits to the fair housing webpage which began in July 2012. In addition, the Town has televisions located in all recreation facilities with rolling information which runs during facility business hours. The Town has placed a screen shot of fair housing information and referral to the Town's fair housing webpage on the rolling information screens throughout the year.

**Proposed Investment:** There is no cost to run an ad in the Recreation Guides or include information on the rolling screens as this will be provided in-kind by the Town's Community Services department.

**Activity 5:** Maintain a fair housing page on the Gilbert website with links to HUD Fair Housing, Arizona Attorney General Civil Rights Division, and other fair housing resources.

**Implementation period:** On-going throughout the consolidated planning period of 2010-2015.

**Status:** Completed August 2011 and on-going.

**Rationale:** A Fair Housing page was always maintained on Gilbert's website, however, the page was updated in August 2011 to provide direct links for complaint filing and updated with a more user friendly format and reduced reading level language to describe fair housing.

**Proposed Investment:** Posting and formatting of Fair Housing webpage took two (2) staff hrs estimated to cost \$56.00. Ongoing updates to the Fair Housing webpage have no costs other than staff time.

**IMPEDIMENT:** Town of Gilbert residents are unaware of predatory lending practices and do not know how to prevent foreclosure of their home or resources available to assist with preventing foreclosures.

### **GOAL: Prevent Foreclosures and Predatory Lending**

**Strategy:** The Town of Gilbert will provide educational opportunities to residents to help identify predatory lending practices and to provide resources and referrals to local nonprofits and agencies that may assist in preventing foreclosures.

**Activity 1:** Make information and brochures available to the public with information on foreclosure prevention and loan mitigation opportunities.

**Implementation period:** To be implemented during the fall of 2014 and ongoing thereafter through the consolidated planning period of 2010-2015.

**Status:** Not complete

**Rationale:** Staff proposes to develop brochures and make available to the public information on foreclosure prevention and loan mitigation opportunities. This has not been completed to date and is scheduled for completion during the fall of 2014. Dissemination of information will be coordinated through the Town's various resident communication opportunities and will partner with the Town's Neighborhood Services Department. This provides the largest opportunity to disseminate information to current Gilbert homeowners.

**Proposed Investment:** Depending on the number of copies and direct mailings of brochures, proposed costs are anticipated to be \$1,000 - \$1,200 annually.

**Activity 2:** Work with Arizona Foreclosure Prevention Task Force and other organizations to encourage loan modifications and discourage predatory lending.

**Implementation period:** On-going through the consolidated planning period of 2010-2015

**Status:** Not complete

**Rationale:** During the previous consolidated planning period (2004-2009), the Town of Gilbert was heavily involved in the Arizona Foreclosure Prevention Task Force and participated in two east valley foreclosure prevention events. Current staff has added links and resources from the Arizona Foreclosure Prevention Task Force webpage to Gilbert's webpage to offer a direct access to information and resources. Staff will explore future partnership opportunities between the Town of Gilbert and the Arizona Foreclosure Prevention Task Force.

**Proposed Investment:** There are currently no costs associated with referrals to the Arizona Foreclosure Prevention Task Force.

**Activity 3:** Encourage and refer residents to information and classes on homebuyer education and foreclosure prevention provided by nonprofit agencies.

**Implementation period:** On-going through the consolidated planning period of 2010-2015

**Status:** On-going

**Rationale:** In August 2011, Town staff updated the new homebuyer and homeowner resources webpage located on the Town's website. Staff receives approximately 5-10 calls per month requesting information about first-time home buying opportunities in Gilbert. While the Town does not currently offer a Down Payment Assistance Program or fund any nonprofits providing homebuyer counseling, staff refers callers to non-profit certified homebuyer counseling agencies and emphasizes to callers the importance of becoming fully knowledgeable about the home buying process to avoid predatory lending and reduce the risk of foreclosure in the future.

**Proposed Investment:** There are currently no costs associated with referrals for home buying education or foreclosure prevention.

**IMPEDIMENT:** Town of Gilbert residents are unaware affordable housing options with disability accessibility and the rights of tenants in need of accessibility modifications. Disabled residents are also not aware of their housing choice rights in regards to their disability.

### **GOAL: Increase Disability Accessibility**

**Strategy:** The Town of Gilbert will provide opportunities for residents to become educated about their housing rights in relation to a disability and the Town will provide resources and referrals to residents in need of accessible affordable housing options within Gilbert.

**Activity 1:** Annually partner with other East Valley cities and nonprofits to sponsor a community event on fair housing and disability issues.

**Implementation period:** Activities under this goal will take place during the last two years of the consolidated planning period of 2013 and 2015.

**Status:** Not complete

**Rationale:** The Town will research activities performed by other East Valley cities and nonprofits relating to fair housing and disability issues. The Town will offer to partner and host community events related to this topic. If no such events exist, the Town will approach other east valley cities and non-profits to host an event in the east valley.

**Proposed Investment:** Depending on the size of the event and number of east valley city or non-profit partnerships, it is anticipated that a community event could cost \$1,000 - \$1,500.

**Activity 2:** Provide information and resources for Gilbert staff on accessibility and the need for accessible units

**Implementation period:** On-going throughout the consolidated planning period of 2010-2015.

**Status:** 25% completed.

**Rationale:** Since April 2011 to date, Gilbert has received ten (10) calls from disabled residents inquiring about accessible affordable housing options. Gilbert has assisted these residents with obtaining a viable accessible affordable rental home(s). Gilbert has placed on its webpage, information pertaining to LIHTC multi-family affordable rental options, but has not obtained information about the number of accessible units available in each complex. Staff proposes to conduct a thorough inventory of accessible housing options to include on the Town's website and to more accurately make referrals for inquiring residents. In fiscal year 2014-15, Gilbert found it difficult to get accessibility information from private market rental properties. Gilbert will continue to explore ways to provide assistance to make units accessible for disabled residents.

**Proposed Investment:** The proposed investment includes staff time as stated on page 2 above and does not anticipate further costs.

**Activity 3:** Encourage development of accessible and adaptable housing units on all projects receiving federal funds

**Implementation period:** On-going throughout the consolidated planning period of 2010-2015.

**Status:** On-going

**Rationale:** The Town of Gilbert does not currently have any projects involving the development of accessible housing units. The Town has previously contracted with a non-profit utilizing HOME funds to purchase and rehabilitate single-family homes for permanent affordable rentals however, only two (2) of the ten homes purchased to date can be fully adaptable for accessibility. The Town has had discussions with the Maricopa HOME Consortium to partner with other jurisdictions on multi-unit dwelling projects to increase the amount of affordable and accessible rental units. The discussions are preliminary but would assist the Town greatly in increasing affordable and accessible housing units by pooling multiple jurisdictions' federal resources. The Town will continue to explore ways to increase and encourage accessible affordable housing choices in Gilbert.

**Proposed Investment:** No costs are associated with this activity at this time.

**IMPEDIMENT:** Town of Gilbert residents are unaware affordable housing options with disability accessibility and the rights of tenants in need of accessibility modifications. Disabled residents are also not aware of their housing choice rights in regards to their disability.

### **GOAL: Improve Public Policies and Public Support for Fair Housing**

**Strategy:** In order to improve public policies and engage public support for fair housing, Town of Gilbert staff must stay educated on fair housing topics to provide the best referrals and resources to residents and to develop or improve the planning and zoning codes consistent with fair housing and disability access requirements.

**Activity 1:** Provide information on fair housing training to interested Development Services and other Town of Gilbert staff.

**Implementation period:** on-going throughout the consolidated planning period of 2010-2015.

**Status:** Complete and on-going

**Rationale:** Town staff is committed to participating in fair housing training and notifying other interested Town staff of available training opportunities.

**Proposed Investment:** It is anticipated that annual staff training on fair housing costs will be approximately \$500

**Activity 2:** Review Gilbert planning and zoning codes to ensure consistency with fair housing and disability access requirements in the Fair Housing Act.

**Implementation period:** Fall of 2012 and ongoing throughout the consolidated planning period of 2010-2014.

**Status:** Complete

**Rationale:** Town staff has completed an Infrastructure Master Plan which includes public buildings and facilities, streets and pedestrian walkways. The Infrastructure Master Plan has a dedicated section included specifically on ADA accessibility. The plan identifies priorities and mechanisms to ensure all public facilities and uses have accessibility for those with disabilities. In addition, in 2014, the Town adopted a new building code which enforces planning and zoning codes to ensure current ADA standards are in place for new residential dwellings and businesses.

**Proposed Investment:** There is not cost for reviewing planning and zoning codes other than staff time described.

**TOTAL ANNUAL PROPOSED INVESTMENT: \$11,460**

**TOTAL CONSOLIDATED PLANNING PERIOD PROPOSED INVESTMENT: \$57,300  
(FY 2011 through FY 2015)**

In February of fiscal year 2014-15, Gilbert was monitored by the Division of Civil Rights Compliance and Investigations of the Office of Fair Housing and Equal Opportunity of HUD. During that monitoring, Gilbert was asked to provide information regarding documented efforts to affirmatively further fair housing actions, eliminate or prevent housing discrimination. Gilbert also provided information regarding citizen participation and consultation of Maricopa County HOME Consortium Analysis of Impediments, and a description and efforts to comply with Limited English Proficiency. Gilbert did not receive any findings or concerns as a result of the monitoring and received two suggestions to improve efforts of fair housing policy.

#### Under Served Needs and Gaps in Service

Fiscal Year 2014-15 was the third year implementation of Gilbert's General Fund Drawdown Policy. This policy, adopted by Council in 2011-12, will reduce the amount of general funds available for non-profit services over the next five years until it reaches zero. However, due to the completion of the Community Needs Assessment, Gilbert's Council did not reduce the amount of general funds for non-profit support for 2014-15. Instead, they allocated the same amount of funds as in 2013-14 which was \$301,500. This allowed Gilbert to level fund the same non-profits as in the previous year and allow them to continue serving Gilbert residents in need.

As mentioned previously, Gilbert completed a Human Service Needs Assessment in early 2014. An outside consultant was hired to conduct a series of surveys and focus groups throughout the community to determine the strengths, weaknesses and gaps in service available to Gilbert residents. The assessment was completed and a final report was issued. The report listed 18 recommendations for Gilbert leadership to consider on ways to better meet the needs of the community and enhancing service delivery. In August 2014, Gilbert Town Council reviewed and prioritized the recommendations and provided direction to staff and Gilbert's Human Relations Commission (HRC) for research and implementation. As of August 2015, eight-five percent (85%) of Council's assignment to staff and HRC have been fully vetted and the majority of recommendations have been implemented.

### Leveraged Resources

Gilbert's 2014-15 allocations of \$814,625 in CDBG funds and \$200,596 in HOME funds were leveraged with \$251,500 in local Gilbert funds and \$50,000 in voluntary donations received through Gilbert's utility bill donation program. Gilbert's CDBG and HOME funds are also leveraged by additional state, county, local, and private fund sources received by funded nonprofits that provide the services described in this report.

### **Managing the Process**

1. Describe actions taken during the last year to ensure compliance with program and comprehensive planning requirements.

Program Year 5 CAPER Managing the Process response:

The Town of Gilbert has one Community Resource Supervisor position that administers all CDBG and HOME funded projects and contracts. Gilbert also has one Housing Rehabilitation Specialist who administers the Emergency & Minor Home Repair Program. Gilbert receives CDBG funds as an entitlement community and receives HOME funds as an active member of the Maricopa County HOME Consortium.

A single annual allocation process, facilitated by the Community Resource Supervisor, is published annually to allow non-profits to apply for financial support from Gilbert to provide services to Gilbert residents. The allocation process includes an analysis of each applicant and how well the services they are proposing to provide, meet the needs or gaps in services for the community. Service quality, other leveraged funds, and accessibility for Gilbert residents are also taken into consideration when developing funding recommendations. Gilbert Town Council ultimately approves financial amounts for non-profit support.

Town staff encouraged public participation in both the consolidated planning process as well as the annual planning process through a variety of public hearings, Town Council meetings, public notices in newspaper publications and on the Town's website.

Most CDBG and HOME funded activities were carried out through non-profit partnerships that entered into a formal contract with Gilbert. The contract specifies all local, state and federal regulations and performance measures. Staff monitored CDBG subrecipients for compliance and performance criteria. Any deficiencies discovered were supplied in writing to the subrecipient and additional technical assistance was provided to resolve said deficiencies.

### **Citizen Participation**

1. Provide a summary of citizen comments.
2. In addition, the performance report provided to citizens must identify the Federal funds made available for furthering the objectives of the Consolidated Plan. For each formula grant program, the grantee shall identify the total amount of funds available (including estimated program income), the total amount of funds committed during the reporting period, the total amount expended during the reporting period, and the geographic distribution and location of expenditures. Jurisdictions are encouraged to include maps in describing the geographic distribution and location of investment (including areas of minority concentration). The geographic distribution and expenditure requirement may

also be satisfied by specifying the census tracts where expenditures were concentrated.

\*Please note that Citizen Comments and Responses may be included as additional files within the CPMP Tool.

Program Year 5 CAPER Citizen Participation response:

A draft of the 2014-2015 CAPER was posted on the Town of Gilbert's website on Wednesday, September 9, 2015 at [www.gilbertaz.gov](http://www.gilbertaz.gov) which provided details and contact information for the 15-day public comment period. In addition, a display ad was published in the Arizona Republic on Monday, September 14, 2015 notifying the public of the availability of the CAPER for review and how to make public comments. The 15-day comment period ran from Monday, September 14, 2014 through Wednesday, September 28, 2015. Documentation of the public notice can be found in the Appendices. CAPER, attachments, and IDIS reports are available to the public, in a variety of formats including electronic formats at no cost.

**Public Comments:**

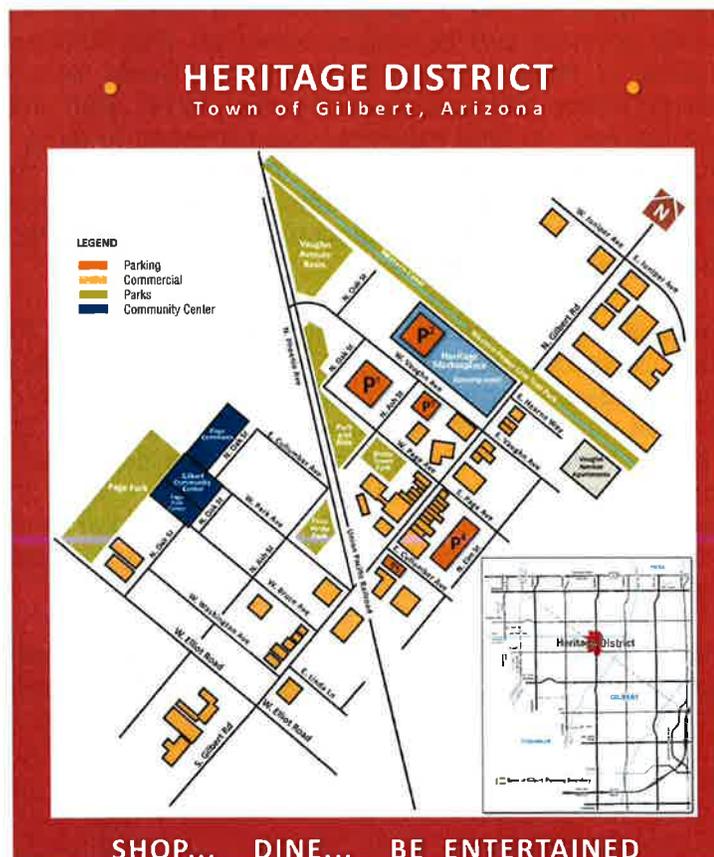
No comments received.

In fiscal year 2014-15 the Emergency Home Repair Program was allocated and expended a total of \$250,000 in CDBG funds and assisted 86 income eligible homeowners. This program is provided to Gilbert residents Town-wide so long as they income qualify and can show a health and/or safety item that needs to be repaired in their home.

Facility improvements made to Central Arizona Shelter Services (CASS) completed in fiscal year 2014-15 had a CDBG allocation of \$50,000 from fiscal year 2013-2014. Gilbert and several other valley cities contributed CDBG funds to complete the facility improvements. Central Arizona Shelter Services is located in downtown Phoenix on the Human Services Campus. CASS is a regional homeless emergency shelter provider that serves clients from across the valley.

Infrastructure improvements are usually geographically distributed in the downtown Heritage District, which has the only CDBG area-eligible census tracts in Gilbert. In fiscal year 2014-15 both the Heritage District Water/Sewer Assessment and Phase I of the Heritage District Infrastructure Improvement projects were allocated CDBG funds. Only the Heritage District Water/Sewer Assessment was completed and expended all budgeted CDBG funds. Phase I of the infrastructure project is projected to begin fiscal year 2015-16. Both projects were targeted for the downtown Heritage District.

The Heritage District contains approximately 0.3 square miles (192 acres) and includes the original town site core, the



commercial areas on both sides of Gilbert Road from Juniper Avenue to 600 feet south of Elliot Road and the residential neighborhoods one quarter mile east and west of Gilbert Road between the Western Canal and Elliot Road.

The northern boundary is Juniper Avenue, extending approximately 1,000 feet east and west of Gilbert Road. The southern boundary follows an imaginary line south of the Gilbert Historical Society facility, 600 feet south of Elliot Road. The eastern boundary follows a north-south alignment at approximately 250 feet east of Palm Street, shifts west along Cullumber Avenue and then south along the east side of Palm Street.

The remainder of the east boundary lies along the Railroad tracks to Elliot Road and then shifts 700 feet to the west. Finally, the district boundary turns south to meet the southern boundary. The western boundary aligns with Catalina Road from Elliot Road north to the RR tracks, west 1,400 feet to the Western Canal and then north to Juniper Avenue.

The Heritage District holds the oldest housing stock and infrastructure in the Town, which allows Gilbert to focus CDBG funds in this area for both housing and infrastructure assistance to these low-income neighborhoods.

## **Institutional Structure**

1. Describe actions taken during the last year to overcome gaps in institutional structures and enhance coordination.

Program Year 5 CAPER Institutional Structure response:

The Town of Gilbert has legal authority and responsibility for determining goals and priorities and for contractual agreements related to CDBG funding for housing and community development.

Gilbert administered a comprehensive single funding process for social services, anti-poverty services and homeless activities. This funding process allocated general funds and Neighbor 2 Neighbor funds, which are funds donated by residents voluntarily through Gilbert's utility billing system. In May 2014, staff presented funding recommendations to Town Council. At that meeting, Council voted to delay the General Fund Drawdown Policy to reduce financial support to non-profits and maintain fiscal year 2014-15 at level funding. In addition, new efforts were made to increase revenue in the Neighbor 2 Neighbor funds which allowed Gilbert to allocate \$50,000 in funds rather than the average \$8,000 - \$10,000 from previous years.

Gilbert did not conduct a funding process for CDBG funds in fiscal year 2014-15. Instead, Gilbert redirected eligible CDBG public service dollars to eligible capital projects. Staff met with various departments to determine the best use of CDBG funds targeted in areas with the most need. As stated previously, in fiscal year 2013-2014 CDBG funds were allocated to the Heritage District Water/Sewer Assessment to determine priorities of infrastructure improvements within the Heritage District. With the completion of the assessment, a strategic, prioritized plan was developed to repair or replace aging infrastructure within the Heritage District to ensure utility services are maintained for residents and businesses in the area.

HOME funded programs were issued under a separate Request for Proposal in fiscal year 2014-15 to request an administrator for a Permanent Affordable Rental Housing Program

and a Substantial Rehabilitation Program. Only one response was received for the Permanent Affordable Rental Housing Program and no responses were received for the Substantial Rehabilitation Program. Gilbert decided to allocate all HOME funds and contract with Affordable Rental Movement of Save the Family to administer Gilbert's Permanent Affordable Rental Housing Program. Residents needing substantial rehabilitation was addressed in other ways whereas Gilbert was the facilitator to find local faith partners to help meet the needs of families needing substantial rehabilitation on their home.

Finally, in fiscal year 2014-15 Gilbert collaborated with many local stakeholder groups and faith organizations to increase awareness and develop partnerships to provide services to Gilbert residents in need. Gilbert hosted a summit with experts, residents and stakeholders to discuss mental health and substance use issues in Gilbert. A taskforce was created out of this summit to develop community-based solutions to address these issues. Gilbert also hosted the first non-profit summit and had local non-profits, faith groups and local businesses attend to discuss various ways to increase volunteerism and donations. Finally, Gilbert staff and Human Relation Commission members implemented many items from Gilbert's Community Needs Assessment which included creating a community wide resource directory, research best practices for providing veteran services and as mentioned previously, Gilbert is exploring a unique partnership with non-profits and the local hospital to open a community medical and resource center.

## **Monitoring**

1. Describe how and the frequency with which you monitored your activities.
2. Describe the results of your monitoring including any improvements.
3. Self Evaluation
  - a. Describe the effect programs have in solving neighborhood and community problems.
  - b. Describe progress in meeting priority needs and specific objectives and help make community's vision of the future a reality.
  - c. Describe how you provided decent housing and a suitable living environment and expanded economic opportunity principally for low and moderate-income persons.
  - d. Indicate any activities falling behind schedule.
  - e. Describe how activities and strategies made an impact on identified needs.
  - f. Identify indicators that would best describe the results.
  - g. Identify barriers that had a negative impact on fulfilling the strategies and overall vision.
  - h. Identify whether major goals are on target and discuss reasons for those that are not on target.
  - i. Identify any adjustments or improvements to strategies and activities that might meet your needs more effectively.

Program Year 5 CAPER Monitoring response:

## **Monitoring**

The Town of Gilbert reviews all federally-funded contracts to determine risk and selection for monitoring. Selected projects to be monitored are conducted through site visits and document review to ensure funds were expended accordingly, organizations had systems in

place for document and expenditure control, and to ensure that federal regulations were followed:

- Policies and procedures including but not limited to: personnel hiring practices, procurement, records retention, affirmative marketing, grievance procedures, Limited English Proficiency, Conflict of Interest and more;
- Financial policies and procedures including but not limited to: audits and management letters, accounting policies, payroll registers, reimbursement processes, Match schedules (as applicable) and more;
- Program files including but not limited to: income verification, legal residency, housing policies, demographic information, client's rights and notices and more;
- Performance measurements including but not limited to: quarterly reports, organization reports and annual plans, logic models, etc.

Organizations contracted for services must report activities every quarter identifying program demographics and status of measurable outcomes as specified in their funding contract. In addition, financial reimbursements are required monthly with appropriate back-up demonstrating that expenses were incurred for appropriate line items and that budgetary requirements are being met.

Gilbert participated with the Maricopa HOME Consortium to update Consortium Policies and Procedures to ensure most updated regulations and compliance were addressed. Gilbert also participated in Consortium hosted trainings to ensure understanding of administration of new HOME regulations. As part of the HOME Consortium, Gilbert participated with other communities in a team monitoring as part of the Maricopa HOME Consortium monitoring team. Through the Maricopa HOME Consortium, Gilbert has maintained contact with other cities and Maricopa County who fund many of the same agencies as Gilbert. Concerns resulting from their individual on-site monitoring visits, joint monitoring visits with multiple cities, and management of their contracts were shared with the Consortium members.

### **Self Evaluation**

The activities and strategies identified in the Town of Gilbert's five year Consolidated Plan are implemented incrementally over each year during that planning period. Fiscal Year 2014-15 is the fifth and final year of the five year plan. Since the original Five Year Consolidated Plan was written, significant changes have taken place both internally and externally. Internal staff, management and Council members have changes, which in turn, change some of directed use of CDBG and HOME funds based on Gilbert's priority. One of the significant milestones that have taken place during this consolidated planning period was the completion of Gilbert's first Community Needs Assessment. As discussed previously, needs and gaps in services were identified in the assessment as well as priority populations identified as needing additional services.

The results of the needs assessment have given Gilbert Town Council and the community a clearer picture of true needs in the community and provide a strategic "roadmap" to focus efforts and resources over the coming years. Many areas of the needs assessment were implemented during fiscal year 2014-15 especially during the annual funding process. Recommendations were incorporated into the funding application and process to ensure non-profits requesting financial support were addressing needs of a priority population and/or an area of unmet need. Implementation of needs assessment recommendations continued to be an on-going process through 2014-15 and future years.

## Lead-based Paint

1. Describe actions taken during the last year to evaluate and reduce lead-based paint hazards.

Program Year 5 CAPER Lead-based Paint response:

Gilbert has a newer housing stock of which 41% were built between 1990 and 1999 and 31% were built between 2000 and 2004. Over 90% of Gilbert's housing stock was built after 1990. Approximately 50 housing units are pre-1940 constructions and approximately 250 additional units are pre-1960 construction. This older housing stock is often occupied by low and moderate income families. Significant CDBG and HOME investment has been made over the years to rehabilitate much of this older housing. Emergency home repair and minor housing rehabilitation continued in 2014-15, which is the mechanism in which Gilbert tests and remedies lead based paint conditions. Regardless of housing age, each client is given lead-based paint information pamphlets and must sign they have received and read the information. Any home identified as having potential for lead-based paint or asbestos are tested and abated according to established standards and practices.

## HOUSING

### Housing Needs

\*Please also refer to the Housing Needs Table in the Needs.xls workbook.

1. Describe Actions taken during the last year to foster and maintain affordable housing.

Program Year 5 CAPER Housing Needs response:

The Town of Gilbert identified three objectives as high priority and two objectives as medium priority to foster and maintain affordable housing in Gilbert's Consolidated Plan. The objectives are as follows:

High Priority:

- Single family housing emergency repair and minor home rehabilitation
- Single family housing major rehabilitation and reconstruction
- Acquisition and/or rehabilitation of rental housing

Medium Priority:

- Homebuyer assistance
- New rental housing

In fiscal year 2014-15 Gilbert provided CDBG funds for two of the three high priority objectives and made efforts to implement a program for the third high priority objective but did not receive any responses for the Request for Proposal. A total of \$250,000 in 2014-15 CDBG funds were allocated to single family emergency repair and minor home rehabilitation assisting 86 Gilbert homeowners remedy unsafe and hazardous conditions in their home.

As stated previously, a Request for Proposals was issued in early 2014 to find partners to administer a Permanent Affordable Rental Home Program and a Substantial Rehabilitation Program. One response was received for the Permanent Affordable Rental Home Program and no responses were received for the Substantial Rehabilitation Program. Gilbert opted to

allocate all available HOME funds (\$375,634) to Affordable Rental Movement of Save the Family to purchase, rehabilitate and rent two dwelling units for the Permanent Affordable Rental Home program. Gilbert now has a total of twelve (12) affordable single family rental housing units. Gilbert will continue to reach out to potential partners to see if there is interest in administering a Gilbert Substantial Rehabilitation Program in the future.

Gilbert utilized the remaining CDBG funds on allowable administration expenses and facility/infrastructure improvements in targeted areas, rather than addressing either of the two medium housing priorities identified in the Consolidated Plan.

### Specific Housing Objectives

1. Evaluate progress in meeting specific objective of providing affordable housing, including the number of extremely low-income, low-income, and moderate-income renter and owner households comparing actual accomplishments with proposed goals during the reporting period.
2. Evaluate progress in providing affordable housing that meets the Section 215 definition of affordable housing for rental and owner households comparing actual accomplishments with proposed goals during the reporting period.
3. Describe efforts to address "worst-case" housing needs and housing needs of persons with disabilities.

Program Year 5 CAPER Specific Housing Objectives response:

In Gilbert’s fiscal year 2014-15 Annual Action Plan, the Emergency and Minor Home Repair Program set a goal to assist 72 low- to moderate income single family homeowners with emergency repair and minor home rehabilitation to keep their homes safe and habitable. Gilbert’s Emergency and Minor Home Repair Program assisted a total of 87 homeowners exceeding its Annual Action Plan goal by twenty percent (20%). Gilbert continues to receive additional requests for emergency and minor home repair every year as housing stock continues to age and additional residents become income eligible for services. Eighty percent (80%) of clients served by this program are elderly or disabled and unable to make repairs on their own.

Gilbert had anticipated implementing a Substantial Rehabilitation Program and Permanent Affordable Rental Housing Program in the Annual Action Plan with a goal of assisting one homeowner with substantial rehabilitation and purchasing one home to be used as permanent affordable rental housing. As stated previously, the Substantial Rehabilitation Program was not implemented and all HOME funds were directed to the Permanent Affordable Rental Home Program. This resulted in purchasing two single family units to be used as permanent affordable rentals thus increasing Gilbert’s total affordable rental housing stock to twelve (12) units.

Activity	Specific Objectives	Outcome/ Objective	HOME \$	CDBG \$	Other Resources	Annual Expected Number	Actual Number
<b>Rental Housing Objectives</b>						<b>Units</b>	
1.1 Acquisition & Rehab of rental units.	Acquisition & rehab of rental units	DH-2	\$358,368			1	2

1.2 Acquisition & Development Assistance of new rental housing	New rental housing	DH-2				0	0
<b>Owner Housing Objectives</b>						<b>Units</b>	
2.1 Rehab of existing owner units.	Rehab of existing owner units	DH-1				1	0
2.2 Provide homebuyer down payment support.	Provide homebuyer down payment support	DH-2				0	0
2.3 Provide emergency repair program support.	Provide emergency repair program support	DH-1	\$0	\$250,000		72	86
<b>HUD Outcome Code Key</b>		<b>Availability/Accessibility</b>		<b>Affordability</b>		<b>Sustainability</b>	
Decent Housing		DH-1		DH-2		DH-3	

<b>Renters Assisted by Income</b>					
	<b>5 – Year Goal</b>		<b>Year 5 Goal</b>		<b>Percent Completed</b>
	<b>Planned</b>	<b>Actual</b>	<b>Planned</b>	<b>Actual</b>	
0-30% AMI	2	1	0	0	50%
31-50% AMI	10	9	0	0	90%
51-80% AMI	5	5	1	0	100%
<b>Owners Assisted by Income</b>					
	<b>5 – Year Goal</b>		<b>Year 5 Goal</b>		<b>Percent Completed</b>
	<b>Planned</b>	<b>Actual</b>	<b>Planned</b>	<b>Actual</b>	
0-30% AMI	60	103	12	24	200%
31-50% AMI	65	144	13	32	246%
51-80% AMI	25	75	5	30	600%

Gilbert’s worst case housing needs are addressed through the County’s Section 8 program and low-income tax credit multi-family housing units. The Town of Gilbert has a total of two LIHTC housing complexes for a total of 403 low income units of which 100 are specifically for elderly housing.

### Public Housing Strategy

1. Describe actions taken during the last year to improve public housing and resident initiatives.

Program Year 5 CAPER Public Housing Strategy response:

Gilbert does not have its own Housing Authority therefore there are no Public Housing or Section 8 programs based in Gilbert. Gilbert falls under the jurisdiction of Maricopa County’s Section 8 program which assists participants located in Gilbert. The Town has no immediate plan to establish a Housing Authority to administer Public Housing and Section 8 programming in Gilbert. This is due to the high administrative cost of operating the program compared to the number of units that would be allocated to Gilbert and no increased benefit from HUD in the form of additional vouchers or funding.

## Barriers to Affordable Housing

1. Describe actions taken during the last year to eliminate barriers to affordable housing.

Program Year 5 CAPER Barriers to Affordable Housing response:

Gilbert's fiscal year 2014-15 Annual Action Plan identified four barriers to affordable housing for Gilbert residents as identified in the 2013 HOME Matters for Arizona report. Barriers include geographic limitations to supportive resources, purchase prices for first time homebuyers, and permanent affordable rental properties.

- There is a serious shortage of rental housing for Arizona's poorest households. Approximately one-third of all Arizona households are renters and 78% are paying more than the recommended 30% of their income for home costs. In Arizona, there are almost 190,000 extremely low income households, but only 80,000 affordable rental homes. This forces renters to find housing in higher income categories or having to share housing, which leads to overcrowding. Arizona is also experiencing the loss of existing rental homes. For every new affordable apartment created, two are lost due to deterioration, abandonment or conversion to more expensive housing.

Gilbert is not unique to this same barrier. In 2013-14 Gilbert lost a Low Income Housing Tax Credit multi-family complex which had 200 affordable rental units. The complex had reached its affordability period and decided not to continue providing specific units as affordable rentals. Market rate rental properties remain high, thereby forcing low-income renters to pay more than 30% of their income on housing. Gilbert currently has 10 affordable housing units through a partnership with Affordable Rental Movement of Save the Family. In fiscal year 2014-15, Gilbert allocated its 2012-13 and 2014-15 HOME funds to purchase, rehabilitate and rent to additional single family units as permanent affordable housing. While this increases Gilbert's affordable rental housing stock to twelve units, it is still far below what is needed in the community. Due to the small amount of HOME funds received annually, Gilbert anticipates adding one single family unit per year to its affordable rental housing stock.

- An availability of mixed-use housing in proximity to employment, transportation, schools and shopping centers can increase the overall economic stability of households who are struggling financially. Every community needs to support a balanced housing policy that serves both homeowners and renters. A variety of housing options should be offered that are location efficient to new public transportation and jobs.

Due to the lack of public transportation and large employment hubs in south Gilbert, low-income families have reduced their housing search to north and center Gilbert, which is almost built out. However, with the recovery of the economy, Gilbert has seen an increase in multi-family requests to build on in-fill properties in central and northern Gilbert. These areas do have access to public transportation and new job opportunities. In fiscal year 2014-15 there have been a minimum of three large multi-family complexes that have been approved for build in central Gilbert. Although they are market rate complexes, this does allow for additional rental opportunities with closer amenities for low-income Gilbert residents.

- Offering housing counseling services to existing owners and prospective homebuyers

reduces and prevents foreclosures in Arizona and increases successful homeownership. Every homebuyer should be encouraged to receive housing counseling prior to purchase. First-time homebuyers should be required to receive housing counseling. From 2009-2011, Arizona had the second highest foreclosure rate in the country. One of the best ways to prevent foreclosure is to provide housing counseling. Homeowners who received housing counseling were twice more likely to avoid foreclosure than those that did not receive counseling.

While Gilbert did not directly fund housing counseling services, there is a reputable HUD certified housing counseling agency located in Gilbert which staff regularly refers for interested residents. Information about housing counseling is listed on Gilbert's website and newly created Resource Directory. In addition, current homeowners assisted by Gilbert's Emergency and Minor Home Repair program are educated about regular housing maintenance to avoid costly repairs in the future and possible foreclosure.

- Providing down payment assistance to low income families removes a major barrier to homeownership. Communities should target funding from federal, state, and local sources for down payment assistance.

Specifically in Gilbert, there is a scarcity of homes below the median price range, fostering a huge imbalance of buyers versus available property. Investors are also saturating homes priced below the median market rate, leaving low-income homebuyers little to choose from or high competition with cash purchase buyers. Low-income homebuyers are also finding it more difficult to qualify for a home with new underwriting guidelines as well as saving for a common 10% down payment. In fiscal year 2014-15, Gilbert saw a huge increase in development for single family new construction; however, all were priced outside of the median market rate, continuing to make it difficult for first time homebuyers in Gilbert. In order for first time buyers to qualify and to keep mortgage payments affordable, large down-payments would be needed, above the typical 10% down payment. Gilbert has found that providing a down payment assistance program at this time would not make as much of an impact as other programs utilizing CDBG and HOME funds, therefore, funds had been directed to more impactful projects in fiscal year 2014-15.

## **HOME/ American Dream Down Payment Initiative (ADDI)**

1. Assessment of Relationship of HOME Funds to Goals and Objectives
  - a. Evaluate progress made toward meeting goals for providing affordable housing using HOME funds, including the number and types of households served.
2. HOME Match Report
  - a. Use HOME Match Report HUD-40107-A to report on match contributions for the period covered by the Consolidated Plan program year.
3. HOME MBE and WBE Report
  - a. Use Part III of HUD Form 40107 to report contracts and subcontracts with Minority Business Enterprises (MBEs) and Women's Business Enterprises (WBEs).
4. Assessments
  - a. Detail results of on-site inspections of rental housing.
  - b. Describe the HOME jurisdiction's affirmative marketing actions.
  - c. Describe outreach to minority and women owned businesses.

Program Year 5 CAPER HOME/ADDI response:

The Town of Gilbert participates in the Maricopa County HOME Consortium and receives an annual allocation of HOME Investment Partnership Funds as a participating member. Gilbert's HOME funded activities are planned and reported regionally through the Maricopa Consortium. Participating jurisdictions of the HOME Consortium include: Avondale, Chandler, Gilbert, Glendale, Peoria, Tempe, Scottsdale and Surprise.

In conjunction with the Consortium, Home funded goals and objectives include increasing overall affordable housing stock, owner and renter occupied, first time homebuyer assistance, new construction, and substantial housing rehabilitation. Gilbert's HOME Fund goals and objectives for fiscal year 2014-15 were to increase permanent affordable rental homes and implement a substantial rehabilitation program for owner-occupied homes. As stated previously, only the permanent affordable rental program was implemented and an additional two single family dwelling units were purchase, rehabilitated and rented to income eligible families with dependent children. Gilbert's total permanent affordable rental housing stock is twelve (12) single family units. All eligible households must have at or below 60% of area median income (AMI) to qualify as a tenant.

HOME match is provided by the contracted agency administering Gilbert's Permanent Affordable Rental program, Affordable Rental Movement of Save the Family (ARM). ARM provided \$89,592.14 in non-federal match, as required by HOME regulations towards the purchase of two single family dwelling units.

Gilbert did not have any contracts or subcontracts with Minority Business Enterprises or Women's Business Enterprises in fiscal year 2014-15.

HOME units are inspected annually by Gilbert's contracting agency Affordable Rental Movement of Save the Family. Inspection reports are kept in program files and reviewed annually during on-site monitoring.

Affirmative marketing is carried out by the contracting HOME agency to ensure that all available HOME funded housing units attract persons from all racial, ethnic and gender groups in the Gilbert area. Advertising for HOME units are done in both English and Spanish and are posted and available in public locations such as libraries, community centers, Maricopa County Workforce and other areas in which income eligible potential renters may be located.

## HOMELESS

### Homeless Needs

\*Please also refer to the Homeless Needs Table in the Needs.xls workbook.

1. Identify actions taken to address needs of homeless persons.
2. Identify actions to help homeless persons make the transition to permanent housing and independent living.
3. Identify new Federal resources obtained from Homeless SuperNOFA.

Program Year 5 CAPER Homeless Needs response:

Gilbert supported regional efforts to combat homelessness and participated in the Maricopa County Continuum of Care through the Maricopa Association of Governments, which includes a Gilbert Town Councilmember. The recently completed Community Needs Assessment identified homeless individuals and families as the fifth prioritized population group needing additional services. This population group included homeless veterans as well. Safe, affordable housing including a variety of options such as short-term emergency shelters, and transitional housing, to housing for homeless with serious mental health issues were identified as the greatest unmet need for Gilbert homeless individuals, families and veterans.

While the Town of Gilbert does not have a local homeless shelter within its jurisdiction, the Town allocated \$30,500 to six regional homeless service and domestic violence programs that provide emergency shelter, transitional shelter and support services. A total of 43 homeless individuals, families and victims of domestic violence previously residing in Gilbert were provided 1,138 bed nights by these providers. In addition, the Gilbert CAP Office and the Salvation Army were allocated a combined \$130,000 in general funds to assist 1,874 individuals and families at imminent risk of becoming homeless.

<b>Actions to address needs of homeless persons and families</b>			
	<b>Expenditure</b>	<b>Number</b>	<b>Source</b>
Bed Nights for Homeless	\$30,500	1,138	Gilbert General Funds
Homeless Prevention	\$130,000	1,874	Gilbert General Funds

Many of the regional homeless service providers offered a variety of services in addition to basic needs to help homeless persons transition to permanent housing and independent living. Gilbert funds helped to support services such as workforce development and job placement, child care, educational goal attainment, parenting skills, budgeting, health related services, and drug and alcohol dependency issues. Many homeless individuals must overcome a variety of barriers before being able to live independently and transition into permanent housing. Basic necessities include helping homeless persons obtain identification, disability benefits, state benefits, employment, and education. Regional homeless service providers complete an assessment of each person served and provides a case plan to ensure that individual needs are identified and met. The region has made a commitment to end chronic homelessness and has add new multi-family units for transitional housing to close the gap of homeless families and individuals moving from homelessness to transitional housing. Gilbert has partnered with the City of Mesa to obtain Veteran Housing Choice Vouchers to assist in providing affordable housing options for Gilbert homeless and low-income Veterans. Finding affordable, supporting housing for homeless individuals with serious mental illness issues continues to be a gap in service and has been difficult to find available resources for permanent housing solutions.

**Specific Homeless Prevention Elements**

1. Identify actions taken to prevent homelessness.

Program Year 5 CAPER Specific Homeless Prevention Elements response:

In fiscal year 2014-15, Gilbert provided a total of \$160,500 in general funds and voluntary donations to non-profit organizations to assist in preventing homelessness. Several regional shelters were supported to provide emergency and transitional shelter to homeless individuals and families and victims of domestic violence to avoid them living on the streets

or having to double up in other housing units. A total of 47 individuals received 1,138 bed nights in a clean, safe environment rather than resorting to sleeping on the street. Gilbert also funded organizations that provided emergency financial assistance to families in crisis and on the verge of being evicted therefore causing homelessness. A total of 1,874 individuals and families received emergency financial assistance to avoid homelessness. Emergency financial assistance included rent, mortgage or utility assistance to assist in alleviating a crisis and avoiding eviction or utility shut-offs.

Gilbert’s 2014-15 Annual Action Plan had a goal to assist 427 individuals with homeless prevention services. The actual number of individuals assisted was 1,917 which exceeded Gilbert’s goal by approximately 450%.

Agency Name	Program Description	Funding Category	Funding Source	Allocation Amount	Outcome/ People Served
A New Leaf- East Valley Men’s Center	Homeless shelter for single adult men	Emergency	General Funds	\$5,000	9
A New Leaf – East Valley Women’s Shelter	Homeless shelter for single adult women	Emergency	General Funds	\$5,500	1
A New Leaf – La Mesita Shelter	Transitional housing and support for homeless families with children	Transitional	General Funds	\$5,000	4
Catholic Charities Community Services – My Sister’s Place	Homeless shelter for women and children fleeing domestic violence	Emergency	General Funds	\$5,000	5
Central Arizona Shelter Services	Homeless shelter and supportive services	Emergency	General Funds	\$5,000	17
Chandler Christian Community Center	Gilbert CAP Office	Supportive	General Funds	\$121,000	1,799
The Salvation Army	Eviction Prevention	Supportive	General Funds	\$9,000	75
Save The Family	Transitional housing and support for homeless families with children	Transitional	General Funds	\$5,000	7
<b>TOTALS:</b>				<b>\$160,500</b>	<b>1,917</b>

### Emergency Shelter Grants (ESG)

Gilbert does not receive ESG funding.

## COMMUNITY DEVELOPMENT

### Community Development

\*Please also refer to the Community Development Table in the Needs.xls workbook.

Program Year 5 CAPER Community Development response:

1. Assessment of Relationship of CDBG Funds to Goals and Objectives
  - a. Assess use of CDBG funds in relation to the priorities, needs, goals, and specific objectives in the Consolidated Plan, particularly the highest priority activities.
  - b. Evaluate progress made toward meeting goals for providing affordable housing using CDBG funds, including the number and types of households served.

- c. Indicate the extent to which CDBG funds were used for activities that benefited extremely low-income, low-income, and moderate-income persons.

In fiscal year 2014-2015 the Town of Gilbert met most of its original goals and objectives as stated in the 2014-2015 Annual Action Plan. All project goals were met with the exception of the Phase I Heritage District Water/Sewer Facility Improvement Project. It is anticipated that this project will begin in fiscal year 2015-16. In addition, Gilbert had originally anticipated implementing a Substantial Rehabilitation Program utilizing HOME funds, however, was unable to due to lack of response to Gilbert’s Request for Proposal.

The following table provides an assessment of relationship of CDBG funds to goals and objectives related to the area of Community Development.

Summary of Community Development Accomplishments Town of Gilbert FY 2013-14 Program Year			
Housing	Priority Need Level	Funds Expended	Fund Source
Emergency & Minor Home Repair	High	\$252,126	CDBG
Housing rehabilitation	High	\$0	CDBG
Creation of affordable rental housing	High	\$358,368	HOME/CHDO
Public Facilities/Infrastructure	Priority Need Level	Funds Expended	Fund Source
Central Arizona Shelter Services Facility Improvements	Medium	\$50,000	CDBG
Heritage District Water/Sewer Assessment	Medium	\$77,740	CDBG
Heritage District Water/Sewer Phase I Infrastructure Improvements	Medium	\$0	CDBG
Public Services	Priority Need Level	Funds Expended	Fund Source
Senior Services	High	\$136,000	General Funds

The following table illustrates the Town’s accomplishments with respect to Race/Ethnicity, Income and Special Needs populations

Benefit	Housing Activities		Public Facility	Public Services
	Emergency & Minor Home Repair	Affordable Rental Housing		
	Low/Mod Client LMI	Low/Mod Client LMI	Low/Mod Area LMA	Low/Mod Client LMI
Very Low Income (30% AMI)	24	0	17	550
Low Income (31 -50% AMI)	32	0	0	813
Moderate Income (51-80% AMI)	30	2	0	27
<b>Total Individuals or Households Served</b>	<b>86</b>	<b>2</b>	<b>17</b>	<b>1,495</b>
Female HH	23	2	0	344
Elderly (62+)	38	0	0	1,254
Disabled	38	0	10	484

Race/Ethnicity of Community Development Accomplishments		
Race/Ethnicity	All	Hispanic

White	1,327	241
Black/African American	76	
Asian American	42	
American Indian	7	
Native Hawaiian or Pacific Islander	10	
American Indian or Alaskan Native and White	0	
Asian and White	0	
Black / African Amer. and White	0	
American Indian or Alaska Native and Black / African American	0	
Other Ethnicity	33	
<b>Total</b>	<b>1,495</b>	<b>241</b>

Public Service Objectives

In fiscal year 2014-2015, the Town of Gilbert decided to utilize general funds rather than public service CDBG funds to provide support to Chandler Christian Community Center which administers Gilberts Senior Center. Gilbert provided \$136,000 in general funds to provide congregate and home delivered meals to the frail and elderly in Gilbert. An average of 315 Gilbert residents received meals either at the Gilbert Senior Center dining room or delivered directly to their home on a monthly basis. In addition, Gilbert Senior Center programming was increased to include additional activities such as belly dancing, a quilting class, and additional health and nutrition classes. Eligible CDBG public service funds were alternatively redirected to infrastructure and capital improvements so larger projects could be funded with CDBG funds in turn providing a larger impact to eligible neighborhoods.

Public Facility/Infrastructure Activities

Gilbert contributed 2013-2014 CDBG funds to one capital project for regional homeless shelter which was completed and expended in fiscal year 2014-2015. Gilbert contributed a total of \$50,000 in CDBG funds along with other city CDBG contributions, to provide energy efficiency improvements for Central Arizona Shelter Services (CASS) a regional homeless service provider that provide emergency shelter and basic needs for single adult homeless individuals. Energy efficiency improvements included upgraded HVAC systems and duct work. This will reduce the energy costs associated with providing emergency shelter and services.

Gilbert also allocated 2013-2014 CDBG funds to conduct a water and sewer assessment in the downtown area stemming from concerns about the capacity and infrastructure of both systems during a previous year capital project that was completed in the area. It was found that areas of downtown still have original clay piping used for water and sewer whereas; other areas that had previously been improved have PVC piping. The mix of piping material and different sizes has caused concern for efficiency and adequacy of delivery to residents in surrounding neighborhoods. CDBG funds were allocated to conduct an assessment to determine the current materials and delivery being utilized in the area and recommendations for improvement to ensure surrounding neighborhoods are being serviced appropriately. The assessment was completed in fiscal year 2014-2015 expended a total of

\$77,740 in CDBG funds. The assessment provided Gilbert with a detailed prioritized list of infrastructure that needs to be repaired, replaced or upgraded.

With the information provided in the assessment, Gilbert was able to begin planning Phase I of the Heritage District Infrastructure Improvements to be funded with CDBG capital funds. It was determined that only the water system will be upgraded during Phase I utilizing \$401,700 in CDBG funds. It was originally anticipated that Phase I would begin in fiscal year 2014-15, however, the review of results included in the assessment as delayed the project and will begin in fiscal year 2015-16.

2. Changes in Program Objectives

- a. Identify the nature of and the reasons for any changes in program objectives and how the jurisdiction would change its program as a result of its experiences.

**Changes in Program Objectives**

In fiscal year 2013-14, staff issued a Request for Proposal to conduct a Human Services Needs Assessment for the Town of Gilbert. This is the first endeavor to identify strengths, weaknesses and gaps in service for those seeking assistance. The needs assessment was completed in late 2014 and provided a detailed report of eighteen (18) recommendations that could be implemented to improve the delivery of social services for Gilbert residents in need. In addition, seven priority populations were identified as needed additional resources or experiencing gaps in services.

In late 2014, Gilbert Town Council prioritized several of the recommendations for staff and Gilbert's Human Relations Commission to research, implement or make recommendations to Council on how to proceed. By the end of fiscal year 2014-15, eighty-five percent (85%) of the prioritized actions from Council had been addressed or implemented which included the top ten of the eighteen recommendations listed in the report.

Results of the needs assessment have redirected goals and objectives of both federal and general funds in order to best address the gaps in service or underserved needs of specific populations in Gilbert.

3. Assessment of Efforts in Carrying Out Planned Actions

- a. Indicate how grantee pursued all resources indicated in the Consolidated Plan.
- b. Indicate how grantee provided certifications of consistency in a fair and impartial manner.
- c. Indicate how grantee did not hinder Consolidated Plan implementation by action or willful inaction.

**Assessment of Efforts**

Gilbert dedicated all resources identified in the Consolidated plan for housing activities to increase and maintain available, affordable, quality housing for low and moderate income families. No Certifications of Consistency with the Consolidated Plan were issued and all inquiries into Consolidated Plan implementation are documented and a matter of public record. The record shows no contrary action or willful inaction.

4. For Funds Not Used for National Objectives

- a. Indicate how use of CDBG funds did not meet national objectives.
- b. Indicate how did not comply with overall benefit certification.

**Funds Not Used for National Objectives**

Not Applicable. 100% of CDBG funds were used to meet national objectives.

5. Anti-displacement and Relocation – for activities that involve acquisition, rehabilitation or demolition of occupied real property
  - a. Describe steps actually taken to minimize the amount of displacement resulting from the CDBG-assisted activities.
  - b. Describe steps taken to identify households, businesses, farms or nonprofit organizations who occupied properties subject to the Uniform Relocation Act or Section 104(d) of the Housing and Community Development Act of 1974, as amended, and whether or not they were displaced, and the nature of their needs and preferences.
  - c. Describe steps taken to ensure the timely issuance of information notices to displaced households, businesses, farms, or nonprofit organizations.

**Anti-displacement and Relocation**

No CDBG or HOME funded activities caused displacement.

6. Low/Mod Job Activities – for economic development activities undertaken where jobs were made available but not taken by low- or moderate-income persons
  - a. Describe actions taken by grantee and businesses to ensure first consideration was or will be given to low/mod persons.
  - b. List by job title of all the permanent jobs created/retained and those that were made available to low/mod persons.
  - c. If any of jobs claimed as being available to low/mod persons require special skill, work experience, or education, provide a description of steps being taken or that will be taken to provide such skills, experience, or education.

The Town of Gilbert did not have any economic development programs in 2014.

7. Low/Mod Limited Clientele Activities – for activities not falling within one of the categories of presumed limited clientele low and moderate income benefit
  - a. Describe how the nature, location, or other information demonstrates the activities benefit a limited clientele at least 51% of whom are low- and moderate-income.

The facility improvement project for Central Arizona Shelter Services qualified as a presumed limited clientele project since they provide homeless shelter services.

The Heritage District Water and Sewer Assessment as well as Phase I of the Heritage District Infrastructure Improvement project both qualified as LMA, as the Heritage District is located in a census tract in which 51% or more of residents qualify as low to moderate income.

Gilbert Emergency and Minor Home Repair Program qualify individual residents to ensure they meet LMI qualifications prior to receiving services.

8. Program income received
  - a. Detail the amount of program income reported that was returned to each individual revolving fund, e.g., housing rehabilitation, economic development, or other type of revolving fund.
  - b. Detail the amount repaid on each float-funded activity.
  - c. Detail all other loan repayments broken down by the categories of housing rehabilitation, economic development, or other.
  - d. Detail the amount of income received from the sale of property by parcel.

**Program Income**

No CDBG or HOME program income was received or expended in 2014-15. There were no float funded activities, no other program income, and no CDBG or HOME funded property was sold.

9. Prior period adjustments – where reimbursement was made this reporting period for expenditures (made in previous reporting periods) that have been disallowed, provide the following information:
  - a. The activity name and number as shown in IDIS;
  - b. The program year(s) in which the expenditure(s) for the disallowed activity(ies) was reported;
  - c. The amount returned to line-of-credit or program account; and
  - d. Total amount to be reimbursed and the time period over which the reimbursement is to be made, if the reimbursement is made with multi-year payments.

**Prior Period Adjustments**

Not Applicable. Gilbert had no prior period adjustments for disallowed activities.

10. Loans and other receivables
  - a. List the principal balance for each float-funded activity outstanding as of the end of the reporting period and the date(s) by which the funds are expected to be received.
  - b. List the total number of other loans outstanding and the principal balance owed as of the end of the reporting period.
  - c. List separately the total number of outstanding loans that are deferred or forgivable, the principal balance owed as of the end of the reporting period, and the terms of the deferral or forgiveness.
  - d. Detail the total number and amount of loans made with CDBG funds that have gone into default and for which the balance was forgiven or written off during the reporting period.
  - e. Provide a List of the parcels of property owned by the grantee or its subrecipients that have been acquired or improved using CDBG funds and that are available for sale as of the end of the reporting period.

**Rehabilitation Loans and Receivables**

There are 4 outstanding loans that were funded with CDBG, HOME, or ADDI funds, with a principal balance of \$86,002.

Gilbert Rehabilitation Loan Portfolio					
Activity	Type of Loan	Number of Loans	CDBG	HOME/ADDI	Total
Homebuyer, gap financing	100% due on sale or move out	2	\$0	\$85,000	\$85,000
Septic to sewer conversion	Forgivable at 10%/yr	2	\$1,002	-	\$1,002
	<b>Total</b>	<b>4</b>	<b>\$1,002</b>	<b>\$85,000</b>	<b>\$86,002</b>

11. Lump sum agreements
  - a. Provide the name of the financial institution.
  - b. Provide the date the funds were deposited.

- c. Provide the date the use of funds commenced.
- d. Provide the percentage of funds disbursed within 180 days of deposit in the institution.

**Lump Sum Agreements**

Not Applicable. Gilbert had no lump sum agreements.

12. Housing Rehabilitation – for each type of rehabilitation program for which projects/units were reported as completed during the program year
- a. Identify the type of program and number of projects/units completed for each program.
  - b. Provide the total CDBG funds involved in the program.
  - c. Detail other public and private funds involved in the project.

Activity	Funding Source	FY 14/15 Amount Allocated	Prior Year Expenditures in FY 13/14	Amount Expended	Units Completed
Gilbert Emergency and Minor Home Repair Program	CDBG	\$250,000	\$2,126	\$252,126	86
<b>TOTAL Housing Rehabilitation Activities:</b>				<b>\$252,126</b>	<b>86</b>

Gilbert has been operating the Emergency and Minor Home Repair Program as a municipal program for three years. In that time, Gilbert staff has assisted a record number of homeowners in a single fiscal year timeframe. Each year, staff has been able to increase the number of households assisted while maintaining level funding. This is due to utilizing partner resources to provide additional assistance to homeowners, thus reducing the average cost of assistance per household. The majority of residents served by this program (80%) are elderly or disabled with limited incomes. Gilbert utilizes CDBG funds to keep these individuals and families in safe, hazard free homes and allowing them to remain in their homes longer without having to make costly repairs.

Gilbert has created a partnership with Maricopa County Weatherization Program in order to provide additional repairs to homes that need work beyond the allowable expense of the Gilbert Emergency Home Repair Program. A total of \$250,000 in CDBG funds were allocated and expended in fiscal year 2014-15 for the Emergency and Minor Home Repair Program assisting a total of 86 Gilbert households.

13. Neighborhood Revitalization Strategies – for grantees that have HUD-approved neighborhood revitalization strategies
- a. Describe progress against benchmarks for the program year. For grantees with Federally-designated EZs or ECs that received HUD approval for a neighborhood revitalization strategy, reports that are required as part of the EZ/EC process shall suffice for purposes of reporting progress.

Gilbert doesn't have any Neighborhood Revitalization Strategies.

**Antipoverty Strategy**

- 1. Describe actions taken during the last year to reduce the number of persons living below the poverty level.

Program Year 5 CAPER Antipoverty Strategy response:

During the fifth program year of Gilbert’s Consolidated planning period, Gilbert provided \$301,500 in general funds to support anti-poverty programs to increase resident stability. Various non-profit programs were available to Gilbert residents to assist with basic needs, housing, emergency financial assistance, youth intervention programs, support for foster families, and programs for elderly and disabled residents.

Organizations that demonstrated quality services to priority populations and/or met an unmet need in the community as identified in the Community Needs Assessment received financial support from Gilbert. Many of these programs offered services to those experiencing a crisis to assist in alleviating the crisis and help families return to stability, thereby directly reducing the number of persons living below poverty level.

A total of \$301,500 in general funds were allocated and expended by fourteen (14) different non-profit programs in 2014-15 and provided assistance to just under 6,500 residents.

**NON-HOMELESS SPECIAL NEEDS**

**Non-homeless Special Needs**

\*Please also refer to the Non-homeless Special Needs Table in the Needs.xls workbook.

1. Identify actions taken to address special needs of persons that are not homeless but require supportive housing, (including persons with HIV/AIDS and their families).

Program Year 5 CAPER Non-homeless Special Needs response:

Gilbert utilized general funds to address special needs of persons that are not homeless but require supportive housing and other support services to maintain their current housing, independence and promote self sufficiency. The following table describes the federal and local expenditures to address Gilbert non-homeless special needs populations:

Agency Name	Program Description	Funding Source	Allocation Amount	Outcome/ People Served
<b>Elderly/Disabled</b>				
Alzheimer’s Association	Gilbert Alzheimer’s Program	General Funds	\$5,000	327
Chandler Christian Community Center	Gilbert Senior Center – congregate and home delivered meals and senior activities	General Funds	\$136,000	1,390
<b>TOTAL ELDERLY/DISABLED ASSISTANCE</b>			<b>\$141,000</b>	<b>1,717</b>
<b>Community Assistance</b>				
Aid to Adoption of Special Kids	Gilbert Foster/Adoption Support Program	General Funds	\$5,000	153
Chandler Christian Community Center	Gilbert CAP Office – emergency financial assistance and referrals	General Funds	\$121,000	1,799
The Salvation Army	Emergency rent and utility assistance	General Funds	\$9,000	75
United Food Bank	Emergency and supplemental food	General Funds	\$3,000	34,591
<b>TOTAL COMMUNITY ASSISTANCE</b>			<b>\$133,000</b>	<b>36,618</b>
<b>Youth Services Prevention/Intervention</b>				
Big Brothers Big Sisters	Mentoring Services	General Funds	\$5,000	164
Gilbert Boys & Girls	After school activities and prevention	General Funds	\$123,000	3,931

Club	services			
		<b>TOTAL YOUTH SERVICES:</b>	<b>\$128,000</b>	<b>4,095</b>
		<b>TOTAL NON-HOMELESS SPECIAL NEEDS:</b>	<b>\$368,315</b>	<b>42,430</b>

### Specific HOPWA Objectives

Program Year 5 CAPER Specific HOPWA Objectives response:

Not applicable. Gilbert doesn't receive HOPWA funding.

### OTHER NARRATIVE

Include any CAPER information that was not covered by narratives in any other section.

Program Year 5 CAPER Other Narrative response: