

TOWN OF MANCHESTER



2020-2024 CONSOLIDATED PLAN

2020-2021 ACTION PLAN



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Executive Summary

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

1. Introduction

The Town of Manchester has been designated as an Entitlement Community by the federal Department of Housing and Urban Development (HUD). As such the Town receives an annual allocation of Community Development Block Grant (CDBG) funds that are to be invested in projects and services that benefit low/moderate-income residents.

In order to receive these funds, HUD requires Entitlement Communities to create a five year Consolidated Plan that identifies community needs, prioritizes the investment of funds, and establishes performance goals.

This Consolidated Plan details Manchester’s housing and community development needs and objectives for the period of 2020-2024. The report consists of the following components:

- An overview and analysis of current conditions including population subgroups, housing stock, economic conditions and community resources;
- An updated review of data describing housing and community development needs;
- Reevaluation of priority needs and goals based on data and community input;
- Analysis of resources available to address identified needs; and
- Outline of goals and benchmarks for the 5 year period.

This document also contains the Annual Action Plan for the period of October 1, 2020 – September 30, 2021. Specific programs and activities to be undertaken during that period are found in AP 38: Project Summary.

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

The Town’s primary goal for the use of CDBG funding is to preserve, improve and revitalize our older neighborhoods, where housing and other needs are greatest and broadest, so they will continue to be livable and attractive places.

HUD requires a focus on three particular outcomes to guide CDBG expenditures: Affordability, Availability/Accessibility and Sustainability. Through an analysis of information gathered from the citizen participation process, consultations with key stakeholders, existing community reports, and quantitative data, the Town has established the following high-priority needs and associated goals:

Affordability

- Maintain availability of affordable, safe and sanitary housing through: home repair, rehabilitation of owner- and renter-occupied units, accessibility improvements, addressing lead hazards and code enforcement.
- Increase diversity of housing stock through the repurposing of vacant or underutilized commercial /industrial properties.

Availability/Accessibility

- Provide services to improve the health, well-being and economic position of low/moderate-income individuals and families.
- Maintain, improve or repurpose public facilities located in income-eligible areas and those that serve low/moderate-income residents. Accessibility improvements may also be included.
- Provide services to vulnerable populations including but not limited to seniors, the disabled, those who are experiencing homelessness, and those experiencing housing insecurity.
- Complete public improvements including but not limited to park and trail improvements, sidewalk replacement or installation and streetscape improvements in low/moderate-income neighborhoods.

Sustainability

- Enhance existing and potential commercial corridors and activity nodes to support economic development efforts. Activities may include provision of business assistance, efforts to create or retain jobs and physical improvements to commercial corridors or individual businesses.

These priorities will guide the selection of goals and projects for each annual Action Plan during the five years covered by the Consolidated Plan.

Federal regulations require that all CDBG funds meet one of three established national objectives. Specifically, funds must be used to:

1. Benefit low-moderate income persons
2. Eliminate slums or blight
3. Meet a particularly urgent community development need

While the Town anticipates the majority of proposed activities will meet the first national objective of benefiting of low-moderate persons, the COVID-19 pandemic has resulted in

unprecedented community need and corresponding regulatory change. This Consolidated Plan focuses on an effective response to emerging need within the evolving regulations and changing social and economic landscape.

3. Evaluation of past performance

The Town of Manchester is responsible for ensuring compliance with all regulations associated with the Community Development Block Grant program. The Town's performance is detailed each year within HUD's required Consolidated Annual Performance and Reports (CAPER). During the prior Consolidated Plan period (2015-2019), the Town was successful at investing resources to address priority needs, ensuring compliant implementation of projects and programs, and achieving anticipated outcomes.

Accomplishments during that period include:

- Improving housing conditions through the Town-operated Housing Rehab Program. The emergency replacement portion of the program replaces major building systems that, if not addressed, would threaten the health or welfare of a property's inhabitants. The general Rehab Program provides forgivable loans to address property maintenance code deficiencies and reduce lead-based paint hazards.
- Provision of essential public service funding to programs that assist the homeless, provide enrichment activities for youth (ex: East Side After-School Program) and improve the health and well-being of individuals and families through programs like the BrightStart Family workshops and Interval House's programs for survivors of domestic violence.
- Improvements to public infrastructure and facilities, including: The East Side LED streetlight project that improved safety for neighborhood residents, drivers and pedestrians; and the Cheney Rail Trail project, which provides safer access from CDBG-eligible neighborhoods to commercial areas and the Town's larger trail and park system.

4. Summary of citizen participation process and consultation process

The Town implemented a broad-based approach to maximize citizen and stakeholder participation. Efforts included:

Public Hearings: Two public hearings/community meetings were held at the start of the planning process to gather opinions on previously funded programs, explain CDBG funding and the Consolidated Plan and receive suggestions for future goals and projects.

ConPlan Survey: A Consolidated Plan survey asked residents to rate the current provision of services related to CDBG objectives and collect feedback on areas where additional funding is, in their opinion, most needed. The survey yielded 230 responses.

Board of Directors' Public Hearings: Public hearings are a required element of the Consolidated Plan Process. Board of Directors' meetings in June and July will solicit public feedback on the Consolidated Plan and the Annual Action Plan.

Other Plans and Needs Assessments: Recommendations and Action Steps from other reports, including the Human Service Department's 2019 Senior Needs Assessment and Eastern Connecticut Health Network's 2019 Community Health Needs Assessment, were incorporated into the design of this Plan.

Consultations: Meetings were held with key community-based stakeholders through one-on-one and small group sessions. Information was also gathered during service provider meetings, including with the Manchester Community Services Council (MCSC) and the town's Continuum of Care (CoC) group.

5. Summary of public comments

The summary of resident survey results is found in the appendices.

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

All comments and views were accepted.

7. Summary

The Consolidated Plan is the outcome of an extensive, comprehensive effort to identify community needs and design effective investment strategies to meet those needs. The Town of Manchester has crafted a detailed strategic plan to achieve desired outcomes in each priority area of decent housing, economic opportunities, and suitable living environments. The Town has incorporated evolving guidance in response to the COVID-19 health crisis in its priorities and operations so as to best address anticipated needs in the upcoming program year and beyond.

The Process

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

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

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

Agency Role	Name	Department/Agency
CDBG Administrator	Town of Manchester	Planning Department

Table 1 – Responsible Agencies

Narrative

The Planning and Economic Development Department is responsible for administration of the town’s Community Development Block Grant funds. The department will also run the CDBG-funded Housing Rehabilitation program. Other activities are implemented by Town departments and nonprofit community organizations.

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

1. Introduction

The Town of Manchester through its Planning and Economic Development Department undertook extensive consultations with relevant agencies, organizations, and community-based groups to obtain input on priority needs, recommended strategies, and investment opportunities. The consultations were conducted through a variety of methods including one-on-one interviews, stakeholder sessions, and meetings with existing networks.

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

The Planning and Economic Department seeks to improve coordination of housing and human services providers through participation in the local Continuum of Care group, housing and social service forums, and the Manchester Housing and Fair Rent Commission. The Commission, whose mission is to promote the development and continued availability of affordable housing in Manchester, has ex-officio members including the housing authority's Executive Director and the Town's Planning and Human Services Directors. These efforts are further enhanced by the Department’s direct participation in the Manchester Community Service Council (MCSC).

MCSC has operated since 1972 with the primary mission being “to provide a forum to address the needs of the Manchester Community.” Their Board and membership consist of representatives from mental health organizations, child welfare groups, town government, the housing authority, local hospital and healthcare facilities, nonprofit developers and a variety of other groups as well as interested town residents.

Additionally, coordination efforts benefit from ongoing communication and collaboration between the Town’s Senior, Adult, and Family Services, Youth Services and the Office of Neighborhood and Families. These departments play a direct role in the delivery of services to low -moderate income persons.

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

Manchester is part of the “Balance of State Continuum of Care”. However, the Town and its homeless service providers made a commitment to establishing a "sub-CoC" representing those who serve the Manchester homeless community. This local network provides the opportunity

for Town staff, the public schools, local service agencies, and housing providers to meet on a monthly basis and discuss issues of relevance. Members of this group include the Town's Community Development Program Manager and Senior Adult and Family Services (SAFS) Supervisor, staff from the Manchester Housing Authority, representatives from a local private healthcare provider, staff from the local food pantry/soup kitchen, and representatives from housing agencies targeting persons with mental health diagnosis, chronically homeless persons, Veterans and formerly homeless.

Continuation of this localized CoC enables coordination of service delivery to homeless and at-risk households. Members share information about the availability of housing vouchers, shelter beds, and events such as document fairs, renter rebate events and job fairs that benefit these populations. Participating Manchester Public Schools (MPS) staff work with at-risk youth and assist families with children impacted by homelessness. Other CoC members coordinate with MPS to connect these families with affordable housing, housing vouchers, mental health services and stabilization services.

Persons at risk of homelessness are assisted through Senior Adult and Family Services. SAFS staff works with at-risk individuals or families to mediate with a landlord to establish a payment arrangement. The goal is to avoid displacement. Referrals are also made to Community Renewal Team's (CRT) eviction prevention program but appointments are made 4-6 weeks out and by then, clients have almost always been evicted.

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

Although the Town of Manchester does not receive ESG funds, through participation in the Balance of State CoC and engagement of service providers through the localized CoC, the Town is aware of the ESG allocation process, policies, and procedures.

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

Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	MANCHESTER HOUSING AUTHORITY
	Agency/Group/Organization Type	PHA
	What section of the Plan was addressed by Consultation?	Public Housing Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The Manchester Housing Authority was consulted in a one-on-one consultation with the Executive Director. The agency identified the challenges of the ongoing RAD conversion necessary to support rehabilitation of the PHA stock. The Authority administrates a regional mobile voucher program that continues to be in high demand for Section 8 eligible households. Anticipated Outcome is continued support for CDBG funds to address accessibility /reasonable accommodation requests.
2	Agency/Group/Organization	MANCHESTER AREA CONFERENCE OF CHURCHES (MACC)
	Agency/Group/Organization Type	Services -homeless Services - Food and Nutrition
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Market Analysis Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consultation was completed one-on-one with the Executive Director. She spoke to the increased prevalence of food insecurity and the desire to expand emergency assistance for single issues such as broken appliances. The Agency offers programs that provide the most basic of needs, such as the open shower program and programs that seek to create pathways to self-sufficiency like the Bistro on Main restaurant. All operations have been impacted by COVID-19 related health recommendations. Anticipated Outcomes are continued collaboration with the Town, support for ongoing programs with increased demand and solutions to affordable housing challenges.

3	Agency/Group/Organization	MANCHESTER - PLANNING AND ECONOMIC DEVELOPMENT
	Agency/Group/Organization Type	Other - Sustainability Other government - Local Grantee Department
	What section of the Plan was addressed by Consultation?	Housing Needs Assessment Lead-based Paint Strategy Public Housing Needs Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs Economic Development Market Analysis Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The Consultation was a one-on-one with the Director of Planning and Economic Development. Continued focus on workforce development, redevelopment of brownfields and un- under-utilized properties, creation of transit-oriented developments, and expansion of co-working opportunities downtown. Anticipated outcome is the investment of funds in the identified priorities as well as leveraging the Opportunity Zone designation to further development goals and continuation of highly successful housing rehabilitation programs.
4	Agency/Group/Organization	MANCHESTER - INFORMATION SYSTEMS
	Agency/Group/Organization Type	Services - Broadband Internet Services - Narrowing Digital Divide Other government- Local Grantee Department
	What section of the Plan was addressed by Consultation?	Broadband

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The Town's Information Systems Department was consulted through a one-on-one with staff. Consultation focused on current internet access and town efforts to enhance. Anticipated Outcome: continued town efforts to improve access and pricing.
5	Agency/Group/Organization	MANCHESTER - SENIOR CENTER
	Agency/Group/Organization Type	Service - health Services - elderly persons Other government - Local Grantee Department
	What section of the Plan was addressed by Consultation?	Non-homeless Special needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The Consultation was extracted through joint participation in committee meetings with the Senior Center Director. She maintains a continued focus on meeting the varied needs of Manchester Seniors. The anticipated outcome is continued coordination with other town departments to more effectively serve seniors. Exploration of programs to enable seniors to age in place and to secure and maintain affordable housing.
6	Agency/Group/Organization	CT Coalition to End Homelessness
	Agency/Group/Organization Type	Housing Services - Housing Services - Homeless Regional Organization Other - Continuum of Care
	What section of the Plan was addressed by Consultation?	Housing Needs Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homeless Strategy Anti-poverty strategy

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consultation was conducted through Manchester-based CoC participant. Focus continues to be homeless prevention, rapid-rehousing, and expanding services to assist formerly homeless persons successfully maintain housing and independence. Anticipated outcomes include continued participation in the CoC and delivery of services through Manchester departments.
7	Agency/Group/Organization	COMMUNITY HEALTH RESOURCES
	Agency/Group/Organization Type	Housing Services - Housing Services -Persons with Disabilities Services -homeless Regional organization Health Agency
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs Market Analysis Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	CHR was consulted in a group discussion with Executive Director and Senior Staff. Consultation highlighted the following community needs: truly affordable housing, Service -enriched affordable housing, behavioral health services, accessible affordable transportation and childcare. Anticipating impact of pandemic on mental health service needs- increased need and challenge of service delivery. Identification of Town's opportunity to support increased awareness of public health and welfare, opportunity to support remote learning with technology and hardware, and PPP and testing.

8	Agency/Group/Organization	MANCHESTER SENIOR ADULT AND FAMILY SERVICES DIVISION (SAFS)
	Agency/Group/Organization Type	Services - Housing Services - Persons with Disabilities Services - Persons with HIV/AIDs Services - Health Other government - Local Grantee Department
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Non-Homeless Special Needs Market Analysis Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The department was consulted one-on-one with the Director. Focus is on meeting the needs of Manchester's adult population, particularly those too young to participate in Senior Center programs. Identification of persons experiencing homelessness, often as a result of chronic mental health issues. Increased awareness of disabled persons with limited options beyond independent living or care facilities. Anticipated Outcome: increasing the number of accessible units through adaptation, and continued collaboration between Town departments and community-based organizations.
9	Agency/Group/Organization	CAPITAL WORKFORCE PARTNERS
	Agency/Group/Organization Type	Services - Education Service - Employment Regional Organization
	What section of the Plan was addressed by Consultation?	Market Analysis Other - Non-Housing Needs Anti-Poverty Strategy

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The Agency was consulted in a one-on-one discussion that highlighted the need to advocate and incentivize the creation of living wage jobs and the intentionality required to achieve change on issues of income and equity in the workplace. Anticipated Outcome: Town modeling employment strategies that remove artificial barriers and supporting development that address barriers such as transportation and childcare, the creation of virtual programs that respond to need for preparatory trainings while recognizing that often trainees must participate around current employment constraints.
10	Agency/Group/Organization	CT FAIR HOUSING CENTER
	Agency/Group/Organization Type	Service - Housing Service - People with Disabilities Service - Fair Housing Regional Organization
	What section of the Plan was addressed by Consultation?	Housing Needs Market Analysis Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The agency was consulted in a one-on-one discussion with the Executive Director. The discussion focused on the likely impacts of COVID-19 pandemic on lower-income communities, especially renter households. Impacts of housing displacement and foreclosure of smaller rental properties. The changes on state level of reversing “mixed population” (elders/disabled) projects without identified alternative options present challenges for every community. The need for rental property education around fair housing laws. Anticipated Outcomes: Evaluation of Town’s practices on zoning as part of CT Analysis of Impediments. Willingness to conduct rental property trainings. Research of tax lien status and process with goal of minimal disruption to residents.
11	Agency/Group/Organization	CAPITOL REGION COUNCIL OF GOVERNMENTS
	Agency/Group/Organization Type	Regional Planning Organization
	What section of the Plan was addressed by Consultation?	Other: Transit / Sustainability / Hazard Mitigation

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	The agency was consulted one-on-one with a Senior Planner/ Policy Analyst. The consultation focused on the inter-relationship between transit and employment. Need for transit system that is responsive to riders' needs. Other areas included remediation and reuse of Brownfield sites, mitigation of natural hazards, and conservation and planning. Anticipated outcomes could include Town continuation of brownfield remediation/reuse, improvement of transit stations for safety, and improvements so that all residents have internet and equipment to live in a virtual world.
12	Agency/Group/Organization	INTERVAL HOUSE EAST
	Agency/Group/Organization Type	Services - Housing Services - Homeless Services - Domestic Violence Regional Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Non-Homeless Special Needs Anti-poverty Strategy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Agency was consulted during a one-on-one with Program Director for Manchester programs. Spoke to challenges of identifying affordable housing in Manchester and lack of flexible funding to support direct assistance (utility bills, security deposits, legal cost) to Domestic Violence clients. Identified the strength of Manchester community in supporting DV households, especially the work of the Manchester Police Department. Anticipated outcome could include: partnership with MHA to create DV set-aside vouchers or housing providers to have units readily available.
13	Agency/Group/Organization	Journey Home, Inc
	Agency/Group/Organization Type	Services - Housing Services - Homeless Regional Organization
	What section of the Plan was addressed by Consultation?	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs

<p>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>Agency was consulted in a one-on-one with the Deputy Director. Discussion focused on the collaborative relationship with the Town. There has been a recent change in demographics of persons experiencing homelessness, believe to be due to COVID-19. The need to expand housing to include various level of and care models. Anticipated Outcome: continue to engage with Town on models of housing to address resident needs.</p>
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Identify any Agency Types not consulted and provide rationale for not consulting

The Town’s consultation process was comprehensive and included a wide range of municipal departments, community-based agencies and regional organizations.

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

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Balance of State CoC	FY19 Application - Both the CoC and this Strategic Plan work to address issues surrounding homelessness and the provision of quality affordable housing. The importance of supportive housing is emphasized by both.
CT Counts: 2019 Report on Homelessness in CT	CT Coalition to End Homelessness (CCEH)	Information on most recent point-in-time count and youth homelessness in CT.
2019 Community Health Needs Assessment Report	Eastern CT Health Network	Assessment of community health needs and opportunities to improve health outcomes.
Complete Streets Plan	Capital Region Council of Governments, Town of Manchester	Plan to provide facilities that accommodate all users regardless of mode. Provides for sidewalks, accessible ramps for persons with disabilities
Manchester 2020: Plan of Conservation and Development	Manchester Planning Department	One of the main growth management principles focused on housing for all types. Outlines importance of preserving older housing stock, maintaining affordable housing stock through rehab loans, and connecting housing with amenities and services.

Table 3 – Other local / regional / federal planning efforts

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

The Town of Manchester participates in a variety of State and regional initiatives. Through ongoing collaboration, the Town has accessed resources and programming that improve the quality of life for Manchester residents. Funding has been provided from the state's Department of Transportation support infrastructure improvements. The State Department of Social Services and Department of Mental Health and Addiction Services (DMHAS) fund intervention and support services for vulnerable populations.

The Town is an active member of the Capital Region Council of Governments (CRCOG), a 38 member organization representing the Metro Hartford municipalities. Two compelling goals of CRCOG are to promote efficient transportation systems, responsible land use and preservation of land and natural resources and effective economic development and to strengthen the Capitol City of Hartford as the core of a strong region, and as the economic, social and cultural center.

PR-15 Citizen Participation

1. Summary of citizen participation process/Efforts made to broaden citizen participation

Summarize citizen participation process and how it impacted goal-setting

Extensive efforts were made to broaden participation in the planning process. Flyers were created and posted in or sent to the following locations to advertise the pre-plan public hearings and the Con Plan survey: Manchester Housing Authority, the Eastside Neighborhood Resource Center (community center in CDBG-eligible neighborhood), MACC soup kitchen, all local Continuum of Care member organizations, both libraries, the Planning & Economic Development Department, all Parks & Recreation facilities, the Senior Center and two local grocery stores, among other locations. In addition, information was posted on the Planning & Economic Development Department and Town Facebook pages and Twitter accounts and on the town calendar. A write-up was posted on the town's Manchester Matters email listserv and a link was placed on the Town's homepage. Display ads were also run in the Journal Inquirer to publicize both of the meetings.

The well-publicized pre-plan public hearings were held in the north and south ends of town and both took place in handicap accessible locations on bus routes. If requests were received in advance of the meeting, accommodations would have been made for those in need of special assistance or translation services.

A web-based community survey was prepared and distributed to solicit additional resident feedback. Paper copies of the survey were provided for locations such as the senior center and housing authority properties to eliminate potential technology barriers to some participants. The results of this survey were reviewed for connections to projects funded in the past, applications and priorities for this program year's funding and for future planning purposes.

A reporter for the Journal Inquirer was in attendance at one of the community meetings and ran a story about CDBG funding and the town's efforts to solicit feedback from residents. A link to the web survey was included in the story to enable additional residents who may not have attended the meeting to share their opinion.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Public Hearing	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing Residents of CDBG eligible neighborhoods	Two residents attended this meeting.	Children receiving free/reduced lunch may need more time to eat to ensure proper nourishment. Various ideas to help non-English speakers feel more welcome: translators in schools, books in libraries, etc.	All comments were accepted.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
2	Public Hearing	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing Residents of CDBG eligible neighborhoods	There were 6 attendees at this meeting, one of whom was a reporter for the Journal Inquirer. The rest were residents.	One resident was concerned for the homeless in wintertime since there is no shelter in town. Another was focused on the importance of outreach workers to connect those in need of services with existing resources.	All comments were accepted.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
3	Social Media	<p>Minorities</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p> <p>Residents of CDBG eligible neighborhoods</p>	It is challenging to directly attribute engagement to these mediums, but we did receive likes and comments on Facebook and the tweet was shared with others.	One resident comment on Facebook: Take the survey. It may be your only chance to provide feedback if you can't attend town meeting due to your work schedule.	All comments were accepted.	https://twitter.com/ManchesterCTown/status/1230854964240580610?ref_src=twsrc%5Etfw%7Ctwcamp%5Eembeddedtimeline%7Ctwitter%5Eprofile%3AManchesterCTown%7Ctwcon%5Etimelinechrome&ref_url=http%3A%2F%2Ftom.townofmanchester.org%2F

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
4	Newspaper Ad	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	No responses received.	No comments received.	NA	
5	Legal Notices	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	No responses received.	No comments received.	NA	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
6	Town-wide Survey	Minorities Non-English Speaking – Offered Interpreters as needed Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	We were pleased to receive 230 responses to our survey.	Overall, residents were supportive of services offered by the town. General support for funding of activities and centers for youth and seniors. Support for increase mental health and health services in general and infrastructure improvements, particularly streets and street lighting. Housing for seniors and Veterans, rental housing and rehab were ranked high as needing increased funding.	N/A	https://www.surveymonkey.com/r/N22TT27

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
7	Public Hearing	Non-targeted/broad community	Public hearings were held as part of the Board of Directors' June and July meetings. The meetings had decent attendance.	No comments were received from the public regarding the Consolidated Plan or the Annual Action Plan for Program Year 46.	N/A	

Table 4 – Citizen Participation Outreach

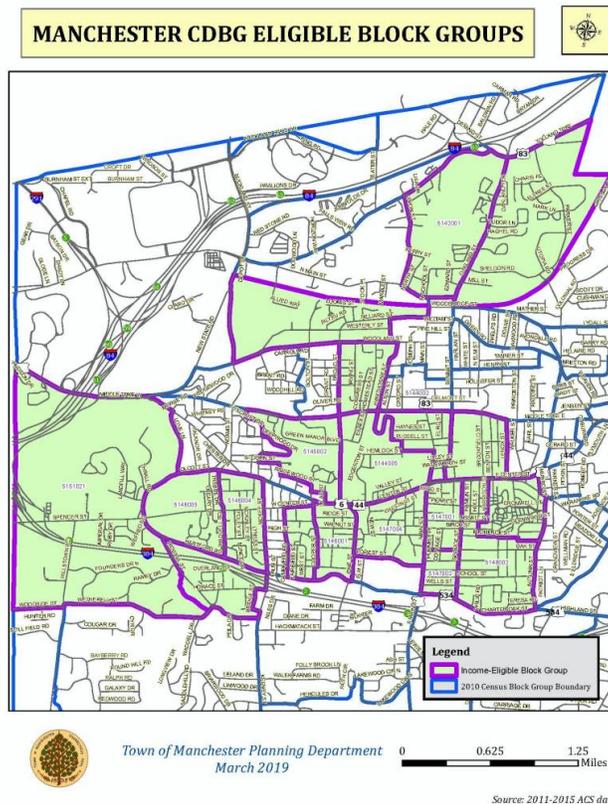
Needs Assessment

NA-05 Overview

Needs Assessment Overview

The Town of Manchester is located in the Greater Hartford Metropolitan Area. The Town is comprised of 13 distinct neighborhoods with CDBG eligible areas generally concentrated within the areas of the East and West side. According to American Community Survey data, Manchester's population has remained stable. The town is home to 57,955 persons (2019) residing in 23,942 housing units. Manchester's stable population has experienced a slight increase in household income with a 2018 median income of \$70,736.

Only a portion of Manchester is eligible for Community Development Block grant funding on an area basis. This eligibility is based upon analysis of census data to determine areas where the majority of residents meet HUD's definition of low-moderate income households (80% of the area median).



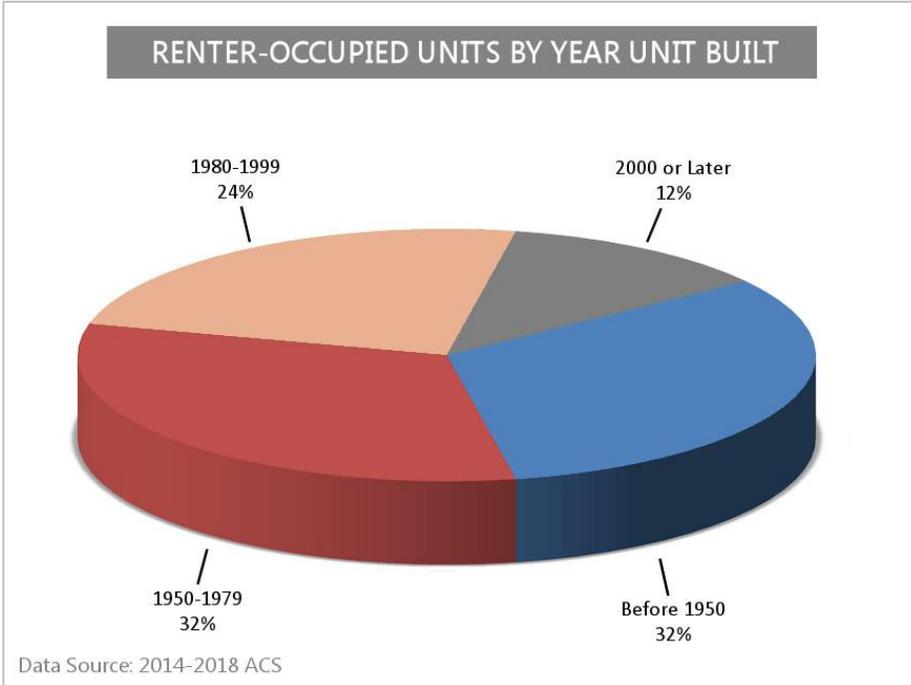
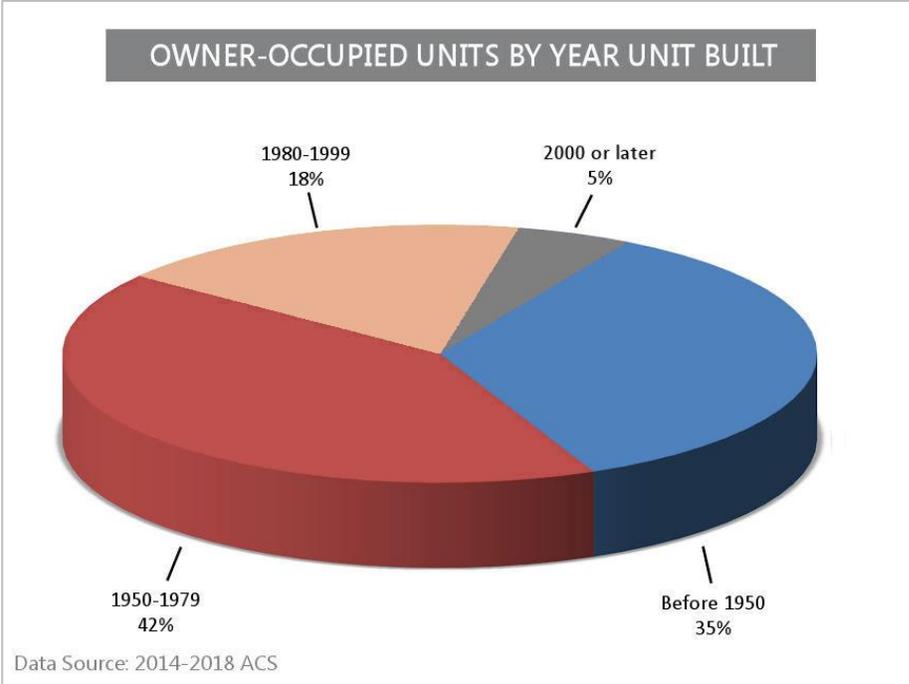
As is true in most of the Northeast, housing costs have outpaced the increase in household income. Manchester is still a relatively affordable community, especially when compared to other municipalities in the region.

Indeed, Manchester's commitment to meeting the needs of its residents is demonstrated by the fact that of the 169 municipalities in Connecticut, Manchester is one of only 29 to be exempt from the state's Affordable Housing Appeals List. According to the 2018 Appeals List, 14.2% of the town's housing is considered affordable.

A primary concern, however, remains the age of Manchester's housing stock. More than 77% of Manchester's owner-occupied housing stock and 64% of its rental stock was constructed pre-1980. Older housing stock impacts housing needs in a number of ways, specifically:

1. Older stock is less likely to be accessible.
2. Older stock is more likely to be costly to maintain and therefore negatively impact affordability.
3. Older stock is more likely to have environmental hazards including asbestos and lead-based paint.
4. Older stock is less likely to be energy efficient and therefore more costly to occupy.

While Manchester's housing stock is in relatively good condition, there is still a need to stabilize and improve aging housing units in Manchester's older neighborhoods to address these negative impacts.



The demand for quality, affordable housing is addressed, in part, by the Manchester Housing Authority (MHA). The MHA is a public agency that provides subsidized housing to low-moderate income individuals and families. In addition to 435 conventional housing units throughout Manchester, the MHA offers rental assistance programs that serve approximately 945 households. The Town demonstrates its commitment to the MHA through consistent funding of

building improvements that enable the housing authority to appropriate house disabled and elder households.

The needs of homeless and other vulnerable persons are met through a coalition of Town departments, the Manchester Area Conference of Churches, and non-profit service providers.

An assessment of relevant community data along with input from the Consolidated Plan consultations and Citizen Participation process resulted in the identification of housing rehabilitation, economic development, investments in public facilities, infrastructure and parks, and human services as priority needs.

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

Summary of Housing Needs

Housing needs are created by an inter-related set of factors that include demographics, the type and amount of housing available, the age and condition of the housing, and the ability of residents to afford the housing. The Consolidated Plan Needs Assessment provides an overview of the town’s housing needs from the perspective of the people who live in Manchester. Information about the housing stock and market conditions are included in the Market Assessment.

Information in this section primarily comes from data provided by HUD. Table 5 illustrates Manchester’s stable population, with an insignificant decrease in population and in number of households from 2015-2018. In the same period of time, Manchester median income increased by 12%. While the increase in median income is seemingly significant, a full 6,840 households or nearly 28% live at or below 50% AMI, which is comparable to federal poverty levels. For these households, housing costs in Manchester are not supportable without rental assistance or support.

In a community with little raw developable land, opportunities to address this disparity through new housing development are limited. The Town has and will continue to investigate mixed-income housing that expands its diverse offerings while augmenting the inventory of housing for special populations.

Demographics	Base Year: 2015	Most Recent Year: 2018	% Change
Population	58,190	57,955	-0%
Households	24,140	23,942	-0%
Median Income	\$63,158	\$70,736	12%

Table 5 - Housing Needs Assessment Demographics

Data Source: 2011-2015 ACS (Base Year), 2014-2018 ACS (Most Recent Year)

Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households	3,535	3,305	3,875	2,845	10,585
Small Family Households	1,090	1,210	1,335	1,210	5,395
Large Family Households	340	180	255	275	525
Household contains at least one person 62-74 years of age	430	545	935	385	2,040

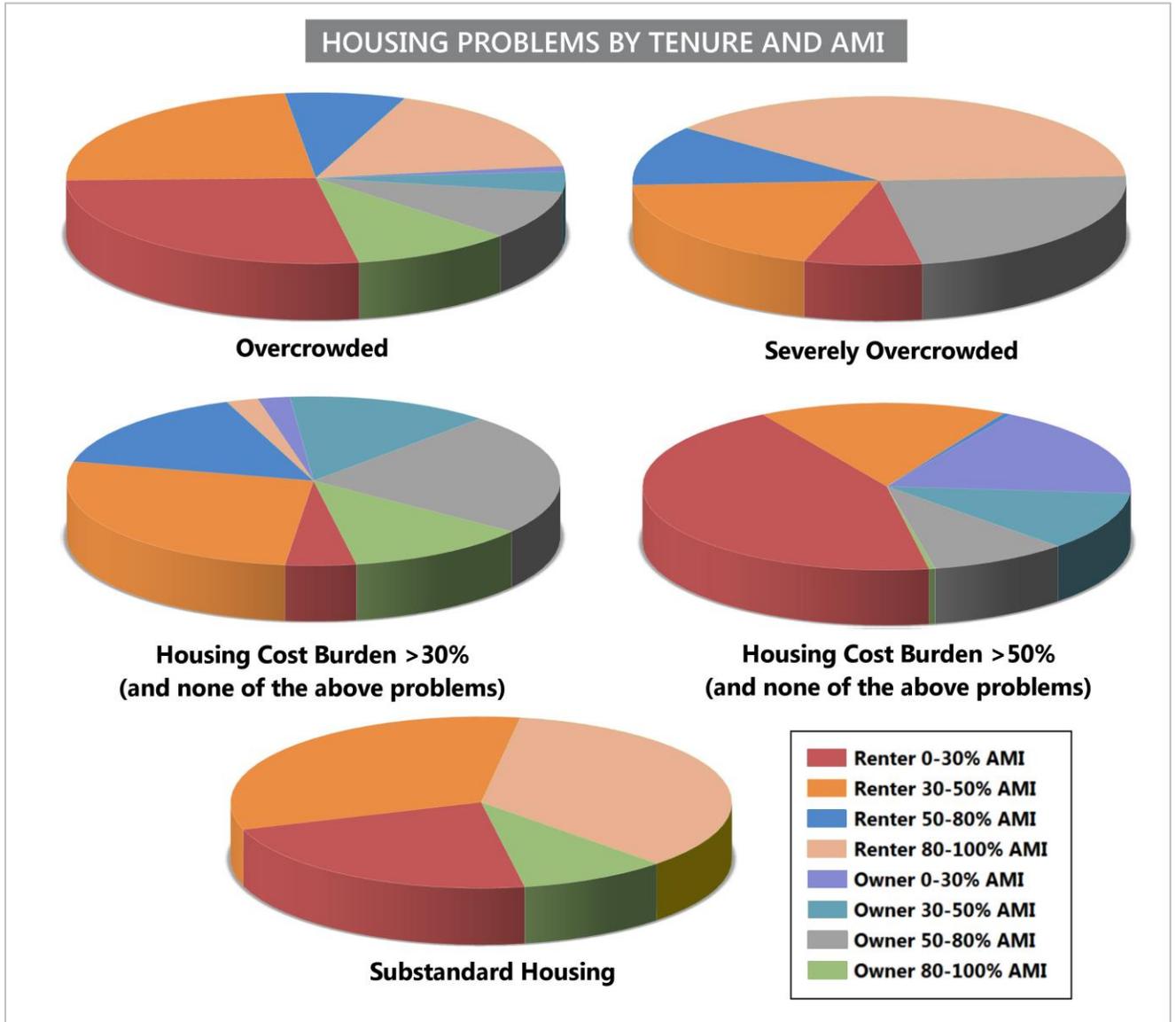
	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Household contains at least one person age 75 or older	555	620	395	215	730
Households with one or more children 6 years old or younger	677	634	529	620	1,034

Table 6 - Total Households Table

Data Source: 2011-2015 CHAS

Housing Needs Summary Tables

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



	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Substandard Housing - Lacking complete plumbing or kitchen facilities	45	65	0	70	180	0	0	0	19	19
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	10	25	15	50	100	0	0	30	0	30
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	105	90	30	65	290	4	15	35	40	94
Housing cost burden greater than 50% of income (and none of the above problems)	1,665	620	20	0	2,305	670	425	345	15	1,455
Housing cost burden greater than 30% of income (and none of the above problems)	175	1,015	590	79	1,859	80	505	885	455	1,925
Zero/negative Income (and none of the above problems)	110	0	0	0	110	50	0	0	0	50

Table 7 – Housing Problems Table

Data 2011-2015 CHAS
Source:

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

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Having 1 or more of four housing problems	1,825	800	65	190	2,880	675	440	405	75	1,595
Having none of four housing problems	760	1,220	1,605	1,100	4,685	115	850	1,795	1,480	4,240
Household has negative income, but none of the other housing problems	110	0	0	0	110	50	0	0	0	50

Table 8 – Housing Problems 2

Data 2011-2015 CHAS
Source:

3. Cost Burden > 30%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	875	815	190	1,880	140	265	410	815
Large Related	204	145	0	349	29	29	110	168
Elderly	255	278	50	583	365	455	375	1,195
Other	569	570	390	1,529	220	190	360	770
Total need by income	1,903	1,808	630	4,341	754	939	1,255	2,948

Table 9 – Cost Burden > 30%

Data Source: 2011-2015 CHAS

4. Cost Burden > 50%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	800	260	0	1,060	140	160	150	450
Large Related	200	75	0	275	29	4	0	33
Elderly	200	139	0	339	295	195	155	645

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Other	530	230	20	780	210	65	45	320
Total need by income	1,730	704	20	2,454	674	424	350	1,448

Table 10 – Cost Burden > 50%

Data Source: 2011-2015 CHAS

5. Crowding (More than one person per room)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Single family households	115	100	45	115	375	4	15	65	35	119
Multiple, unrelated family households	0	0	0	0	0	0	0	0	4	4
Other, non-family households	0	15	0	0	15	0	0	0	0	0
Total need by income	115	115	45	115	390	4	15	65	39	123

Table 11 – Crowding Information – 1/2

Data Source: 2011-2015 CHAS

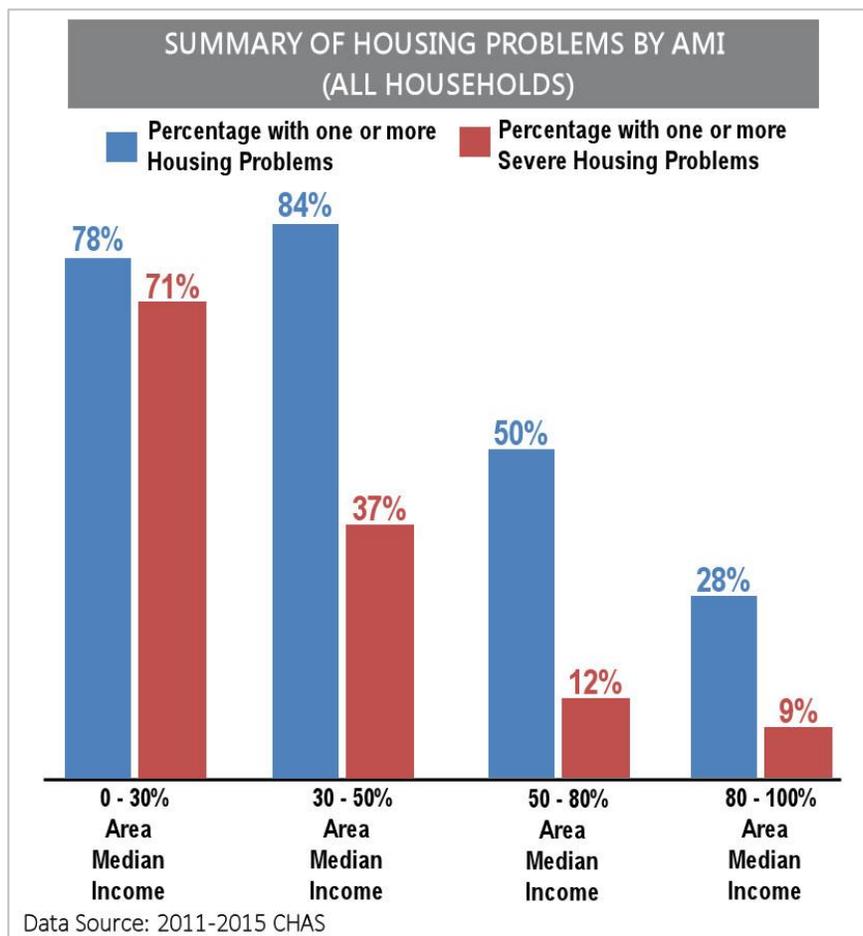
Describe the number and type of single person households in need of housing assistance.

According to 2009-2013 American Community Survey data, single-person households are a minority in Manchester, consisting of only 30.3% of occupied housing units. The remaining 69.6% of occupied units consist of 2 or more people, with 2-person households comprising 34.4%.

Extremely low-income renters are more likely to experience housing cost burdens, with housing cost often exceeding 50% of income. Many elderly households – both renters and owners- are also struggling with housing cost. Elderly renters below 50% of AMI experience cost burdens - 872 elderly renter households expend more than 30% of their household income on housing cost. Elderly homeowners also experience an affordability gap, with 1,310 households expending more than 30% of income on housing costs. For these elderly populations, additional affordable age-appropriate housing would represent a solution. Additionally, the Town’s programs that provide housing rehabilitation and energy improvements are a response to reducing housing cost.

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

Interval House, an organization based out of Hartford that focuses on domestic violence issues, also runs a satellite office (Interval House East) in Manchester. Housing assistance is one of the greatest needs of households served by Interval House although staff felt that might be a function of client demographics, wherein higher income households who experience domestic violence are more likely to not seek community services beyond crisis intervention.



Data on housing needs clearly illustrates that lower income households are more likely to experience housing problems. Throughout town, 71% of extremely low-income households have one or more housing problems; 50% have one or more severe housing issues.

Town departments and community-based organizations also acknowledged that disabled persons are more likely to experience housing instability. Census data indicates that 11.8% of Manchester residents are disabled. There is a significant concentration of residents with disabilities in Manchester’s core neighborhoods. This coincides with the location of more affordable housing opportunities as well as the town’s older housing stock. This may result in such residents facing accessibility issues for which they would require assistance - whether financial assistance to purchase ramps to gain access to their unit or assistance with the installation of grab bars and other accessibility features. Rebuilding Together runs a program to address such accessibility issues through installation of portable ramps, grab bars and other features to allow seniors and disabled residents to safely remain in their home.

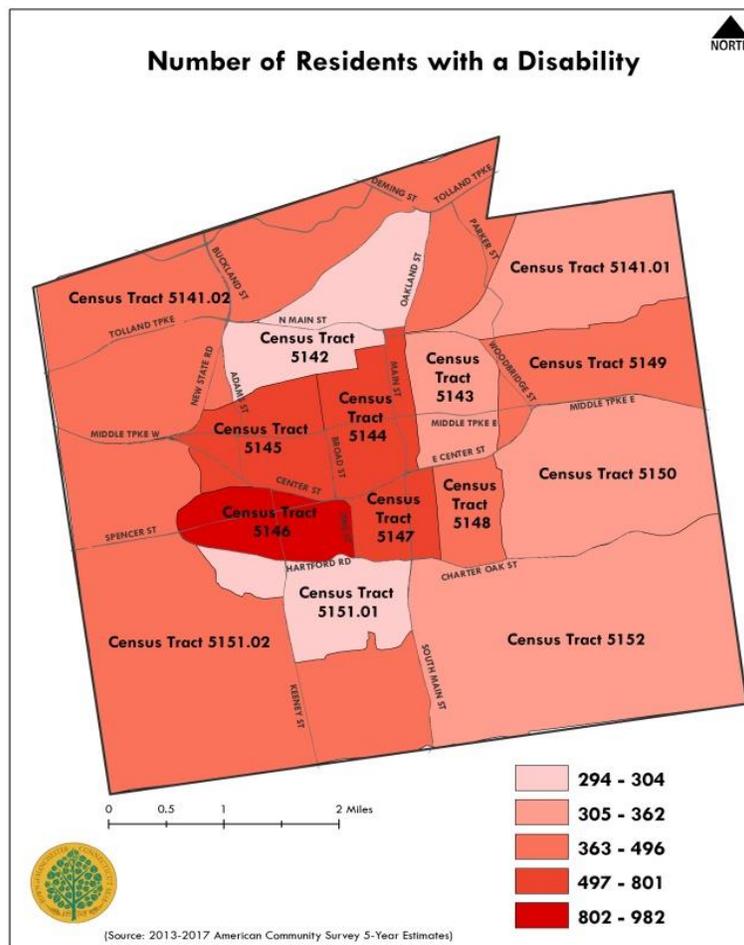


Figure 1: A larger number of disabled residents are concentrated in the Town's core.

What are the most common housing problems?

HUD tabulates housing problems as: Substandard Housing, lacking complete plumbing or kitchen facilities; Severely Overcrowded, with more than 1.51 people per room; Overcrowded,

with 1.01 to 1.5 people per room; Severe Cost Burden, housing costs greater than 50% of income; and Cost Burden, housing costs greater than 30% of income.

Per Table 7, severe cost burden is the primary problem for both low income renters (2,305 households) and owners (1,455 households). Affordability is a challenge for an additional 1,859 renter and 1,925 owner household who experience housing cost burdens. These numbers far exceed the number of households with overcrowding or substandard housing.

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

Extremely low-income renters are most likely to experience at least one of the four major housing problems - 1,825 renters in this group report at least one housing problem. Figure 2 in the appendix report shows the concentration of residents living below the poverty line by census tract.

Elderly owners also appear to face significant cost burden challenges. They represent the greatest number of households with a cost burden greater than 30% (elderly 50-80% AMI) as well as a cost burden of more than 50% (elderly 30-50% AMI).

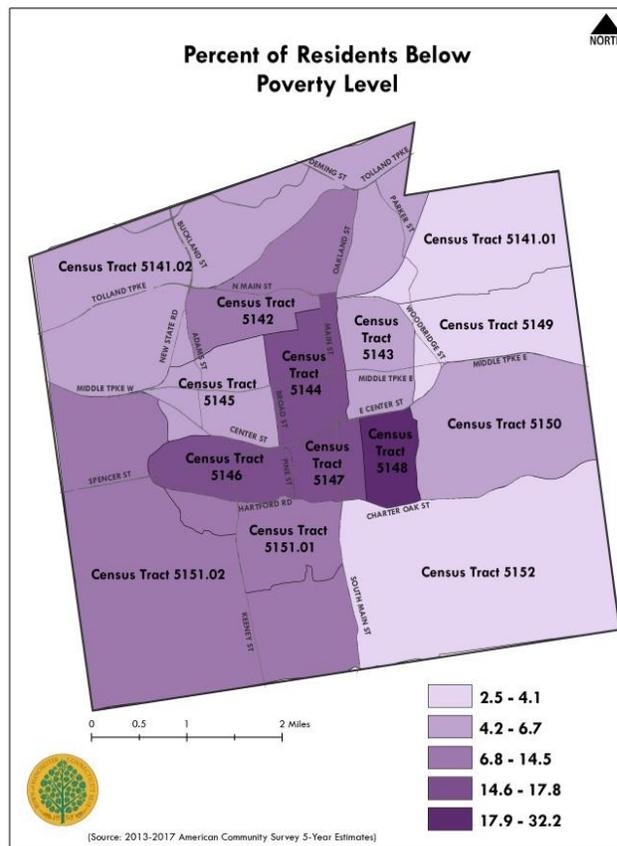


Figure 2: Census Tract 5148, which comprises much of the Town's East Side neighborhood, has the highest concentration of poverty.

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

For low-income households, the greatest single challenge is sufficient income to afford Manchester's escalating rents. Income below subsistence levels (or unpredictable income) is when one event can potentially lead to housing instability or homelessness. A number of programs are offered to provide some economic relief for such households. The tax reduction program provides elderly residents the opportunity for a reduction in real estate taxes by volunteering their time to support local nonprofits. Income qualified households can apply for the Senior Volunteer Tax Credit, for which they can receive up to \$500 off their property tax bill. Senior or disabled property owners may also be eligible for the "Homeowner's Program", which offers property tax credits ranging from \$150 - \$1,250. Energy Assistance is provided to more than 2,000 low-income Manchester households each year.

Consultations with housing providers, homeless service providers, and Continuum of Care members indicate that formerly homeless families face an uphill battle obtaining and retaining housing. Despite efforts to rapidly re-house families, the complicating factors of a shortage of affordable units and of Service -enriched units, makes placements difficult. Once housed, those formerly homeless families often require on-going support.

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

SAFS defines an individual or household as "at-risk" of homelessness if one of the following criteria is met:

1. They are facing an active eviction; or
2. They are behind in their rent.

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

Chronic, persistent mental health issues and substance addiction were identified by community-based organizations as characteristics most often leading to housing instability. CT 2-1-1- counts for 2019 show nearly 12.7% of callers were seeking assistance with mental health or substance abuse issues. SAFS reported 45 single persons experiencing homelessness or housing instability in the past five months. The organizations report this population requires more intensive services than currently available through Town or community-based organization.

A second group at risk of homelessness and housing instability are extremely low-income households. Low- to moderate-income elderly homeowners and extremely low and low-income renter households appear to be at the greatest risk of housing instability in Manchester due to severe cost burden. These populations simply do not earn enough to afford the rising cost of rental housing in Manchester's very tight rental market.

Discussion

The Town, the Manchester Housing Authority, Town departments, and community-based organizations work to address the current challenges to housing stability for Manchester residents. Efforts to improve the condition of the housing stock, increase energy efficiency thereby reducing cost, and collaborative delivery of services are direct actions taken to address housing needs.

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

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

Introduction

The calculation of disproportionately greater need for each race/ethnicity is based on a comparison of the share of total number of households with one or more severe housing problems from a particular race/ethnicity with the share of all Manchester households at that income level that experience the problem at the same income level. (Share of race/ethnicity = # of households for that race/ethnicity with one or more housing problem / total # of households for that race/ethnicity.)

Tables 13 through 16 represent the data about severe housing problems by race/ethnicity and income. HUD defines the four severe housing problems as: 1) Lacking complete kitchen facilities; 2) Lacking complete plumbing facilities; 3) More than 1.5 persons per room (overcrowding); and 4) Cost burden greater than 30% (share of income devoted to housing costs).

0%-30% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	2,760	619	160
White	1,580	344	85
Black / African American	395	65	60
Asian	55	45	15
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	525	135	0

Table 12 - Disproportionally Greater Need 0 - 30% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

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

30%-50% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	2,765	540	0
White	1,510	425	0
Black / African American	530	35	0
Asian	205	0	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	485	70	0

Table 13 - Disproportionally Greater Need 30 - 50% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

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

50%-80% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	1,945	1,920	0
White	1,205	1,315	0
Black / African American	335	190	0
Asian	105	65	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	210	360	0

Table 14 - Disproportionally Greater Need 50 - 80% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

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

80%-100% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	800	2,040	0
White	394	1,405	0
Black / African American	170	325	0
Asian	110	190	0
American Indian, Alaska Native	0	35	0
Pacific Islander	0	0	0
Hispanic	125	60	0

Table 15 - Disproportionally Greater Need 80 - 100% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

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

Discussion

An analysis of data shows 78% of extremely low-income (0-30% AMI), 84% of very low-income (30-50% AMI), 50% of low income (50-80% AMI) and 28% of moderate income (80-100% AMI) households experience a housing challenge.

According to HUD, disproportionate need refers to any need for a certain race/ethnicity that is more than ten percentage points above the need demonstrated for the total households within the jurisdiction at a particular income level. Disproportionate need is seen in the following groups:

30-50% AMI: 16.3 % of Asian households

50-80% AMI: 13.5% of Black Households

80-100% AMI: 39.5 % of Hispanic Households

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

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

Introduction

Severe housing problems signify an even greater extent to which households are burdened by these problems. Tables 17 through 20 include information about severe housing problems by race/ethnicity and income. HUD defines a severe housing problem as lacking complete kitchen facilities, lacking complete plumbing facilities, more than 1.5 persons per room, and/or cost burden of more than 50% of income, including utilities.

0%-30% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	2,500	875	160
White	1,440	495	85
Black / African American	370	90	60
Asian	55	45	15
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	455	205	0

Table 16 - Severe Housing Problems 0 - 30% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

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

30%-50% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	1,240	2,070	0
White	700	1,245	0
Black / African American	220	350	0
Asian	85	120	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	225	334	0

Table 17 - Severe Housing Problems 30 - 50% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

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

50%-80% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	470	3,400	0
White	305	2,215	0
Black / African American	50	475	0
Asian	65	100	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	50	520	0

Table 18 - Severe Housing Problems 50 - 80% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

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

80%-100% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	265	2,580	0
White	35	1,765	0
Black / African American	120	380	0
Asian	60	240	0
American Indian, Alaska Native	0	35	0
Pacific Islander	0	0	0
Hispanic	55	130	0

Table 19 - Severe Housing Problems 80 - 100% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

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

Discussion

An analysis of data shows that 71% of extremely low-income (0-30% AMI), 37% of very low-income (30-50% AMI), 12% of low income (50-80% AMI) and 9% of moderate income (80-100% AMI) households experience a housing challenge.

Disproportionate need is defined by HUD as a percentage of persons in a category of need who are members of a particular racial or ethnic group in a category of need that is at least 10 percentage points higher than the percentage of persons in the category as a whole is seen in the following groups:

50-80% AMI: 27.2% of Asian Households

80-100% AMI: 20.4% of Hispanic Households

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

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

Introduction:

According to HUD, disproportionate need refers to any need for a certain race/ethnicity that is more than ten percentage points above the need demonstrated for total households within the jurisdiction at a particular income level. The tables below indicate the share of households by race/ethnicity and income level experiencing each of the HUD analyzed housing cost burdens.

The calculation of disproportionately greater need for each race/ethnicity is based on a comparison of the share of total households with one or more severe housing problems that is from a particular race/ethnicity with the share of all Manchester households that experience the problem at the same income level. (Share of Race/Ethnicity = “# of households for that race/ethnicity with one or more housing problem / total # of households for that race/ethnicity.”)

Table 21 includes information about housing cost burdens by race/ethnicity and income. HUD defines a housing cost burden as a household expending more than 30% of income on housing cost.

Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	15,620	4,340	3,920	255
White	11,310	2,525	2,405	105
Black / African American	1,230	790	535	60
Asian	1,500	280	145	15
American Indian, Alaska Native	35	0	0	0
Pacific Islander	10	0	0	0
Hispanic	1,255	590	705	0

Table 20 - Greater Need: Housing Cost Burdens AMI

Data Source: 2011-2015 CHAS

Discussion:

An analysis of data shows that 65% of extremely low-income (0-30% AMI), 18% of very low-income (30-50% AMI) and 16% of low income (50-80% AMI) households experience a housing cost burden.

Disproportionate need is defined by HUD as a percentage of persons in a category of need who are members of a particular racial or ethnic group in a category of need that is at least 10 percentage points higher than the percentage of persons in the category as a whole is seen in the following groups:

30-50% AMI: 30.2% of Black Households

50-80% AMI: 28% of Hispanic Households

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

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

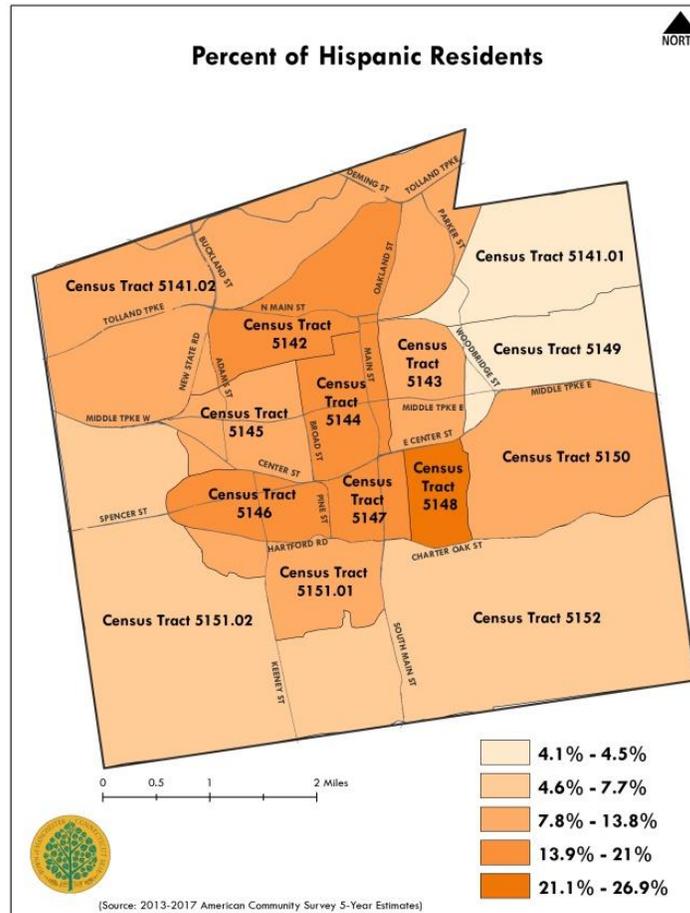


Figure 3: Census Tract 5148, which comprises a large portion of the Town's East Side neighborhood, contains the highest percentage of Hispanic residents.

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

Data related to needs by income levels and by race are detailed in Sections NA 15-25.

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

The East Side neighborhood in the core of Town features the greatest concentration of Hispanic and Latino residents. Figure 3 above shows the percent of Hispanic residents by neighborhood.

NA-35 Public Housing - 91.205(b)

Introduction

The Manchester Housing Authority (MHA) is a public agency that provides subsidized housing to low-moderate income individuals and families. The MHA also administers a regional Section 8 voucher program as a subcontractor for John D' Amelia & Associates. The operation of the Manchester Housing Authority is overseen by a Board of Commissioners consisting of five (5) individuals. All five (5) board members are confirmed by the Town of Manchester Board of Directors. Additionally, one (1) member is required to be a resident of a federally funded public housing development. The Manchester Housing Authority and the Town of Manchester have a collaborative relationship.

Totals in Use

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	0	302	386	0	386	0	0	0

Table 21 - Public Housing by Program Type

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

Data Source: PIC (PIH Information Center)

Characteristics of Residents

	Program Type							
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher	
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program
Average Annual Income	0	0	16,114	14,622	0	14,622	0	0
Average length of stay	0	0	7	6	0	6	0	0
Average Household size	0	0	1	2	0	2	0	0
# Homeless at admission	0	0	0	0	0	0	0	0
# of Elderly Program Participants (>62)	0	0	188	57	0	57	0	0
# of Disabled Families	0	0	90	101	0	101	0	0
# of Families requesting accessibility features	0	0	302	386	0	386	0	0
# of HIV/AIDS program participants	0	0	0	0	0	0	0	0
# of DV victims	0	0	0	0	0	0	0	0

Table 22 - Characteristics of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

Race of Residents

Race	Certificate	Mod-Rehab	Public Housing	Program Type					
				Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	0	276	225	0	225	0	0	0
Black/African American	0	0	21	159	0	159	0	0	0
Asian	0	0	2	1	0	1	0	0	0
American Indian/Alaska Native	0	0	3	1	0	1	0	0	0
Pacific Islander	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0

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

Table 23 - Race of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

Ethnicity of Residents

Ethnicity	Certificate	Mod-Rehab	Public Housing	Program Type					
				Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	0	27	97	0	97	0	0	0
Not Hispanic	0	0	275	289	0	289	0	0	0

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

Table 24 - Ethnicity of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

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

Section 504 of the Rehabilitation Act of 1973 (commonly referred to as Section 504) is a federal law designed to protect the rights of individuals with disabilities in programs and activities that receive federal financial assistance. For public housing authorities, Section 504 includes the adaptation of housing units to meet the needs of disabled residents. MHA is currently two units short of its goal for accessible units. The MHA's challenge in meeting Section 504 lies within the physical design and size of units. Every effort is made to modify appropriate units and to maximize accessible/ adaptable features in units that cannot be made compliant.

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

For existing public housing residents, the most immediate need is reasonable accommodations based upon a documented disability. MHA has an efficient process by which to receive, review and respond to requests for reasonable accommodations.

For Housing Choice voucher holders, the most immediate challenge is identifying private rental housing within the allowable rents and that is able to pass a Housing Quality Inspection.

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

The challenge of securing safe, affordable housing exists for both voucher holders and market-rate renters. While the quality and cost of housing are not issues for public housing residents, the need for accessible units may be greater amongst the public housing population than the public at large as the majority of the MHA units are for elderly or disabled persons.

Discussion

The Manchester Housing Authority provides essential affordable housing to lower income households. The MHA has continued to implement policies and partnerships that provide quality housing and appropriate support services to its residents and voucher holders.

NA-40 Homeless Needs Assessment - 91.205(c)

Introduction:

The US Department of Housing and Urban Development has encouraged communities to coordinate responses to homelessness through regional organizations known as Continuum of Care (CoCs). CoCs are responsible for coordinating funding, policies, strategies and activities toward ending homelessness. CT BOS encompasses all areas located in Hartford, Litchfield, New Haven, New London, Windham, Tolland and Middlesex counties. In addition, CT BOS now manages a year-round, nearly state-wide planning effort to end homelessness in Connecticut. Through its membership in the CT BOS, the Town of Manchester and its residents who experience homelessness or housing instability have access to coordinated services. Data on homelessness is obtained annually through a comprehensive Point in Time (PIT) count undertaken by the CT BOS members. The most recent published PIT count was taken in January 2019. The PIT does not distill data down to the Town-level so data is regional.

Homeless Needs Assessment

Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homeless each year	Estimate the # exiting homelessness each year	Estimate the # of days persons experience homelessness
	Sheltered	Unsheltered				
Persons in Households with Adult(s) and Child(ren)	0	0	33	25	0	0
Persons in Households with Only Children	0	0	0	0	0	0
Persons in Households with Only Adults	8	27	577	0	0	0
Chronically Homeless Individuals	4	2	6	0	0	0
Chronically Homeless Families	0	0	3	0	0	0
Veterans	0	7	36	0	0	0
Unaccompanied Child	0	0	0	0	0	0
Persons with HIV	0	0	0	0	0	0

Table 25 - Homeless Needs Assessment

Data Source Comments:

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

While Town-level data is not available from the Point-in-Time count, the Town's SAFS office tracks persons seeking housing assistance and those experiencing homelessness. Their data is supplemented by information obtained from community-based organizations.

Chronically Homeless Individuals and Families

According to MACC Shelter staff, there are 6-10 chronically homeless individuals at any given time in Manchester. Some of these individuals will be unsheltered while the rest are part of the sheltered populations.

Homeless Families/Families with Children

SAFS assists families experiencing temporary homelessness (ex: in case of fires, etc.) by paying for them to stay in a local hotel temporarily. The best source of local assistance to homeless families is Rapid Rehousing vouchers. SAFS assists families in applying for these vouchers by walking them through the application process.

Data on the number of households with adults and children experiencing homelessness each year was received from the Manchester Public Schools (MPS) since they track some information on homeless families. There were 20 families (40 children involved) during the 2019-2020 school year and 24 families (41 children impacted) during the 2018-2019 school year.

According to MPS, these families faced homelessness for a variety of reasons including fire, eviction, lease non-renewal, and domestic violence situations.

The numbers are tracked during the course of the school year and surveys are sent out at the end of the year to determine the current status of each family - whether they relocated to another town, found housing or are still facing housing issues.

Veterans and their Families

Statewide, there were no sheltered or unsheltered Veteran families identified during the 2019 Point-In-Time count. According to a representative from Veterans, Inc., Veterans with families usually seek out prevention services rather than shelters.

Unaccompanied Youth

MACC outreach clinicians report the unaccompanied youth population is fairly small but may be under-reported as this population doesn't traditionally seek homeless services.

CHR staff noted the difficulty associated with tracking this population. Many homeless youth will couch surf and stay with friends. They concurred with MACC's experience that unsheltered youth frequently do not seek services, so area service providers are not able to account for them during service visits. If the youth have left DCF care, they typically do not want to return and will avoid contact with any service providers that may direct them back.

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

Information on homeless families from the Manchester Public Schools was highlighted in the above section. As Manchester does not have a sheltering facility, information on the types of families needing assistance is not readily available.

Data from the CT211 site indicates that 725 Manchester households requested assistance related to shelter services and nearly 60% of those requests were from woman. The 2019 Point in Time data illustrates that homeless households are overwhelming single adult households. See section above outlining needs of subpopulations.

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

Data from SAFS indicates 56% of persons experiencing homelessness were white, 24% were black, and 20% were multi-racial.

Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.

Manchester continues to have an active unsheltered population of approximately 6-10 persons although SAFS has recorded an unduplicated count of 52 persons from January 1 - June 15, 2020. Of that population of persons experiencing homelessness, 50% were unsheltered. Of the sheltered persons, 23% were living doubled-up, 20% were in shelters or hotels, and 7% were living in cars.

Discussion:

The Town of Manchester and the CT BOS network of homeless providers will continue to emphasize homeless prevention and rapid rehousing. The State policy and programs of shelter diversion have become a national model-reducing both the incidents of homelessness and the period of time that persons experience homelessness. Manchester will continue to directly provide services and support the work of community-based organization that promote housing stability and reduce the incidents of homelessness.

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

Introduction:

Manchester remains concerned about the housing and support service needs of the following special needs populations: the elderly, persons with disabilities, persons with physical and mental illness, domestic violence survivors, and veterans. Data from the CT 2-1-1 count (June 1, 2019- May 30, 2020) supports the priorities identified through the consultation process. Highest requests for assistance are in the areas of housing cost (25.9%), utilities (11.2%), food insecurity (5.6 %), health care (13.4%), mental health services (14.3%), and employment/income (12.8%). Area providers universally shared concerns that the COVID-19 pandemic would have a destabilizing effect on special needs populations.

Describe the characteristics of special needs populations in your community:

Manchester's priority special needs populations include the elderly, disabled, persons with a mental health diagnosis and Veterans.

- **Elderly:** The 2014-2018 ACS shows 7,950 persons over the age of 65 living on their own. These individuals are highly likely to face mobility issues over time leading to difficulty maintaining their property (whether owned or rented). Considering cost data provided in the market analysis, this population is also prone to high cost burdens.
- **Physical Disability:** 2014-2018 ACS data shows that 12% of Manchester residents have a non-institutionalized disability. For the population 65 and older, this jumps to 29% and of that, 19.6% have ambulatory difficulty.
- **Mental Health Diagnosis:** This population typically faces increased health care costs and requires extensive support services. These costs, along with difficulty maintaining employment or only receiving disability income, can lead to homelessness or housing cost burden issues. Substance abuse and mental health issues are frequently co-occurring.
- **Veterans:** Though Veterans represent only 8% of Manchester's population, services are widely available through an existing service network. Access to Veterans benefits, substance abuse, physical disability or mental health issues are available to this population due to these identifiable special needs.

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

According to area service providers, such as SAFS, there seems to be a greater overall need for eviction prevention services than security deposit assistance. Many individuals and households are only 1-2 months in arrears but there are no programs available to plug this kind of gap.

Elderly

There is a need for affordable units for seniors on a fixed income. SAFS staff provides assistance to a number of seniors searching for units and say affordability has become a significant barrier for seniors receiving Social Security or SSDI. This has become especially problematic as rental rates have increased in town. Also, many area landlords have implemented minimum income guidelines that are much higher than what seniors on a fixed income receive.

According to MHA, transportation presents the greatest barrier for senior and disabled residents. The local Dial-A-Ride is heavily used so it is difficult to reserve a spot with this service. Although MHA properties tend to be on bus lines, many have difficulty navigating the system or affording bus passes, or the transit network does not access where they are traveling to.

Physical Disability

CHAS data shows that 11.8% of Manchester's population has a non-institutionalized disability. Most of the Town's disabled population is over 65 years of age.

Persons with Mental Health Diagnosis

Community Health Resources (CHR) plays a critical role in assisting this population with both housing and social service needs. As a regional organization, they have significant resources to offer and have built a referral network to connect clients with services needed.

Housing vouchers with added support services are currently most effective in providing housing opportunities for those with a mental health diagnosis, but additional vouchers are always needed. Some of the vouchers are accompanied by a support service component that expires after 90 days. According to CHR, in many cases, this is not enough time to ensure a client is stable enough to maintain their housing and continue to be successful members of the community. So there is a need for ongoing social services for this population.

Veterans

HUD has made ending Veteran homelessness a priority. Some Veterans only need financial assistance to meet their housing needs due to limited income from sources such as SSI. Others may require supportive services and/or supportive housing whether on a temporary or permanent basis. Manchester has several resources available to Veterans in need of assistance. Those include:

- Veterans, Inc., an organization serving Veterans in CT and MA, has drastically increased its activity in Manchester over the last 2 years since joining the local CoC.
- Veteran Support Foundation runs a 9-bed Veterans transitional housing facility in Manchester. They have begun working closely with Veterans, Inc. to assist clients in transitioning to more permanent housing through the use of housing vouchers and the provision of support services.

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

The most recently released statistics on HIV/AIDS from the Connecticut Department of Public Health HIV Surveillance Program are from 2018. In that year, six (6) Manchester residents were diagnosed with HIV and a cumulative total of 218 total HIV cases were reported in town since 1981.

Discussion:

See narratives above.

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

Describe the jurisdiction's need for Public Facilities:

Public facility needs include addressing capital needs- replacement of aged building components and systems, the removal of architectural barriers, upgrading facilities to achieve compliance with current public safety and access standards, and the expansion of facilities to meet population demands, and emerging needs. These needs are found both within properties owned by the Town and in community facilities owned and operated by non-profit organizations.

Public Parks are in some cases in need of improvements and upgrades. The town will be completing a Parks and Recreation Master Plan during the upcoming program year. Results of this analysis and report will help guide the town's investment in facility upgrades, park improvements and recreational offerings. A primary goal of this Plan is to ensure wide public engagement in the planning process so that programs and facilities are appealing to and used by residents of all neighborhoods, races, birthplace, ages, incomes and abilities.

The Town utilizes various funding sources to upgrade public facilities and actively seeks grant funds to leverage local public funds.

How were these needs determined?

Public facility needs are regularly evaluated through a collaborative process overseen by Town Manager, with input from relevant Town departments and consultations with non-profits that operate public facilities. The evaluation considers programmatic needs among low-moderate income citizens, neighborhoods and initiatives designed to improve quality of life.

Within this Consolidated Plan process, the web-based survey solicited input on public infrastructure needs. The most significant public facility needs identified by resident respondents were youth centers, parks/recreation and the senior center. Additionally, non-profit agencies spoke of the need for facility improvements to adjust to public health considerations resulting from COVID-19.

Describe the jurisdiction's need for Public Improvements:

Streets and sidewalks are in need of upgrades including accessibility improvements. The Town's focus amidst the extensive needs has been to coordinate public improvements with economic development and/or initiatives that promote increased neighborhood stabilization.

How were these needs determined?

The need for street improvements was identified as the number one public improvement priority in the Con Plan resident survey. The second priority was sidewalk improvements. Sidewalks are also consistently identified during public meetings as a needed improvement by residents of income-eligible areas.

The Manchester Public Works department maintains an inventory and conditions assessment for streets, sidewalks, bridges and storm water systems. This inventory and assessment is utilized when evaluating CDBG investments.

Describe the jurisdiction's need for Public Services:

Through the existing community partnerships and consultations performed throughout the consolidated planning process, Manchester has identified the following areas of high need: health services, youth programming, domestic violence services, housing stabilization/homeless prevention activities, and education, training and employment.

How were these needs determined?

Manchester's needs for public services are based upon the data and experience of Town departments, consultations with homeless and public service providers, and an ongoing evaluation of CDBG funded programs.

Housing Market Analysis

MA-05 Overview

Housing Market Analysis Overview:

Consistent with HUD's objectives, the Town of Manchester has prioritized the availability of safe, decent, affordable housing that meets the needs of its residents. An analysis of the existing market and community data supports the Town's investment in preserving and improving the condition of existing housing stock. In Manchester 2020, the Town's current Plan of Conservation and Development, the Town highlights the need for increased housing options and ensuring that zoning is flexible enough to expand the housing supply in terms of type, style, and affordability attractive to young professionals, small families, empty nesters, and the elderly.

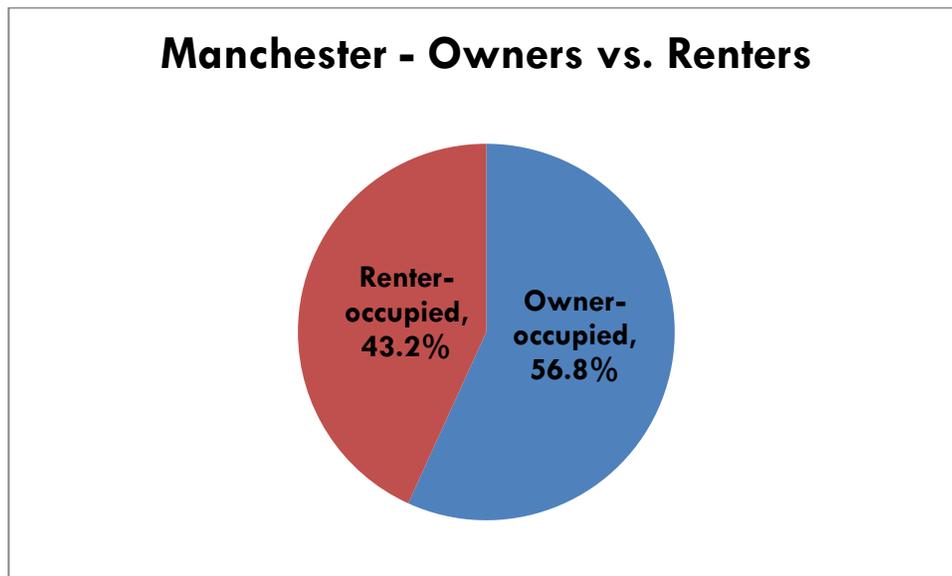
According to the State of Connecticut's Affordable Housing data, the number of affordable units in Manchester has been relatively stable. Approximately 14.6% of all housing units in Manchester are considered affordable, deed-restricted housing. Manchester has surpassed the state-established goal of 10%.

The vast majority of Manchester's housing stock was built prior to 1980. This aged stock is more likely to have lead paint. Efforts to preserve and maintain this older stock through renovation requires public awareness, education, and resources to safely eradicate lead.

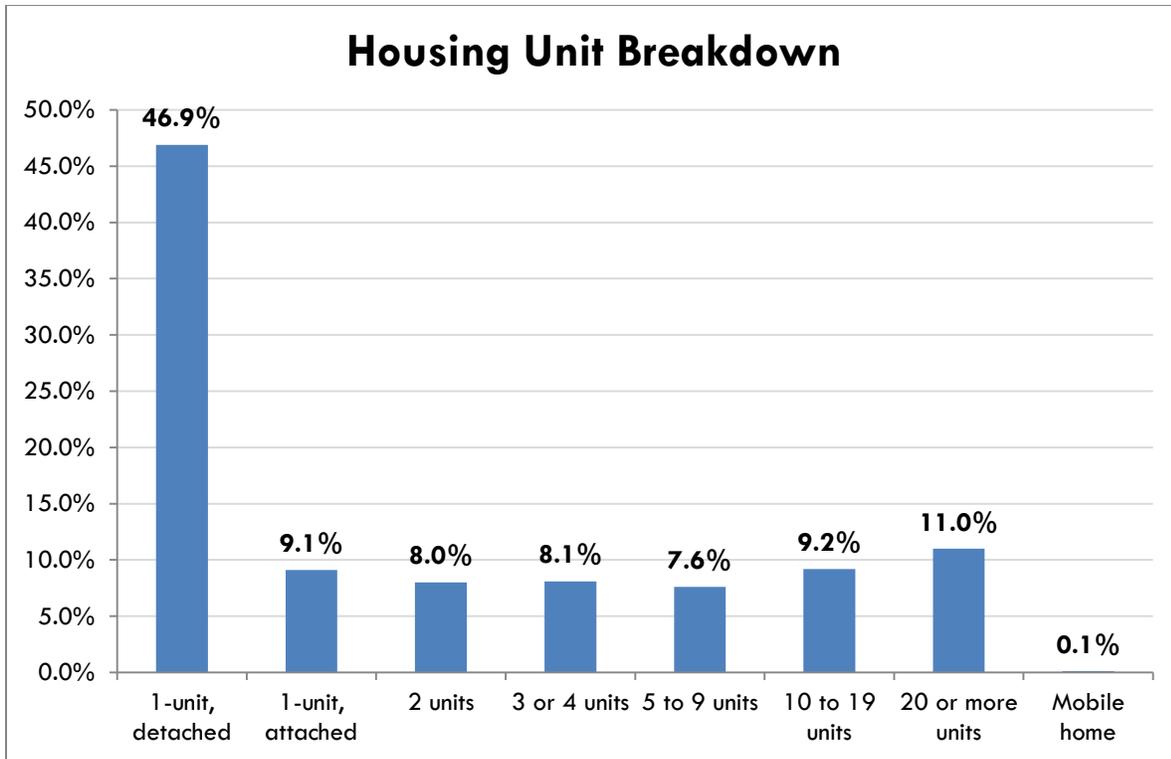
MA-10 Number of Housing Units - 91.210(a)&(b)(2)

Introduction

The Town of Manchester has 23,942 year-round housing units. This stock is 56.8% owner-occupied and 43.2% rental housing. Of particular interest is the comparative size of the owner vs rental stock. The ownership stock is overwhelmingly large units: 77% are 3-bedroom or larger units, whereas that unit size represents only 19% of the rental units. Zero (efficiencies) and one-bedroom units comprise 3% of the ownership stock but 35% of the rental stock. A significant portion of the stock of smaller rental units is attributable to the Manchester Housing Authority, which tends to house single person elders and disabled persons.



Single-family detached homes are the most common type of housing, comprising 47% of the housing stock. The second most common housing type is 2 to 4 units, representing 16% of the market, followed by 5-19 unit structures which comprise 15% of the market.



All residential properties by number of units

Property Type	Number	%
1-unit detached structure	11,706	49%
1-unit, attached structure	2,212	9%
2-4 units	3,907	16%
5-19 units	3,674	15%
20 or more units	2,416	10%
Mobile Home, boat, RV, van, etc.	27	0%
Total	23,942	100%

Table 26 - Residential Properties by Unit Number

Data Source: 2014-2018 ACS

Figure 4: 56% of Manchester housing units are either single detached or attached single family units.

Unit Size by Tenure

	Owners		Renters	
	Number	%	Number	%
No bedroom	0	0%	286	3%
1 bedroom	352	3%	3,305	32%
2 bedrooms	2,721	20%	4,806	46%
3 or more bedrooms	10,465	77%	2,007	19%

	Owners		Renters	
	Number	%	Number	%
Total	13,538	100%	10,404	100%

Table 27 - Unit Size by Tenure

Data Source: 2011-2015 ACS

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

As detailed in the table below, approximately 3,809 units (14.65%) in Manchester are considered assisted in some fashion, whether through direct governmental assistance, tenant rental assistance, Connecticut Housing Finance Authority or USDA mortgages, or deed restricted units.

Town	Total Housing Units 2010 Census	Government Assisted	Tenant Rental Assistance	Single Family CHFA/USDA Mortgages	Deed Restricted Units	Totally Assisted Units	Percent Affordable
Manchester	25,996	1,851	962	964	32	3,809	14.65%

Assisted Properties

Data Source: CT DOH 2019 Appeals List

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

There were concerns that Squire Village would not remain affordable after its initial period of affordability had expired. The property was sold and the new owner has not only maintained its affordability but has also funded extensive unit and property improvements. No other affordable units are anticipated to be lost in the near future.

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

Manchester is one of the few communities to meet the State’s goal of 10% affordable housing stock. Manchester continues to strive to diversify the housing stock to meet population needs. The Town will explore options to create mixed-income housing that supports its Smart Growth goals, with particular focus on transit-oriented development, through a diverse mix of residential and non-residential uses that reduce single-occupancy vehicle trips.

Describe the need for specific types of housing:

Specific to rental housing the data indicates a need for rental housing with 3 or more bedrooms. Anecdotally, social service providers have mentioned great difficulty identifying affordable rental units for single parents with multiple children. This speaks to the unmet demand for larger affordable rental units.

Consultations with community stakeholders indicate the most significant rental housing need is for units with accommodations for individuals with mobility issues. Homeownership would benefit from a diversification that includes the creation of smaller housing units that could attract young professionals as well as older persons for whom housing cost and upkeep can be overwhelming. Such units would be especially attractive near vibrant commercial areas like Downtown or Broad Street.

Discussion

Within Manchester 2020, the Town states the goal of expanding housing opportunities and design choices to accommodate a variety of household types and needs. Objectives aimed at accomplishing that goal include the preservation of Manchester's older housing stock, the provision of financial incentives including tax breaks, loans or grants in older neighborhoods for rehabilitation work in order to maintain Manchester's existing affordable housing stock, and the promotion of owner-occupancy in historic neighborhoods.

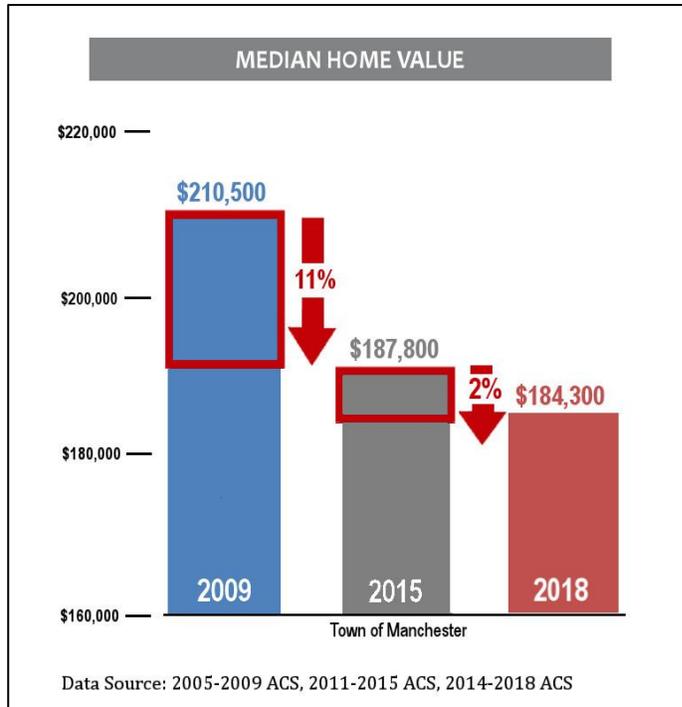
MA-15 Housing Market Analysis: Cost of Housing - 91.210(a)

Introduction

While Manchester's housing costs are lower than many surrounding communities, the Needs Assessment portion of this document outlines the large number of renter and homeowner households who are experiencing housing cost burdens, in that they spend more than 30% of their income on housing.



Rental housing prices are rising and cause an affordability challenge for residents, who tend to be of lower-income than their homeowner counterparts. The median contract rent rose by 15% to \$992 a month in 2015 and an additional 9% to \$1,077 as of 2020.



While HUD data indicates median home values have declined from the 2009 peak market, the median value of \$184,300 is still out of reach of many potential buyers of moderate income.

Cost of Housing

	Base Year: 2015	Most Recent Year: 2018	% Change
Median Home Value	187,800	184,300	(2%)
Median Contract Rent	992	1077	9%

Table 28 - Cost of Housing

Data Source: 2011-2015 ACS (Base Year), AffordableHousingOnline (2020 Rent), ACS 2014-2018 (2018 Home Value)

Rent Paid	Number	%
Less than \$500	1,265	11.8%
\$500-999	4,320	40.4%
\$1,000-1,499	4,500	42.1%
\$1,500-1,999	445	4.2%
\$2,000 or more	165	1.5%
Total	10,695	100.0%

Table 29 - Rent Paid

Data Source: 2011-2015 ACS

Housing Affordability

% Units affordable to Households earning	Renter	Owner
30% HAMFI	835	No Data
50% HAMFI	2,149	1,155
80% HAMFI	6,043	3,815
100% HAMFI	No Data	5,755
Total	9,027	10,725

Table 30 - Housing Affordability

Data Source: 2011-2015 CHAS

Monthly Rent

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	\$1,010	\$1,250	\$1,550	\$1,930	\$2,210
High HOME Rent	\$768	\$960	\$1,194	\$1,496	\$1,674
Low HOME Rent	\$768	\$946	\$1,136	\$1,311	\$1,463

Table 31 - Monthly Rent

Data Source: HUD FMR 2020 and HOME Rents 2019

Is there sufficient housing for households at all income levels?

Table 32 above suggests significant challenges for extremely low-income renters and low-income homeowners in identifying affordable housing opportunities. SAFS staff mentioned increasing difficulty identifying apartments affordable to their clients, who typically receive SSI or SSDI as their income source. They have noted increasing rent levels and fear these individuals may have to leave town to find housing affordable to them.

A recent housing survey of rental property owners/managers indicated the Manchester market has very low vacancy rates and most properties were able to increase their rental rates. In addition, data on housing costs relative to income and the number of cost burdened households at all income levels indicate currently available housing is unaffordable to many current Manchester residents.

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

The desirability of Manchester, low vacancy rates, and rising rents all point to continued upward pressure on housing costs.

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

Fair Market Rents (FMR) and HOME rents are established on a regional basis by HUD. FMR establish the maximum rent that can be paid under the federal Section 8 program. Section 8 mobile voucher holders must identify rental units that do not exceed the FMR and can also pass a standard housing quality inspection. As market rents in Manchester exceed FMR, voucher holders are often unable to locate rental units in Manchester.

The HOME Investment Partnership Program (HOME) is an effective development resource used to produce or preserve affordable housing. The HOME program provides financing to affordable housing developers, who must agree to cap rents at HOME rents for a period of affordability, often 15 years. In Manchester, HOME rents are slightly below market so they do offer some rent relief to lower income renters. Unfortunately HOME rents are still not affordable to many households below 60% AMI. Manchester does not directly receive HOME funds.

Discussion

Rental rates in Manchester are clearly on the rise. According to a rental survey completed by the Planning Department, area property managers are reporting low vacancy rates of about 4% and increasing market rents. Manchester would benefit from housing production that includes units at various market price points.

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

Introduction

The vast majority of Manchester's housing stock was built prior to 1980. This increases the likelihood of lead paint being present in these homes. The Town has consistently operated education and remediation programs to address lead hazards.

Seventy-three percent of the town's housing was built pre-1980 and 32% of all housing was built before 1950. The age of the housing stock indicates the need for extensive repairs and conditions that do not meet current building and property maintenance code requirements. Forty-seven percent of residential properties are 1-unit detached and the next largest category (10%) is 2-unit attached.

Definitions

The town does not have specific definitions for the above-mentioned descriptors but the Property Maintenance Code does define "Unsafe Structures and Equipment". The general definition for an "unsafe structure" is one "found to be dangerous to the life, health, property or safety of the public or the occupants of the structure by not providing minimum safeguards to protect or warn occupants in the event of fire, or because such structure contains unsafe equipment or is so damaged, decayed, dilapidated, structurally unsafe, or of such faulty construction or unstable foundation that partial or complete collapse is likely."

The vast majority of such properties are structurally suitable for rehabilitation.

Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	3,910	29%	4,555	43%
With two selected Conditions	60	0%	260	2%
With three selected Conditions	2	0%	0	0%
With four selected Conditions	0	0%	0	0%
No selected Conditions	9,480	70%	5,880	55%
Total	13,450	99%	10,695	100%

Table 32 - Condition of Units

Data Source: 2011-2015 ACS

Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	798	6%	1,109	10%

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
1980-1999	2,310	17%	2,300	22%
1950-1979	6,170	46%	3,725	35%
Before 1950	4,180	31%	3,550	33%
Total	13,458	100%	10,684	100%

Table 33 - Year Unit Built

Data Source: 2011-2015 CHAS

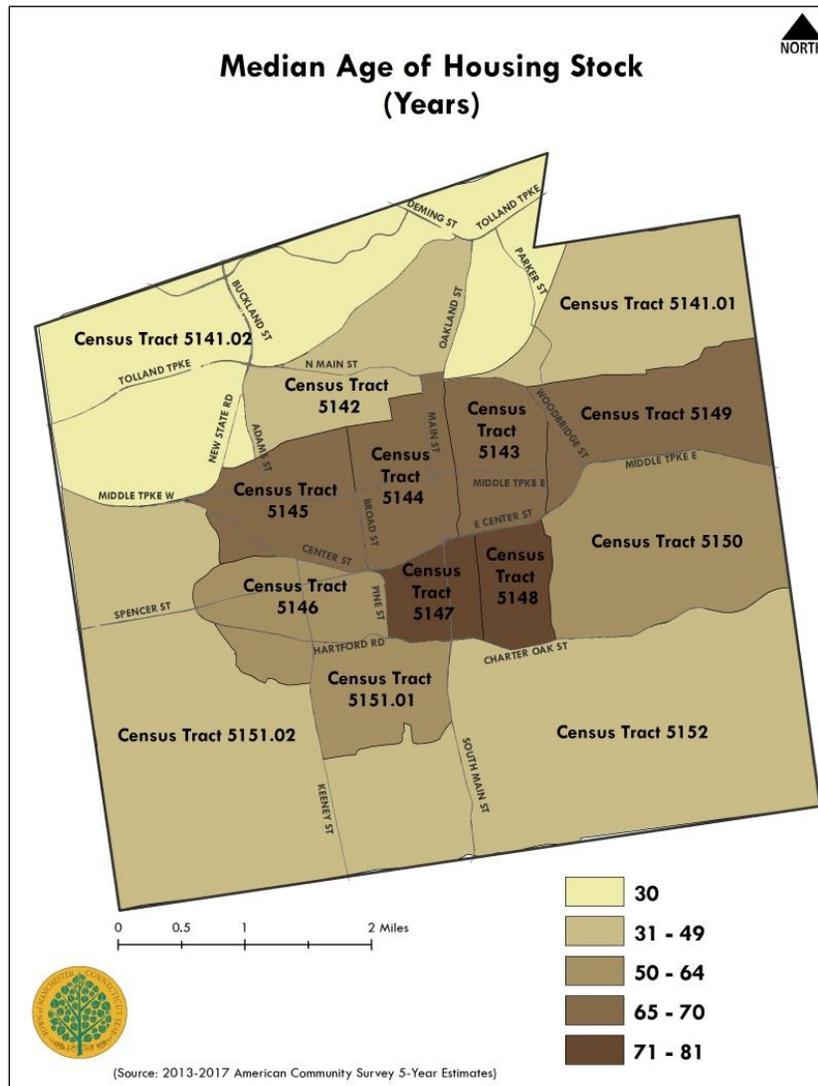


Figure 5: Manchester's oldest housing stock is concentrated in the core of town.

Median Age of Housing Stock by Block Group

Tract	Block Group	Median Age	Tract	Block Group	Median Age
5141.01	1	50 (1970)	5146	2	81 (1939)
5141.01	2	32 (1988)	5146	3	75 (1945)
5141.02	1	24 (1996)	5146	4	71 (1949)
5141.02	2	30 (1990)	5146	5	36 (1984)
5141.02	3	19 (2001)	5147	1	81 (1939)
5141.02	4	34 (1986)	5147	2	81 (1939)
5142	1	38 (1982)	5147	3	81 (1939)
5142	2	36 (1984)	5147	4	81 (1939)
5142	3	70 (1950)	5148	1	79 (1941)
5143	1	74 (1946)	5148	2	69 (1951)
5143	2	68 (1952)	5149	1	65 (1955)
5143	3	65 (1955)	5149	2	73 (1947)
5143	4	76 (1944)	5149	3	65 (1955)
5143	5	72 (1948)	5150	1	63 (1957)
5144	1	68 (1952)	5150	2	68 (1952)
5144	2	67 (1953)	5150	3	62 (1958)
5144	3	81 (1939)	5151.01	1	60 (1960)
5144	4	57 (1963)	5151.01	2	63 (1957)
5144	5	71 (1949)	5151.02	1	49 (1971)
5145	1	66 (1954)	5151.02	2	34 (1986)
5145	2	65 (1955)	5151.02	3	43 (1977)
5145	3	66 (1954)	5152	1	29 (1991)
5145	4	73 (1947)	5152	2	38 (1982)
5146	1	72 (1948)	5152	3	67 (1953)

Figure 6: Median age of housing stock in years, by census block groups.

Risk of Lead-Based Paint Hazard

Risk of Lead-Based Paint Hazard	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
Total Number of Units Built Before 1980	10,350	77%	7,275	68%
Housing Units build before 1980 with children present	1,089	8%	284	3%

Table 34 - Risk of Lead-Based Paint

Data Source: 2011-2015 ACS (Total Units) 2011-2015 CHAS (Units with Children present)

Vacant Units

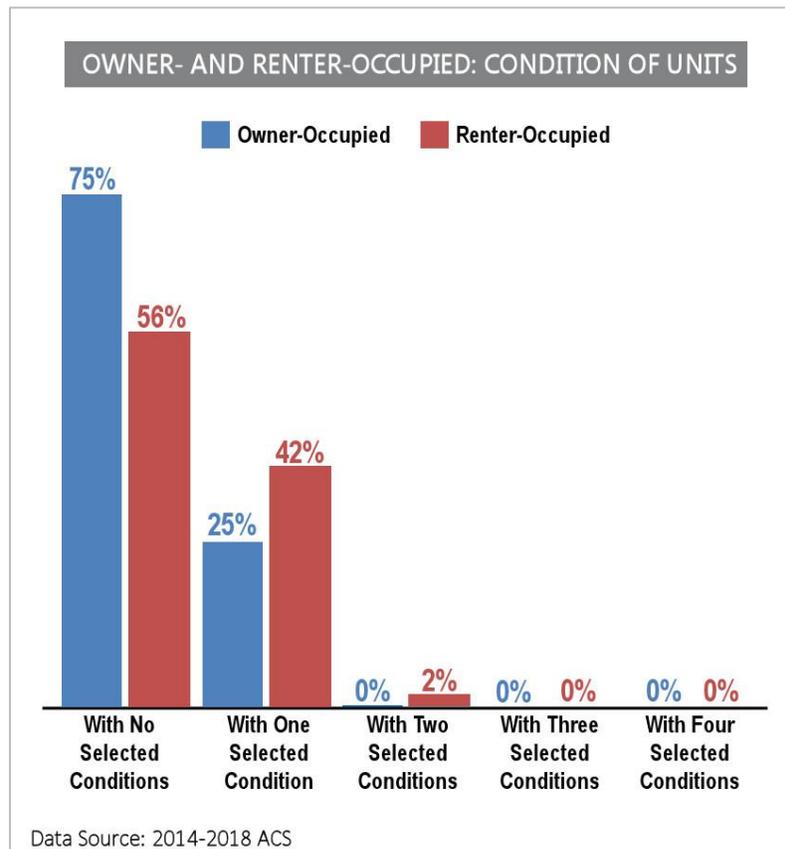
	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total

Vacant Units	1,181	1	1,181
Abandoned Vacant Units	254	2	256
REO Properties	152	0	152
Abandoned REO Properties	5	0	5

Data Source: Vacant Units: 2009-2013 ACS Data, Remainder: Town of Manchester

Table 37 - Vacant Units

Need for Owner and Rental Rehabilitation



According to the Building Department, only 2-3 units at any given time are considered not suitable for rehabilitation. This leaves ample opportunity for rehabilitation in the remaining vacant units. ACS data show Manchester’s rental vacancy rate as 4% and the homeowner vacancy rate as only 1%, so overall, the number of vacant units is low.

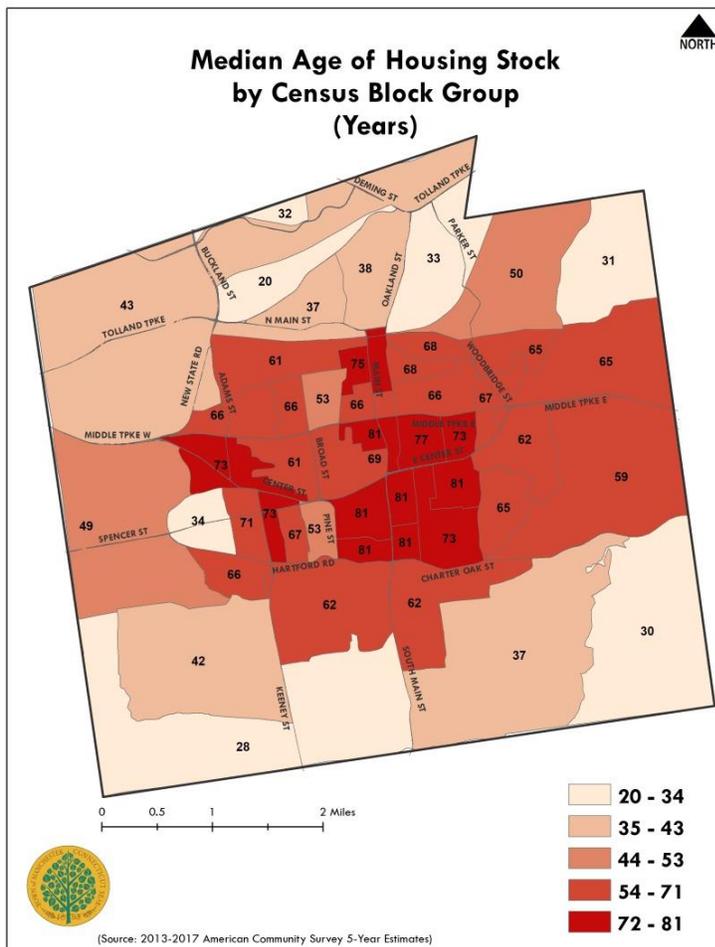
There is a need for rehabilitation of occupied units, especially in areas with older housing stock. Many properties - both owner and renter-occupied - have outdated plumbing and electrical, unstable porches and stairs, and older windows and doors containing lead paint. These and other issues are addressed through the Housing Rehab Program.

Table 34 indicates more than half of owner- and renter-occupied units did not exhibit any of the selected conditions noted in the Census. Forty-two percent of renter households did exhibit one condition, however, so there appears to be more of a need for rental, rather than owner-occupied rehabilitation.

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

As outlined in Table 35, 17,625 housing units were built prior to 1980. Since the use of lead in household paints was not banned until 1978, the likelihood that the majority of Manchester's housing stock poses a risk of lead exposure is significant. Of these units 1,373 are occupied by households with a child under 6. Young children are at greatest risk of lead-based paint hazards.

Although the Town no longer receives federal funds targeted to lead hazard remediation, lead paint continues to be a threat to the health and safety of residents, particularly low- and moderate-income residents who tend to occupy the older housing stock in the core neighborhoods of town.



Discussion

The map shows, by census tract, the median year housing structures were built. A concentration of pre-1939 housing structures located in the core neighborhoods is evident.

Although Table 35 shows only 5% of the rental units were reported to have children present, this is not only a fluid number, but health studies have documented that improper remediation can be harmful to non-occupants. Therefore, the Town plans to continue to address risks associated with lead-based paint to ensure units are lead-safe regardless of whether the unit is currently occupied by households with children.

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

Introduction

Federal and State funded public housing in Manchester is owned and operated by the Manchester Housing Authority (MHA). As an independent agency, the MHA is overseen by a Board of Directors including a resident Commissioner. In addition to its public housing stock, the MHA administers mobile vouchers - both State and Federally funded under a sub-contract with J. D'Amelia & Associates, LLC. These mobile vouchers serve the needs of the greater Manchester area.

Totals Number of Units

	Program Type									
	Certificate	Mod-Rehab	Public Housing	Vouchers						
				Total	Project -based	Tenant -based	Special Purpose Voucher			
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *	
# of units vouchers available			317	504				0	0	0
# of accessible units										
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition										

Table 35 - Total Number of Units by Program Type

Data Source: PIC (PIH Information Center)

Describe the supply of public housing developments:

The MHA's public housing stock is restricted to elderly and/or disabled persons. The MHA has 317 federally subsidized units and 117 state subsidized units.

The public housing stock is old with many units approximately 45 plus years old, but MHA has continually sought to maintain it. The ability to successfully and compliantly operate their public housing stock has resulted in HUD rating the Manchester Housing Authority as a high performer.

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

Public Housing Condition

Public Housing Development	Average Inspection Score
Manchester Housing Authority - total score	98

Table 36 - Public Housing Condition

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

The MHA has expended considerable resources under its Capital Improvement Program to maintain and revitalize a stock that was built primarily in the 60s and 70s. The MHA has completed roof replacements at its properties and anticipates the need for replacement of all windows.

As the MHA primarily houses elderly persons, the need for accessibility improvements is a constant. The limitation of the units’ size and layout often hinder full ADA compliance but the MHA continues to steadily improve the accessibility of its units. The MHA has previously applied for - and received - CDBG funding to convert bathtubs into accessible showers and perform other requested modifications.

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

The MHA has a two-fold approach to improving the living environment of its residents. The first approach relies upon the management practices that maintain the properties as safe quality housing free of defects. These management practices also permit the MHA to move quickly to address resident requests for reasonable accommodations. The MHA attempts to create a sense of community through proactive management and utilization of its property to support resident engagement and involvement. Community gardens and MHA-hosted activities like Ice Cream Socials are examples of this proactive management philosophy. The second strategy seeks to address the needs of each resident household. MHA employs case managers and a resident service

coordinator to assist residents in retaining their housing and to access community-based services when needed. Early identification of household needs and links to appropriate services are essential to support the MHA residents to successfully retain housing.

Discussion

The Manchester Housing Authority has a demonstrated commitment to providing safe decent housing and promoting healthy aging in place practices. The MHA believes that its public housing stock serves a vital role in the quality of life for Manchester residents and has sought to ensure residents receive MHA-provided services and access to community-based programming.

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

Introduction

A variety of facilities and services to assist persons experiencing homelessness are available throughout the Greater Hartford Area. These programs are operated by a network of community-based organizations. Housing facilities include emergency shelters, transitional housing units, and permanent housing units including those with wrap-around services. Service programs include homeless prevention, outreach and engagement, assessment and referrals to mainstream resources, housing search and placement, and stabilization services. Consistent with HUD's recommended practices, the CT BOS and the Town of Manchester support homeless prevention, shelter diversion, and rapid-rehousing.

Facilities and services available to support persons experiencing housing instability include:

Shelter

With the closing of MACC's emergency shelter for adults, there are no remaining shelter facilities in town.

Transitional Housing

Dinda House provides temporary housing and social services for 8 Veterans as they transition into permanent housing. A ninth bed is occupied by a "graduate" of Dinda House who was hired as the property's maintenance person. Though services are provided to adults without children, Dinda House units were only accounted for under the "Veterans" category.

The Diyeso-Lewis House is operated by the TLC Foundation, whose mission is to "provide a safe, nurturing home environment to adolescents who cannot stay at home due to family disruption, parent-child conflict, or the lack of a suitable home environment." This group home can house up to 7 homeless adolescents at a time.

Permanent Supportive Housing

CHR provides all of the "current and new" permanent housing identified in the chart below at their two apartment buildings. CHR Apartments I provides 20 units for adults only and CHR Apartments II offers a mix of 4 units for unaccompanied youth, 7 for adults only, 2 for chronically homeless, 8 for adults with children and 3 for Veterans.

Promise House is a CHR property currently under construction. When completed, it will offer 13 units with support services to formerly homeless youth aging out of DCF.

Facilities and Housing Targeted to Homeless Households

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	0	0	0	8	0
Households with Only Adults	0	0	14	27	0
Chronically Homeless Households	0	0	0	2	0
Veterans	0	0	9	3	0
Unaccompanied Youth	0	0	7	4	13

Table 37 - Facilities and Housing Targeted to Homeless Households

Data Source Comments: Inventory of beds/units currently available or planned through local organizations. The introduction above describes the sources of unit counts and the associated housing providers.

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

Connections are primarily made between the variety of services and events to support homeless persons through the CT BOS CoC. Representatives from each of the above-referenced categories - and additional categories - participate and strive to identify the best plan of action to help those in need. These include:

- Health: MACC and CHR have tried to establish connections with Manchester Memorial Hospital so that when homeless individuals are discharged, efforts can be made to reconnect them with services needed to get them restarted in the community. ECHN provides behavioral health and addiction services.
- Mental Health: CHR is the main provider of mental health services in the community. SAFS also works with diagnosed and undiagnosed individuals and families to connect them with services and resources.
- Employment: ECHN's WorkSource Program provides job training to persons with a mental health diagnosis. Journey Home provides job training and placement assistance to homeless individuals. Events such as "Stand Down" connect Veterans to employment training, health services, etc. Veterans, Inc. assists Manchester's homeless Veterans to identify and pursue job opportunities.

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

MACC food pantry, soup kitchen and Community "Shower Up" program - MACC continues to operate their busy food pantry and soup kitchen. The agency has added the "Shower Up" program to allow homeless persons to shower at their facility. These programs, in addition to providing a needed service, are an effective way to create a relationship that increases the likelihood of individuals accessing other needed services.

Interval House - The Interval East office provides court assistance and help identifying and connecting with needed housing and social service resources and providers.

Dinda House - provides transitional housing to homeless Veterans. Through their connections with the VA and Veterans, Inc., participants are also connected with needed social services.

SAFS - SAFS helps individuals and families navigate systems such as Social Security, 211, DSS, etc. They provide direct assistance as well as referrals to other area service providers.

211 - Serves as a clearinghouse of housing and social service information for CT residents. It is also the required referral system for shelter beds within the state.

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

Introduction

Manchester is committed to ensuring an integrated network of housing and service providers serving community residents. Open communication is key to the success of this network and service groups continue efforts to improve lines of communication to benefit their clients.

Forums like the local Continuum of Care, MCSC, and the Community Care Team run by ECHN strive to improve understanding and knowledge while also working to improve the quality of life for all Manchester residents.

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

MARC, Inc. is the primary organization serving the needs of persons with developmental disabilities in Manchester and surrounding communities. The organization provides advocacy, housing, employment training and opportunities, and activities. MARC's housing stock consists of 21 apartments and three group homes. Housing is community-based and depending on the level of need. MARC offers opportunities to live alone, with a roommate or in a group home setting. Extensive support services are offered to residential clients.

The support service needs of the elderly, frail elderly and other public housing residents are primarily served by the MHA's Resident Service Coordinator. SAFS also provides extensive support and connections to services for these groups. The town's Senior Center provides activity programming and events that connect seniors with health, financial and housing services, among others.

CHR provides supportive housing to persons with mental health issues, addiction issues and those facing either or both of those coupled with homelessness. CHR is the largest service provider for these populations within town. The organization maintains 2 apartment buildings with on-site social services as well as a number of scattered site units in Manchester. The greatest need is for ongoing support services for many of these residents; most of the vouchers only provide 90 days' worth which is typically not enough time for these residents to integrate into the community.

The HIV/AIDS population is not targeted as a priority population in terms of housing, but the Health Collective East (formerly Manchester Area Network on AIDS, or MANA) provides support services such as case management, individual therapy, support groups, social activities and HIV testing and prevention. These services are provided through a partnership/shared space with ACT, or AIDS CT. To assist with daily living activities, Health Collective East also provides food pantry distributions. Few requests come in for housing assistance but when they are received, the individual is referred to ACT for assistance, as they can connect an individual with needed resources in that capacity. In total, about 48 clients currently receive services through Health Collective East.

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

CHR maintains 6 units of supported housing for persons discharged from Connecticut Valley Hospital.

A number of area nursing facilities are applying for State DSS Medicaid Rebalancing funds. This funding requires development of a continuum-of-care-type model that enables transition into the skilled nursing facility if this level of care is needed but also allows residents that have the ability to live independently in apartments to do so.

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

The Town has committed CDBG funds to support two programs that assist households experiencing housing instability. The first is Interval House, which provides services to survivors of domestic violence. The program anticipates serving 600 vulnerable household during the program year. The second program delivers services to homeless persons as well as other special needs persons. The MACC Community Outreach program provides comprehensive community-based programs with referrals to existing services. Program staff coordinates with SAFS to support vulnerable persons at MACC's Community Kitchen, and with weekly services of laundry and showers for those living outside or couch surfing.

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

Manchester is not a HOME Entitlement or Consortia grantee. Efforts to address the housing and supportive service needs are limited to the CDBG activities detailed above.

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

Negative Effects of Public Policies on Affordable Housing and Residential Investment

**Note: The text below was not uploaded into IDIS. In IDIS, this narrative feeds what appears in SP-55 and since that section was more comprehensive, we chose to have it appear in both sections and not include the text below, which was somewhat repetitive.*

The public policy that most significantly impacts affordable housing and residential investment is the lack of flexible public financing to address the development gap. As the cost of housing far exceeds the value of that housing, the private market will not create housing units without incentives. Those incentives are currently limited by policy to a very narrow eligibility and a complex, costly set of development rules. The private sector development community is typically unwilling to engage in costly pre-development activities in the hope of competing for scarce, competitive affordable housing resources that then restrict the operation of their investment for 20 plus years. The potential return on investment (ROI) does not compare with the historically higher ROI in the development of higher-end units without public policies and regulations.

Another barrier to the creation of affordable housing is Manchester's development pattern. Manchester is a mature first tier community and as such has little underutilized or vacant land. About half of that land is potentially valuable agricultural land, and much of this land is beyond the reach of public utilities, which would dictate larger lot development and preclude more compact or higher density developments.

Meanwhile, the sites potentially available for redevelopment in form and density and accessible to amenities and services that could support affordable mixed-use, mixed-income housing are problematic to develop due to a host of public policies and regulations. These are typically vacant "brownfield" or "greyfield" sites, such as obsolete mills or underperforming shopping centers. The cost to clean, remediate, repair or relocate utilities and demolish or retrofit obsolete structures, create financing and economic feasibility gaps that the private market will not overcome. Unless these gaps can be filled with public investment, significant private investment is unlikely.

Another set of public policies that negatively impacts housing development is zoning/land use regulations. The primary zoning tool used to create multi-family and small lot housing, the Planned Residence Development zone, is a “floating zone”. As such, it requires a public hearing and a simultaneous approval of a zone change and development plan which establishes the development rights and form and type of housing. This can be a long and contentious process as opposed to an “as of right” multi-family or higher density regulatory scheme.

The zoning of brownfield or greyfield sites is usually industrial or commercial. These either do not allow housing or require special permits as opposed to “as of right” processes for housing. It is also sometimes problematic to integrate new housing development into older and established industrial or commercial districts.

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

Introduction

Economic Development Market Analysis

Business Activity

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Agriculture, Mining, Oil & Gas Extraction	46	27	0	0	0
Arts, Entertainment, Accommodations	2,698	3,633	10	15	4
Construction	798	950	3	4	1
Education and Health Care Services	5,459	5,197	21	21	0
Finance, Insurance, and Real Estate	3,013	678	11	3	-9
Information	438	635	2	3	1
Manufacturing	2,693	2,745	10	11	1
Other Services	1,100	802	4	3	-1
Professional, Scientific, Management Services	2,685	1,518	10	6	-4
Public Administration	0	0	0	0	0
Retail Trade	3,640	6,605	14	26	13
Transportation and Warehousing	908	766	3	3	0
Wholesale Trade	1,119	908	4	4	-1
Total	24,597	24,464	--	--	--

Table 38 - Business Activity

Data Source: 2011-2015 ACS (Workers), 2015 Longitudinal Employer-Household Dynamics (Jobs)

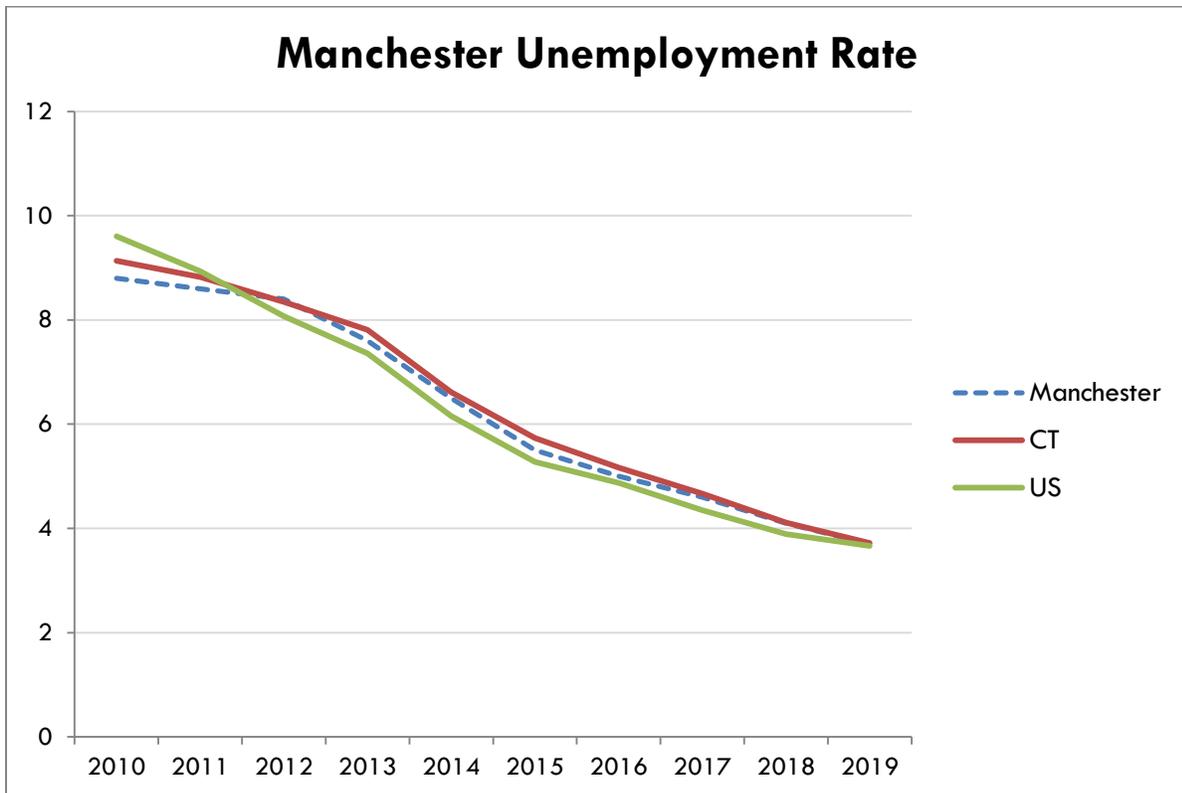
Labor Force

Total Population in the Civilian Labor Force	33,370
Civilian Employed Population 16 years and over	30,035
Unemployment Rate	9.97
Unemployment Rate for Ages 16-24	47.32
Unemployment Rate for Ages 25-65	6.70

Table 39 - Labor Force

Data Source: 2011-2015 ACS

Manchester Unemployment Rate



Data Source: CT Department of Labor

Figure 7: Manchester's unemployment rate has consistently tracked both Connecticut's and the nation's in the recovery from the Great Recession.

Occupations by Sector	Number of People
Management, business and financial	8,960
Farming, fisheries and forestry occupations	1,349
Service	2,970
Sales and office	7,370
Construction, extraction, maintenance and repair	1,430
Production, transportation and material moving	1,395

Table 40 - Occupations by Sector

Data Source: 2011-2015 ACS

Travel Time

Travel Time	Number	Percentage
< 30 Minutes	19,590	68%
30-59 Minutes	7,640	27%
60 or More Minutes	1,385	5%
Total	28,615	100%

Table 41 - Travel Time

Data Source: 2011-2015 ACS

Education:

Educational Attainment by Employment Status (Population 16 and Older)

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Less than high school graduate	965	200	750
High school graduate (includes equivalency)	5,160	750	1,580
Some college or Associate's degree	7,720	770	1,450
Bachelor's degree or higher	11,520	500	1,650

Table 42 - Educational Attainment by Employment Status

Data Source: 2011-2015 ACS

Educational Attainment by Age

	Age				
	18-24 yrs	25-34 yrs	35-44 yrs	45-65 yrs	65+ yrs
Less than 9th grade	19	60	74	345	465
9th to 12th grade, no diploma	635	325	320	780	515
High school graduate, GED, or alternative	1,215	1,895	1,475	4,120	3,015
Some college, no degree	1,650	2,270	1,665	2,685	1,315
Associate's degree	235	1,025	715	1,630	545
Bachelor's degree	770	3,740	1,665	2,945	1,140
Graduate or professional degree	125	2,180	1,005	2,120	930

Table 43 - Educational Attainment by Age

Data Source: 2011-2015 ACS

Educational Attainment - Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	57,855
High school graduate (includes equivalency)	67,204
Some college or Associate's degree	76,989
Bachelor's degree	110,842
Graduate or professional degree	144,794

Table 44 - Median Earnings in the Past 12 Months

Data Source: 2011-2015 ACS

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

Manchester's largest employment sector is "Education and Health Care Services" representing 21% of all workers (5,459 persons). The second largest is "Retail Trade". This sector consists of 14%, or 3,640 of the town's workers. Because Manchester is a retail hub with a super-regional shopping and entertainment district and numerous shopping plazas, this sector should continue to see strong representation. This is positive because retail jobs frequently provide an employment opportunity to relatively unskilled workers, however, these jobs typically provide low pay, are often not full-time positions and usually do not offer benefits. The third largest employment sector is "Finance, Insurance and Real Estate". This sector employs 3,013 (11%) of Manchester's workforce.

Describe the workforce and infrastructure needs of the business community:

Manchester's precision manufacturing sectors require skilled machinists, who are often trained at Manchester Community College (MCC). The local healthcare sector requires appropriately trained workers, many of whom are also trained at MCC, which offers a variety of degree programs in allied health professions. Manchester's employers as a whole require workers with basic core-competency skills. American Jobs Center is a statewide collaboration of organizations assisting with this need by promoting and investing in various workforce development solutions and assisting employers in targeted industries. American Job Center maintains a Manchester location on downtown Main St. Manchester Public Schools established partnerships with Manchester Community College (MCC) and the Connecticut Center for Advanced Technology to provide high school students with opportunities to train for manufacturing jobs. Some local manufacturers have also begun to meet workforce development needs by providing their own training programs.

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

The expansion of CTfastrak east towards Manchester will increase workforce mobility and employment opportunities. The proposed Buckland Hills CTfastrak station may eventually serve as an employment hub in the Town and region. Fixed rail improvements along the New Haven-Springfield corridor may provide an additional economic boost, as Manchester may be an attractive adjacent community to future stations. Various state, regional and local efforts to develop the entrepreneurial community may eventually yield positive impacts for new business start-ups and job growth.

The Town is finalizing plans for the private development of a \$100 million mixed-use redevelopment project in the center of Town. The Downtown 2020 initiative is intended to incentivize improvements to transform and modernize the existing building stock to accommodate new economic activity and increase vibrancy within Manchester's core district. The former JC Penney warehouse was recently purchased by a developer who has been actively rehabilitating the property. The 2 million square foot building is the largest in Connecticut and will, in the coming year, house a new tenant who will bring in +/- 700 new jobs.

The aging of the skilled workforce may have negative implications for precision manufacturing and other skilled fields, as workers with the required qualifications and experience begin aging out of the workforce and fewer young workers have the skills to readily step into similar roles. The ongoing decline in brick and mortar retail and overabundance of retail stores may be a long-term concern for the Buckland Hills area of town, with a possible decline in employment and municipal tax base. Broader changes in the healthcare industry via hospital mergers and other structural incentives will likely have impacts on healthcare sector employment through potential staff consolidation.

The long-term economic impact of the COVID-19 pandemic will likely be significant. There will be uncertainty in the market and many job losses that were considered temporary may become permanent. Many businesses will not be able to adapt to new requirements or recover from the forced three months of closure. It will be very important for the town to remain flexible in its response to the needs and challenges that emerge at the local level.

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

The educational attainment of Manchester residents closely reflects those of the state of Connecticut. Manchester's top three employment sectors reflect a mix of white and blue collar, part- and full-time employment. This represents a diversified job base and employment opportunities for people with a variety of skill sets and educational attainment.

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

American Job Centers administer several other Employment Services for qualified candidates. These services include:

- Professional resume writing assistance
- Focused job search assistance
- Employer recruitment
- Career counseling, job development and placement
- Enrollment into training and referrals
- Veteran's services and disabled programs
- Referral to other statewide support services, including transportation assistance

The Centers additional host partnerships designed to coordinate with employers are training needs and emerging employment trends. Two relevant partnerships are:

The Advanced Manufacturing Employers Partnership (AMEP) is an employer led consortium that supports initiatives to grow and enhance the manufacturing talent pipeline for aerospace and other manufacturers in North and Central Connecticut. It is a prime venue for manufacturing employers to come together to share ideas, express challenges, and influence workforce development initiatives.

The Metro-Hartford Alliance for Careers in Health (MACH) is an industry sector partnership with the mission of identifying and responding to workforce development policy issues for entry level and middle skill positions in the healthcare industry.

Capital Workforce Partners and Manchester Community College offers a range of training, multiple degree and certificate programs, as well as continuing education courses.

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

Yes

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

The Town participates in the CEDS through the Metro Hartford Alliance. Several major goals from the CEDS overlap with various Town initiatives. The CEDS lists *“Harness the demand of people and businesses seeking to locate in densely populated, vibrant communities”* as a major infrastructure goal. The Consolidated Plan helps address this goal by targeting older owner-occupied and rental housing in more densely populated neighborhoods in Manchester for rehabilitation efforts.

The Consolidated Plan also recommends the possible adaptive reuse of older buildings (public facilities) where appropriate, which helps contribute to building and maintaining neighborhood vitality.

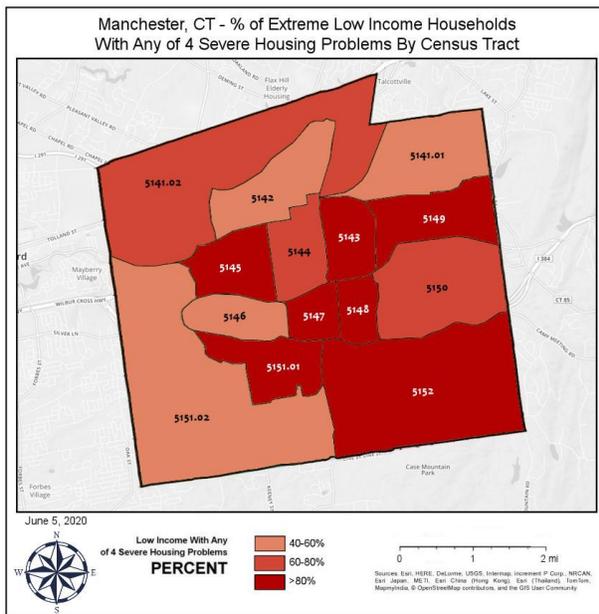
One of the Consolidated Plan’s goals is to enhance and expand existing economic development efforts. This could provide an opportunity for future use of CDBG funds to support other initiatives through the CEDS.

MA-50 Needs and Market Analysis Discussion

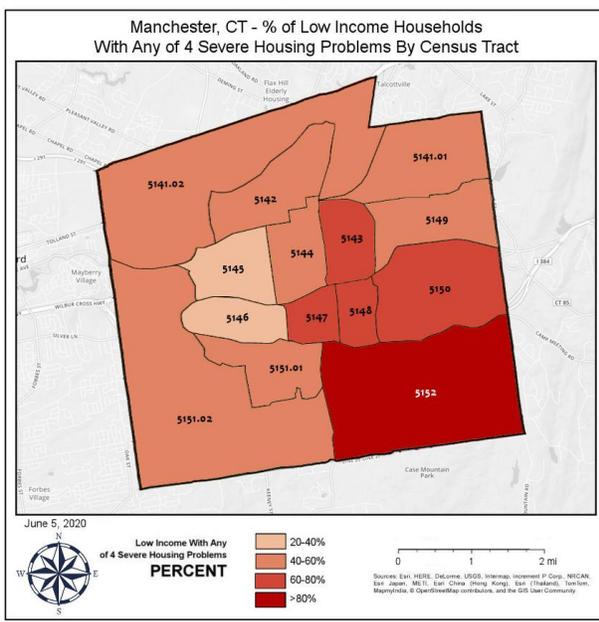
**Are there areas where households with multiple housing problems are concentrated?
(include a definition of "concentration")**

Manchester defines areas of concentration as areas where the extent of housing problems impacts more than 40% of the residents. The mapping of this analysis was completed for three income groups- those households with incomes below 30% AMI, households with incomes between 30-80% AMI, and households over 80% AMI. Areas that have a concentration of

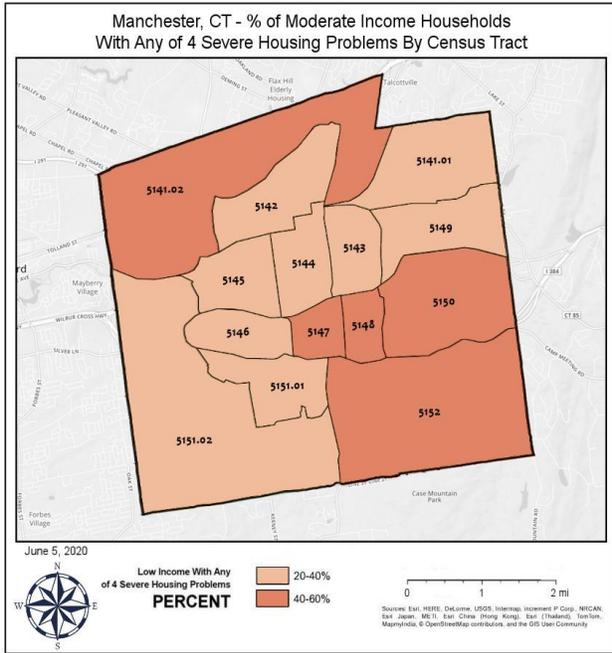
housing problems and low-income families include:



Households with incomes below 30% AMI experience housing problems across Town.



Households with incomes between 30-80% AMI experience housing problems in most areas of the Town with the most severe impact in census tract 5152, one of the Town's highest-cost census tracts.



Moderate Income households with incomes over 80% experienced housing problems more infrequently.

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

Census Tracts 5141, 5147 and 5148 have concentrations of non-white residents greater than the Town average (see Figure 8 below). These tracts are also home to some of the Town's oldest housing stock and lower household incomes.

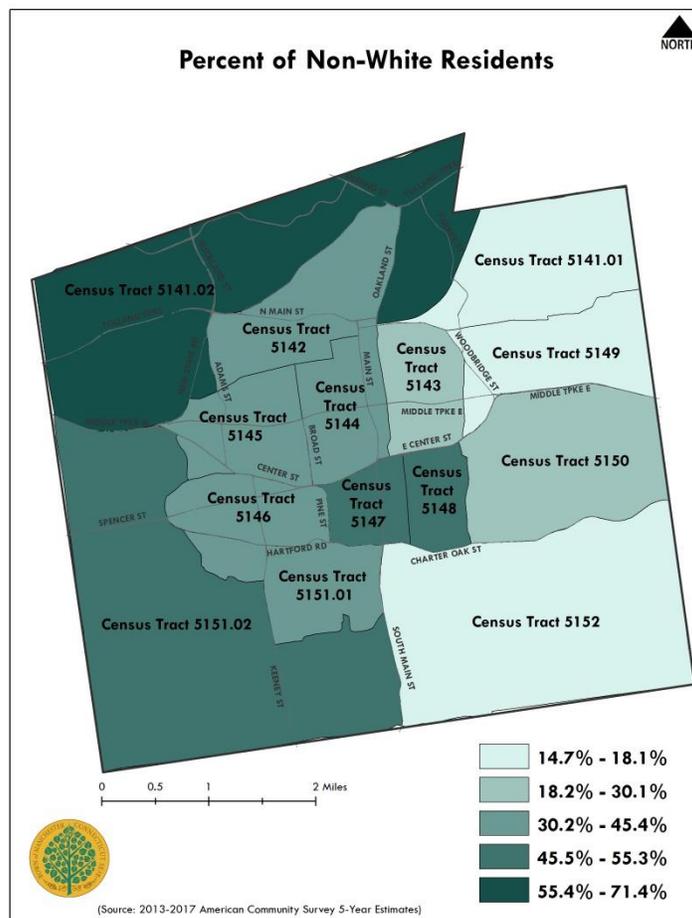


Figure 7: The largest percentage of residents who self-identify as non-white reside in Census Tract 5141.02, which contains several large multi-family complexes housing many South Asian families.

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

Tract 5141.02 in the north end of Manchester has become home to a sizable South Asian community. This area, surrounding I-84 and Buckland Hills, contains a number of large rental properties that provide housing to a high concentration of these households.

Tract 5147 and 5148 are the core neighborhoods of the East and West Side. These neighborhoods feature older housing stock, a higher concentration of lower-income households and higher poverty rates than other sections of town. There is a mix of owner- and renter-occupied housing as well as a variety of housing types: single-family homes, duplexes and former industrial buildings that have been converted into apartment buildings. In general, the core neighborhoods are denser with smaller lots than neighborhoods further away from Main St. These are among the most diverse neighborhoods in Manchester, housing households and families of many races and ethnicities.

Are there any community assets in these areas/neighborhoods?

Census tract 5141.02 offers a concentration of retail and commercial development, including Buckland Hills mall. Wickham Park is privately owned and managed, but is a beautiful community asset located directly across from a large rental development. Due to the nature of this area as a regional retail destination, public transportation is widely available in this tract.

Residents of tract 5147 and 5148 have access to parks and recreational facilities within walking distance. Recent improvements to Charter Oak Park in tract 5148 have resulted in new features and increased programmatic offerings. The East Side Neighborhood Resource Center is a well-used community asset in tract 5148. In addition to year-round programs offered to neighborhood residents of all ages, there is a well-attended summer farmer's market held on-site. Expansion of the rail trail to Center Springs Park in tract 5147 has improved access to the parks for residents previously unable to safely access the park via foot or bike.

Downtown Main St. runs between the two tracts and offers commercial activity, the town's main library and town government offices. Fortunately, these core neighborhoods are accessible via public transit, increasing employment opportunities for residents. Figure 9 below shows the bus transportation network along with median household income figures by census tract.

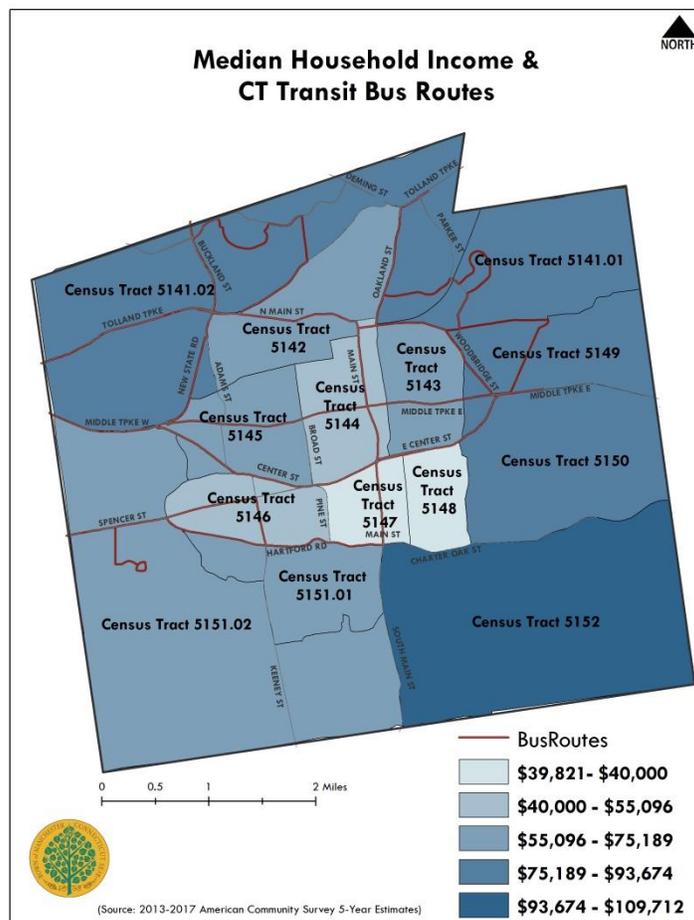


Figure 8: The core of Manchester contains more households with lower median income. Accessible transit routes throughout these neighborhoods offer lower income households more opportunity to access employment.

Are there other strategic opportunities in any of these areas?

The Town has focused a great deal of public investment in the core neighborhoods, including the Broad Street Redevelopment Project, Downtown Municipal Parking Lot improvements, and substantial capital improvements and ongoing reorganization of Manchester’s elementary schools. The Office of Neighborhoods and Families is located within the East Side neighborhood and has been a real catalyst for community engagement. They have expanded offerings to the neighborhood to include gardening programs, after-school programs, art exhibits, summer outdoor movies and more. During the upcoming year, CDBG funds will be used to replace the garden beds with new accessible beds. Additionally, a repurposing committee is working to identify future uses for Nathan Hale and Washington Schools, former public school buildings that recently closed, in a way that benefits both the East Side and West Side neighborhoods. The strategy recognizes that in order to be successful, a Town government must engage with a full range of other governmental and nonprofit partners and to the greatest extent possible

coordinate activities and resources toward the strategy. It also recognizes that because there are thousands of housing units in mature neighborhoods, preservation of the existing housing stock, and efforts to maintain its affordability and safety, are critical to the town's housing and community development goals.

MA-60 Broadband Needs of Housing occupied by Low- and Moderate-Income Households - 91.210(a)(4), 91.310(a)(2)

Describe the need for broadband wiring and connections for households, including low- and moderate-income households and neighborhoods.

Internet connection/ fiber service is available to 100% of Manchester households according to BroadbandNow, an advocacy group that believes internet access should be available to all. Pricing data shows that monthly rates start at \$29.99 and range to \$60.00. Census data (2014-2018) shows that 82% of Manchester households have a broadband internet subscription. Given that all households have access but only 82% of households subscribe, the issue of affordability has been raised. The Town has begun the process of evaluating municipal broadband. As more employees work remotely and as online educational opportunities expand, there is increased emphasis on the need to expand affordable, reliable internet access. The challenge for communities is to identify strategies to lower the cost of the readily available internet/broadband services.

Describe the need for increased competition by having more than one broadband Internet service provider serve the jurisdiction.

As approximately 92% of Manchester residents are serviced by multiple wired providers (BroadbandNow) there does appear to be adequate competition for the majority of residents. There are 2 DSL Providers, 2 Cable Internet providers, 3 Fiber Internet (FTTH) providers, and 0 Fixed Wireless (WISP) providers in Manchester, CT. (GeoISP)

MA-65 Hazard Mitigation - 91.210(a)(5), 91.310(a)(3)

Describe the jurisdiction's increased natural hazard risks associated with climate change.

The Town of Manchester is a member of the Capital Region Council of Governments, which has prepared a multi-jurisdictional natural hazard mitigation plan covering all 38 member municipalities. The regional plan has been adopted by all member cities and towns and approved by FEMA. The plan identifies the Capitol Region as vulnerable to numerous natural hazards with flooding, winter storms, and high wind events being the natural hazards that most frequently occur with enough severity to cause loss of life or property.

The EPA has found that Connecticut's climate is changing. The state has warmed two to three degrees (F) in the last century. Throughout the northeastern United States, spring is arriving earlier and bringing more precipitation, heavy rainstorms are more frequent, and summers are hotter and drier. Sea level is rising, and severe storms increasingly cause floods that damage property and infrastructure. In the coming decades, changing the climate is likely to increase flooding, harm ecosystems, disrupt farming, and increase some risks to human health.

Changes in temperature and precipitation are known to increase the incidence of acute and chronic respiratory conditions, such as asthma. The EPA's Climate Change in Connecticut (2016) stated "higher temperatures can increase the formation of ground-level ozone (smog), a pollutant that can contribute to respiratory problems. Rising temperatures may also increase the length and severity of the pollen season for plants such as ragweed - which has already been observed in other regions. Certain people are especially vulnerable, including children, the elderly, the sick, and the poor."

Describe the vulnerability to these risks of housing occupied by low- and moderate-income households based on an analysis of data, findings, and methods.

The Hazard Mitigation Plan identifies a number of activities that seek to reduce the vulnerability of housing units. The focus of activities is to eliminate loss of housing units, even temporarily, and to reduce the likelihood of property damage - both real and personal property loss. For low and moderate-income households, the impact of housing displacement or property loss can have longer-term impacts. Activities identified to reduce vulnerability include:

- Maintenance of trees that could impact power lines.

- Identification of private properties served by private wells and/or on-site septic systems located within known flood risk zones.
- Implement an educational program for private owners including materials and recommendations for appropriate remediation of private utilities that have been subjected to flooding, for health protection and promotion.
- Completion of physical plant improvements including the Waste Water Treatment Plant, and installation of a generator at the Senior Center and update of the Police Department generator to run on natural gas.
- Structural improvements to storm water drainage infrastructure in Special Flood Hazard Areas (SFHA) that help mitigate flood risks.
- Upgrade existing transportation infrastructure.

In addition to these actions aimed at reducing vulnerabilities, the Town's Emergency Management Team is responsible for maintaining a local emergency plan which maximizes survival of people, prevents and/or minimizes injuries, and preserves property and resources in Manchester by making use of all available manpower, equipment, and other resources in the event of a natural, man-made, or national security emergency/disaster. The Office of Emergency Management maintains a voluntary database of Manchester residents who have functional conditions that may impact their ability to safely evacuate their homes in an emergency. These conditions may include but are not limited to:

- mobility issues
- blindness
- deafness
- bedridden
- wheelchair bound
- medically dependent upon electricity
- life support systems

Strategic Plan

SP-05 Overview

Strategic Plan Overview

The Consolidated Plan goals represent high priority needs identified during the extensive Consolidated Plan consultation and Citizen Participation process. These four goals are the basis for the strategic investments in projects and programs the Town will make to address these needs during the five year Consolidated Plan period. The goals are as follows:

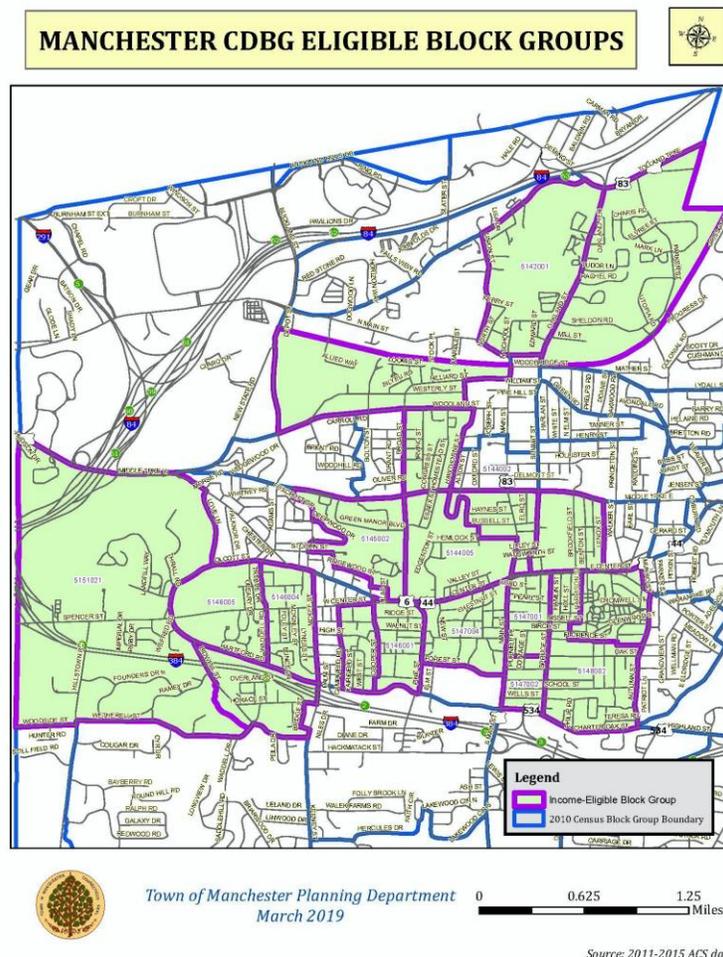
- **Affordable Housing** - Improve the condition of the Town's affordable housing stock, remediate lead paint hazards, expand housing options to meet the needs of all Manchester residents.
- **Human Services** - Provide services to vulnerable populations including but not limited to seniors, the disabled, those who are experiencing homelessness and those experiencing housing insecurity.
- **Public Facilities and Parks** - Improve or repurpose public facilities, parks and trails to increase access and utilization by low -moderate income residents.
- **Public Improvements/Infrastructure** - Complete public improvements and infrastructure including streets, sidewalks and lighting.
- **Economic Development** - support existing economic development efforts; assist small business to create and retain jobs; revitalize commercial nodes, redevelop brownfields and underutilized commercial properties.

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

General Allocation Priorities

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

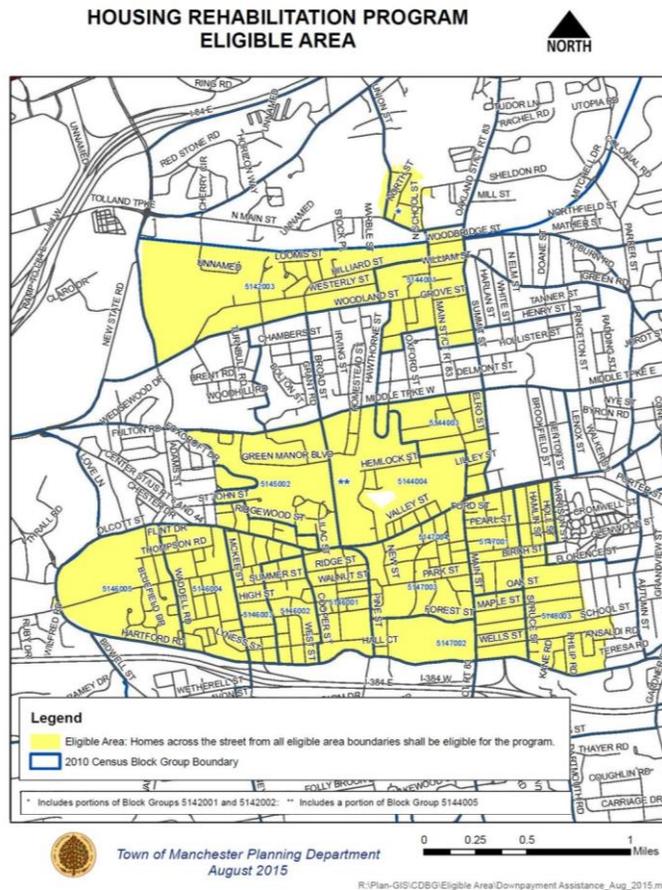
The Community Development Block Grant (CDBG) program is intended to predominantly serve the needs of areas and/or individuals that are low and moderate income as defined by HUD. The CDBG Eligibility map and corresponding chart of eligible census tracts/block groups identify those Manchester areas eligible for CDBG low/mod area investments. Traditionally, CDBG funds for capital improvements are generally, though not exclusively, directed to the older, core neighborhoods. CDBG public service activities are provided town-wide.



Manchester's strategy has been neighborhood-based, one that targets resources towards the stabilization and preservation of its older neighborhoods. With strategic investments, these neighborhoods should continue to provide a safe and suitable living environment, decent

housing, and an enriching community life for residents. There is a direct correlation between these core neighborhoods and the CDBG-eligible census tracts.

Based upon housing age and condition data, the Town has historically restricted its housing rehabilitation program to the older neighborhoods. The area is currently defined in the Housing Rehabilitation Eligible Area. While the Rehab Eligible Area will remain the priority, properties outside the area may be assisted. The Town further intends to evaluate the area on an annual basis and shift the geographic focus if warranted.



Housing Rehab Program Eligible Area

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

Priority Needs

Table 45 - Priority Needs Summary

1	Priority Need Name	Housing
	Priority Level	High
	Population	Extremely Low Low Moderate Large Families Families with Children Elderly Frail Elderly
	Geographic Areas Affected	Town wide MANCHESTER HOUSING REHABILITATION AREA
	Associated Goals	Housing: Improve Quality of Affordable Stock Planning and Administration
	Description	Increase availability of decent, safe, affordable housing that meets the needs of Manchester residents.
	Basis for Relative Priority	This priority level is based on community stakeholder and citizen comments, data analysis as part of this planning process and past program experience. This priority also supports local efforts to improve the condition of the housing stock to ensure the health and safety of residents.
2	Priority Need Name	Public Services
	Priority Level	High
	Population	Extremely Low Low Moderate Non-housing Community Development
	Geographic Areas Affected	Town -Wide

	Associated Goals	Public Services: Provide to Low/Mod Residents Planning and Administration
	Description	Provide public services to benefit the health and well-being of low income and vulnerable populations. Provision of programs and services that support persons in need, assist in stabilization, and increase access to education, training and employment.
	Basis for Relative Priority	This priority level is based on disability and special needs data as well as consultations with community- based organizations that serve special needs populations.
3	Priority Need Name	Public Facilities and Parks
	Priority Level	High
	Population	Non-housing Community Development
	Geographic Areas Affected	Town wide
	Associated Goals	Public Facilities: Maintain, Improve or Repurpose Planning and Administration
	Description	Improve public facilities and parks to improve access, increase utilization and expand offerings.
	Basis for Relative Priority	This priority level is based on the documented increase in demand /use of public facilities and parks as well as the opportunities created by publicly owned vacant buildings. Input from community-based organization identified their need for facility improvements.
4	Priority Need Name	Public Improvements/Infrastructure
	Priority Level	High
	Population	Extremely Low Low Moderate Non-housing Community Development
	Geographic Areas Affected	Town wide

	Associated Goals	Public Improvements Planning and Administration
	Description	Improvement to public infrastructure that improves existing conditions such as sidewalk repairs and ADA curb cuts, that enhance development opportunities such as streetscapes in commercial corridors /nodes, or that increase development opportunities.
	Basis for Relative Priority	This priority level is based on resident input as well as the Town’s recognition that infrastructure improvement may be necessary to affect major redevelopment projects.
5	Priority Need Name	Economic Development
	Priority Level	Low
	Population	Extremely Low Low Moderate Non-housing Community Development
	Geographic Areas Affected	Town wide
	Associated Goals	Economic Development Planning and Administration
	Description	Support for small businesses, expansion of economic opportunities for residents, and redevelopment of un-or under-utilized properties. Support economic development projects and initiatives.
	Basis for Relative Priority	This priority level is based the Town’s long-standing efforts to support local business, build upon the success of downtown redevelopment, and to redevelop commercial properties. Expansion of co-work options and leveraging of opportunity zone designation on Broad St and Downtown. Additionally, the Town’s recognition of COVID-19’s impact on small businesses and Manchester residents.

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

Influence of Market Conditions

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Tenant Based Rental Assistance (TBRA)	TBRA is provided by the Manchester Housing Authority under contract with John D’ Amelia & Associates. The demand for TBRA far exceeds the supply. In addition to the limited availability of mobile rental assistance, TBRA voucher holders experience difficulty in identifying units within the FMR limits. The rental market continues to experience low vacancy rates, which increases prices and creates additional cost burden for lower-income renters.
TBRA for Non-Homeless Special Needs	Targeted TBRA is a potential solution to meeting the affordable housing needs of special needs populations, specifically Domestic Violence. The lack of accessible units and rental costs would hinder full implementation.
New Unit Production	Manchester has very limited undeveloped land remaining that isn’t used for agricultural purposes. This severely limits the potential for new unit production. New unit production could be achieved through the conversion of industrial, commercial, or retail sites.
Rehabilitation	Because Manchester’s housing stock is aged, there is a particular need for housing rehabilitation programs that help bring units up to code, improve energy efficiency, and removes hazardous conditions such as lead paint.
Acquisition, including preservation	The acquisition of residential property is not feasible given market prices and shortness of time on market. Acquisition by developers of non-residential properties to be converted to residential use might provide some relief from affordable housing market demands.

Table 46 - Influence of Market Conditions

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

Introduction

**** Note: All sections within SP-35 feed information in AP-15 for the first AAP.***

As a HUD Entitlement Community, the Town of Manchester receives an annual CDBG grant from HUD. The Town is not an eligible Entitlement Community for HOME, ESG or HOPWA funding. The Town anticipates receipt of CDBG funds in the amount of \$573,177 for this program year. In addition to this HUD allocation, the Town has reallocated prior year funding in the amount of \$121,978. Projects and activities funded within this program year total \$695,155.

For the purposes of the five year Consolidated Plan, the Town has assumed that CDBG funds will slightly increase for the duration of the plan. The investment strategies and anticipated outcomes within this plan are predicated upon a moderate increase in federal funding.

To maximize the impact of the CDBG entitlement funds, the Town also expends general government funds, partners with other community funders, and encourages all community-based organizations and project sponsors to strategically leverage additional funds.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of Con Plan \$	Narrative Description
			Annual Allocation : \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	\$573,177		\$121,978	\$695,155	\$2,372,000	Expected amount available assumes a slight increase in funding over the remaining four years of this Con Plan.

Table 47 - Anticipated Resources

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

The Town of Manchester anticipates CDBG funds will leverage significant additional resources. In the past, the Town has successfully leveraged federal EPA funds, State Department of Energy and Environmental Protection, CT DOT grants to support infrastructure projects. Public Service providers leverage significant public grants funds. Housing initiatives are supported by ongoing Public Housing and Section 8 voucher funds. Manchester will continue to encourage CDBG funding sub-recipients to identify and secure such resources. Resources that directly contribute to the furtherance of Consolidated Plan goals will include both public and private sources. Anticipated private sources are likely to include private foundations, faith-based organizations, and individual donors.

The following public resources are anticipated to be leveraged during this Consolidated Plan period:

Town General Funds: The annual Town budget commits resources for priority activities including economic development, code enforcement, services for youth, families and seniors, and improvements to public parks, facilities and infrastructure.

Local Capital Improvement Program (LoCIP) will include portions allocated to benefit lower-income neighborhoods. Town departments will also pursue outside grants to assist low- and moderate-income residents.

Continuum of Care funds: Federal CoC funds awarded to non-profit human service providers to assist in housing and services to homeless persons.

Connecticut Children’s Healthy Homes Program (CCHHP) resources are leveraged to support the Housing Rehab Program for the rehabilitation of renter- and owner-occupied units.

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

While the Town will continue to identify opportunities for publically owned properties to further the community development goals identified within the Consolidated Plan, opportunities are likely to be limited to vacant school buildings and any properties taken for back taxes. While the redevelopment of publically owned land is not identified in this first year Annual Action plan, the Town has prioritized improvements to public infrastructure and community gardens as activities within this plan.

The MHA’s portfolio with intended improvements to improve accessibility will address the housing needs of seniors and disabled public housing residents.

Discussion

The priorities identified within the Strategic Plan are the outcome of an extensive, comprehensive effort to identify community needs.

In addition to resources directly leveraged to complete Action Plan activities, additional federal and state funding will fund programs to assist low- and moderate-income residents. These resources include the following:

FEDERAL	STATE
USDA School Breakfast Program Summer Food Service Program for Children Child and Adult Care Food Program	DOE Youth Service Bureau Enhancement Child Nutrition State Match Summer School Accountability Grant Youth Service Bureaus School Breakfast Program Priority School Districts
DOE Title 1 Grants to Local Educational Agencies Preschool Development Grants	Office of Early Childhood School Readiness in Priority Districts Head Start Services
DHHS Head Start Social Services Block Grant Substance Abuse & Mental Health Services Projects of Regional & Nat'l Significance	OPM Property Tax Relief for Totally Disabled Persons Property Tax Relief for Veterans
	DSS Medicaid
Approximate annual funding: \$5,456,509	Approximate annual funding: \$2,047,073

SP-40 Institutional Delivery Structure - 91.215(k)

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

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
MANCHESTER	Government	Economic Development Homelessness Non-homeless special needs Ownership Planning Rental neighborhood improvements public facilities public services	Town-wide
MANCHESTER HOUSING AUTHORITY	PHA	Non-homeless special needs Public Housing Rental	Town-wide

Table 48 - Institutional Delivery Structure

Assess of Strengths and Gaps in the Institutional Delivery System

The Institutional structure within the Town of Manchester has been developed over years of successful operation. Manchester is truly a full-service community with departments including the Board of Education, the Senior Center, Youth Service Bureau and Senior, Adult and Family Services providing direct services. In addition to the essential services provided by these programs, the Manchester Housing Authority also plays a key role in the provision of affordable housing.

Through clearly defined roles and responsibilities within a collaborative working environment, the Town has a delivery system capable of undertaking projects, programs and services to meet the priority needs of low-moderate income residents.

The Town is responsible for coordinating and ensuring CDBG funds are expended in a timely manner and service delivery is coordinated to provide the greatest benefit while also meeting federal requirements.

Within the Town the Planning and Economic Development Department is responsible for all federal reporting, general oversight and administration of CDBG funds. This department coordinates with other departments, such as Public Works and Human Services that receive funds to run programs. The Finance Department is also involved with approving expenditures

and providing accounting support. This system allows for internal checks and balances of spending, program administration and technical support.

Independent human service agencies operate critical public service programs funded through CDBG. The Community Development Program Manager has consistently emphasized the importance of communication to eliminate gaps and prevent spending that does not align with HUD and OMB regulations.

The Housing Authority manages a portfolio of federal and state affordable housing projects and administers a regional Section 8 voucher program.

The local CoC functions as a sort of “command center” for the homeless and special needs service network. Because there are member representatives from so many key organizations, the group’s ability to identify needs, exchange news of events and funding opportunities, share updates from the regional and state level and make connections to assist those in need has been crucial to residents targeted by CDBG funds.

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

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

Other			
Food Pantry	X	X	X

Table 49 - Homeless Prevention Services Summary

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

The Town is not a direct recipient of public or private resources with which to address homelessness or to prevent homelessness. Manchester is a member of the Balance of State Continuum of Care (CoC). Manchester supports the goals of the CoC and the efforts of regional non-profits and service providers to provide coordinated access and services. The Town is able to utilize the CoC partnership to direct homeless residents to appropriate services. Additionally, the Town’s Human Service Department works to meet the needs of persons experiencing homelessness.

The Town is not a direct recipient of public or private resources with which to address the needs of HIV families. Despite the lack of direct funding to support these vulnerable households, mainstream services are provided through a network of regional providers. Services are available to homeless individuals, at-risk households, Veterans and persons with HIV.

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

The Balance of State CoC, which coordinates an effective service delivery system for persons experiencing homelessness, has identified the insufficient supply of permanent affordable housing as a gap and workforce training opportunities and removal of barriers to workforce participation as a strategy to end homelessness.

Though there are employment and training programs geared towards the homeless and special needs populations, groups such as the Manchester Community Services Council (MCSC) identified a need for increased opportunities.

During the consultation process, the need for safe reliable transportation, flexible programs that enable participants to work and attend trainings, and affordable child and after-school care were identified as barriers that need to be addressed.

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

While the Town is not a direct recipient of HUD funds dedicated to homeless or any particular special needs population, the Town has historically operated human service programs that serve vulnerable populations and special needs persons. In this capacity of service provider, the town is a true partner with outside human service agencies and an active participant in human service group collaboratives. As an example, the SAFS Supervisor, MHA's Resident Services Coordinator and the Community Development Program Manager are members of the CoC and MCSC. These connections allow for expanded networking, ongoing communication and current knowledge of programs, events and services available for populations served by member organizations.

SP-45 Goals Summary - 91.215(a)(4)

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Housing Rehabilitation	2020	2024	Affordable Housing Public Housing	Town-wide MANCHESTER HOUSING REHABILITATION AREA	Housing	CDBG: \$1,646,761	Rental units rehabilitated: 18 Household Housing Unit Homeowner Housing Rehabilitated: 97 Household Housing Units
2	Public Services	2020	2024	Homeless Non-Homeless Special Needs	Town-wide	Public Services	CDBG: \$286,074	Public service activities other than Low/Moderate Income Housing Benefit: 1,540 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Public Facilities and Parks	2020	2024	Public Housing Non-Homeless Special Needs Non-Housing Community Development	Town-wide	Public Facilities and Parks	CDBG: \$169,152	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 2,500 Persons Assisted Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit: 4 Households Assisted
4	Public Improvements	2020	2024	Non-Housing Community Development	Town-wide	Public Improvements /Infrastructure	CDBG: \$344,750	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 5,600 Persons Assisted
5	Economic Development	2021	2024	Non-Housing Community Development	Town-wide	Economic Development	CDBG: \$50,000	2 Businesses

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Planning and Administration	2020	2024	Housing Public Services Non-Housing Community Development Economic Development	NA	Housing Public Services Non-Housing Community Development Economic Development	CDBG: \$570,418	NA

Table 50 - Goals Summary

Goal Descriptions

1	Goal Name	Housing Rehabilitation
	Goal Description	Increase availability of decent, safe, affordable housing that meets the needs of Manchester residents.
2	Goal Name	Public Services
	Goal Description	Provide public services to benefit the health and well-being of lower income and vulnerable populations. Provision of programs and services that support persons in need, assist in stabilization, and increase access to education, training and employment.
3	Goal Name	Public Facilities & Parks
	Goal Description	Improve public facilities and parks to improve access, increase utilization and expand offerings.
4	Goal Name	Public Improvements
	Goal Description	Improvements to public infrastructure that improve existing conditions such as sidewalk repairs and ADA curb cuts, that enhance development opportunities such as streetscapes in commercial corridors /nodes, or that increase development opportunities.

5	Goal Name	Economic Development
	Goal Description	Support for small businesses, expansion of economic opportunities for residents, and redevelopment of un-or under-utilized properties. Support economic development projects and initiatives.
6	Goal Name	Planning and Administration
	Goal Description	Efficient, compliant administration of the CDBG program.

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

CDBG funds are anticipated to be utilized to provide rehabilitation to housing occupied by eligible low-moderate income households in each of the five Consolidated Plan years. Over the 5 years, the Town estimates providing rehabilitation assistance to approximately 115 low -moderate income families.

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

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

As the MHA primarily houses elderly persons, the need for accessibility improvements is a constant. The limitations of the units - size and layout - often hinder full ADA compliance but the MHA continues to improve the accessibility of its units.

Despite these limitations, the MHA proactively works to address residents' needs for reasonable accommodations.

Activities to Increase Resident Involvements

The MHA's organizational structure is designed to maximize resident involvement. MHA's Board of Commissioners includes a tenant commissioner. Additionally, the MHA supports a Resident Advisory Board made up of one representative for each public housing project: West Hill Gardens, Mayfair Village, Spencer Village, Ada Lane Congregate Housing and the scattered site public housing units

While increasing participation can be challenging, the MHA's experience is that when residents are passionate on an issue and are provided a mechanism for engagement, residents do participate.

The MHA creates a sense of community through proactive management and utilization of MHA property and resources to support resident engagement and involvement. Community gardens and MHA-hosted activities like Ice Cream Socials are examples of activities designed to increase resident involvement.

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

No

Plan to remove the 'troubled' designation

MHA is not a troubled housing authority.

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

Barriers to Affordable Housing

Manchester has a demonstrated commitment to meeting the housing needs of all Manchester residents. The Town has not only exceeded the state's goal for municipal affordable housing but continues to invest resources to improve the condition of existing stock toward meeting the needs of vulnerable populations - low income persons, elderly and disabled households.

Despite these extensive efforts, structural barriers to affordable housing still remain. These barriers include:

- Limited Opportunities: Manchester is a mature first-tier community and as such has little of underutilized or vacant land. About half of that land is potentially valuable agricultural land, and much of this land is beyond the reach of public utilities which would dictate larger lot development and preclude more compact or higher density developments.
- Cost to Produce: The cost to produce a unit of housing far exceeds the value of the unit produced; therefore private conventional financing is not available to fully finance new unit production. Public resources - both state and federal - that are available to fund the "gap" are in short supply and highly competitive. While the state has increased its financial commitment to affordable housing production, the funds are often committed to larger projects in larger housing markets.
- Infrastructure Limitations: Existing aged infrastructure is not equipped to handle increased usage associated with additional housing units. Achieving compact development or higher densities is essential to creating affordable housing, because increasing the number of units reduces the per-unit cost for necessary infrastructure improvements and construction costs.
- Environmental challenges: Potential residential redevelopment sites are problematic to develop due to contamination through prior use. These sites are typically vacant "brownfield" or "greyfield" sites such as obsolete mills or underutilized shopping centers. The cost to test and remediate, and potentially demolish or retrofit obsolete, contaminated structures create financing and economic feasibility gaps that the private market will not overcome.
- Regulatory barriers: The zoning of brownfield or greyfield sites is usually industrial or commercial. These either do not allow housing or require special permits as opposed to "as of right" processes for housing. It is also sometimes problematic to integrate new housing development into older and established industrial or commercial districts. The zoning districts used to create multi-family and small lot housing, the Planned Residence Development zone, is a "floating zone". As such, it requires a public hearing

and a simultaneous approval of a zone change and development plan which establishes the development rights and form and type of housing. This can be a long and contentious process as opposed to an “as of right” multi-family or higher density regulatory scheme.

Strategy to Remove or Ameliorate the Barriers to Affordable Housing

The Town has set forth a series of actions designed to remove or reduce each of the identified barriers. Specifically,

- **Limited Opportunities:** The Town has a commitment to explore the potential creation of mixed-income housing on underutilized former commercial /industrial properties as well as vacant former schools to expand housing and economic opportunities. The Town will continue to advocate for a regional level participation in expanding greater housing opportunities for diverse populations.

- **Cost to Produce:** In an effort to reduce the cost of housing production, the Town supports applications for federal and state housing resources that are consistent with need and municipal policies.

Manchester has the ability to enter into tax assessment agreements to help fund infrastructure improvements and to provide certain fee waivers or variable pricing. All of these tools will be examined as part of a “toolkit” to incentivize development in Manchester’s central core area.

The Town continues to support housing rehabilitation to maintain and update the town’s older housing stock, so no current housing units are lost. The Town has additionally supported the MHA’s efforts to recapitalize the existing public housing stock.

Infrastructure Limitations: The Town continues to make investments in the existing infrastructure and has allocated funding within this plan to leverage federal and state infrastructure funding.

Environmental challenges: The Town will continue to apply for funding to test and remediate environmental contaminants on potential redevelopment of mixed-used sites.

- **Regulatory barriers:** The Town assists proposed development through a streamlined process initiated with a pre-application meeting at which potential challenges and strategies are identified. The Town is also in the process of a form-based zoning revision to update and facilitate an appropriate mix of commercial, residential, entertainment, civic and recreational uses within a traditional pedestrian-oriented development pattern and supported by attractive street designs and building forms;

The Planning and Zoning Commission has an ongoing process to assess existing regulations and to streamline the permitting process.

In addition to the actions detailed above, the Manchester Housing and Fair Rent Commission is dedicated to the promotion of the development and continued availability of affordable housing for the people of Manchester. It develops recommendations for comprehensive housing policies and goals and facilitates the accomplishment of those goals working with other Town boards and commissions and local non-profits.

SP-60 Homelessness Strategy - 91.215(d)

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

Outreach to persons experiencing homelessness is predominately provided through Manchester Area Conference of Churches Charities (MACC). Although a difficult decision was made to close the emergency homeless shelter in 2015, MACC works tirelessly to provide services to homeless and low-income residents and to connect these individuals with programs provided by area organizations. MACC, CHR and SAFS meet at least monthly to coordinate efforts to connect homeless with housing and support services.

CDBG funding of an outreach clinician for Manchester's sheltered and unsheltered population will likely continue over the next 5 years due to the importance of connecting this group with available services and the priority level to the town. This position helps investigate issues reported by the police, engage business owners along Main St. (an area where homeless tend to congregate) and meet with visitors to MACC's Community Kitchen and unsheltered residents.

The state also funds homeless outreach at the regional level. CHR was awarded the contract for this region and a member of its staff provides mental health, substance abuse and housing counseling to the area's unsheltered homeless population through this grant.

Journey Home continues to stress the importance of VI-SPDAT (Vulnerability Index) interviews to help identify the highest need chronically homeless and determine the best housing option for each homeless individual.

Manchester will continue to participate in Point-in-Time counts and youth Point-in-Time counts to identify and categorize Manchester's sheltered and unsheltered residents.

Addressing the emergency and transitional housing needs of homeless persons

Through participation in the Balance of State Continuum of Care, service providers benefit from the state's centralized intake system with strategic entry points that helps prevent homeless families from becoming unsheltered. Referrals for shelter beds are handled through the 211 system and area service providers will continue to assist the local homeless population to navigate this system. With the introduction of the statewide 211 shelter referral system, the provision of emergency shelter has become regionalized.

The intake and assessment system includes prevention, diversion, immediate placement in shelter or temporary housing and access to needed services.

Transitional housing is very limited in Manchester, though it is available to local Veterans. Dinda House offers 8 individual beds to single Veterans in need of such housing. Five are bridge beds for short-term stays for Vets already connected with more permanent housing solutions. The other three beds offer intense support services. Residents are encouraged to transition to more permanent housing within 1-2 years. There is a ninth bed occupied by a “graduate” who now serves as the maintenance person overseeing upkeep of the house.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.

The transition to permanent housing in Manchester is difficult because of the shortage of rental housing affordable to low and extremely low-income households. The primary response is the provision of mobile housing vouchers, but providers have shared that often even voucher holders are unable to secure adequate housing within Manchester. Vouchers also do not address any service/case management needs that the formerly homeless households may require to retain housing.

Service-enriched permanent affordable housing is provided through Community Health Resources (CHR). CHR currently manages 14 scattered site units through the use of Shelter Plus Care vouchers. This type of voucher has been extremely beneficial in providing assistance to homeless families that also may need additional support services. CHR uses a number of other voucher programs, such as PILOTS and Next Steps, to provide permanent supportive housing to individuals with a mental health diagnosis and/or chemical dependency.

SAFS also assists homeless families to identify affordable housing options, though this is difficult when the family has an eviction on their record.

Veterans, Inc. continues to try to connect Manchester Veterans with housing vouchers (HUD-VASH) to help them obtain permanent housing. These efforts will continue over the next five years.

The Town and the Balance of State CoC continue to prioritize rapid rehousing. The state’s Emergency Solutions Grant program funds housing stabilization services to individuals. The stabilization services incorporate goal setting within the case management services.

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

There are a number of resources available to help prevent individuals and families, especially those being discharged or receiving public assistance:

- The state's 211 systems provides a wealth of resources available to assist people facing such circumstances;
- SAFS and MACC have security deposit programs to help house families who may only need this one-time financial assistance;
- Rapid Rehousing is a valuable resource to prevent homelessness. This funding source is now available to assist survivors of domestic violence as well as homeless youth.

The burden to create a discharge plan from mental health institutions falls on each individual institution. CVH has worked with CHR collaboratively to create its discharge policy. CHR also employs a liaison to assist clients with the transition from an institution to CHR's system of care.

CHR serves as the Local Mental Health Authority for the Town of Manchester. This organization strives to meet the basic needs of Manchester residents by providing treatment and connections to services such as therapy, medication management, clinical outreach and adult and family crisis services. The continued provision of such services will assist families in avoiding homelessness or, in other cases, providing stability so they can pursue stable housing and employment.

The Town offers elderly residents the opportunity for a reduction in real estate taxes by volunteering their time to support local nonprofits. Income qualified households can apply for the Senior Volunteer Tax Credit, for which they can receive up to \$500 off their property tax bill. Senior or disabled property owners also may be eligible for the "Homeowner's Program", which offers property tax credits ranging from \$150 - \$1,250. This money can then be freed up to pay for other expenses.

Rapid Resolution is the VA's program aimed at helping divert Veterans from a homeless episode and preventing couch surfers from becoming completely homeless. It can also assist Veterans newly entering the homeless system to be rapidly rehoused.

The town's SAFS and MHA staff work collaboratively to assist low-income residents applying for the Renter's Rebate Program. Appointments are offered at eight locations around town, including a number of MHA properties. Assistance is also provided by Community Renewal Team to residents applying for Energy Assistance. High rent/mortgage and heating fuel costs frequently burden lower-income residents, who are then forced to choose where to apply their limited funds. These choices often lead to financial issues including foreclosure and tax liens that could threaten residents' ability to maintain their current housing. Both programs provide a way for lower-income residents to reduce annual household expenses.

Journey Home continues to receive funding from Manchester Interfaith Social Action Corporation (MISAC) to assist renters in Manchester, East Hartford and Vernon. Eligible expenses to assist current renters maintain their housing include up to three months of back rent or utility assistance to cover deposits or arrears.

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

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

Public awareness and education are the keystones of an effective public health policy. The state's Department of Health Lead Poisoning and Prevention Program provides a wealth of information on the hazards, safe treatment, and legal responsibilities related to lead-based Paint Hazards. The Department tracks childhood blood testing rates and incidents of poisoning and seeks to raise public awareness of the dangers of lead paint and its prevalence in homes built before 1978.

In 2019, the State received \$373,291 for childhood lead paint poisoning prevention programs. Those funds are utilized for a host of activities designed to prevent lead poisoning and promote wellness through education. Connecticut Children's Healthy Homes Program (CCHHP) provides financing to remediate lead hazards in older housing. As a condition of participation, owners must make a good faith effort to rent units to low/moderate-income families with children, with the knowledge that the unit has been made lead-safe.

Recognizing the need to supplement these state activities and given the prevalence of pre-1978 housing stock in town, Manchester has continued to invest CDBG funds in its Housing Rehabilitation Program (Housing Rehab Program). This program addresses lead-based paint hazards in owner- and renter-occupied housing units. As a condition of participation, owners must ensure the housing unit (or 51% if more than one unit) continues to be occupied by low/moderate-income residents for the duration of the encumbrance on the land records.

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

Manchester's Health Department continues to educate the public about risks associated with lead-based paint. They also investigate cases involving elevated blood lead levels to identify the source of lead and try to address the situation before a child is lead poisoned.

The Housing Rehab Program's compliance with lead laws and provision of financing to address health and safety concerns within Manchester's aged housing are necessary to reduce the prevalence of hazards and improve the overall safety of the town's affordable housing stock. CCHHP focuses their funding on properties housing children less than 6 years of age in an effort to provide lead-safe dwelling units for families with young children.

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

The Town's actions are further integrated with the State of CT through ongoing referral and enforcement efforts. In instances of elevated blood lead levels, the Town's Health Department makes referrals to CCHHP with the goal of providing property owners with a safe, affordable mechanism to abate lead paint. As the cost of lead remediation often exceeds CCHHP's spending cap, the Housing Rehab Program provides 'gap' financing. The Health Department's procedures include following up with CCHHP and the owner to ensure action is being taken.

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

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

The Town of Manchester has three overarching poverty reducing goals: creation/retention of living wage jobs, reduction of housing cost burdens, and provision of programs and services that stabilize at risk households. The Town's commitment to living wage jobs is reflected in its own Living Wage Ordinance that applies to all service contracts over \$25,000 with the Town. The ordinance aims to ensure that those employed on Town projects are compensated sufficiently for a family of four to live at or above the federal poverty level and to meet basic needs.

Manchester Community College offers programs through the Workforce Innovation and Opportunity Act (WIOA), federal funds that are available in Connecticut to help job seekers access employment, education, training and support services to succeed in the labor market. Manchester is also home to an American Job Center under the Capital Workforce Partners. In program year, 2018-2019, the Job Center assisted 1,138 Manchester residents and provided summer employment to 5 youth.

Reduction in housing cost burden and housing maintenance cost are goals of the Town's Housing Rehab Program. This Program provides forgivable loans to low- and moderate-income households for repairs that would most likely remain unaddressed if not for this assistance. The Program has made great strides in improving the quality and safety of Manchester homes, specifically the older housing stock in the Town's core neighborhoods. The Community Development Program Manager also acts as a referral source for homeowners facing financial challenges to agencies that can assist with energy efficiency, eviction prevention, down payment assistance and other such programs.

SAFS runs a Renter's Rebate Program, for which applications are accepted between May and September of each year. This program provides a yearly "one-shot" payment to renters based on income, rent and utilities that were paid from the previous year. Applicants must be age 65 or over or disabled and at least 18 years of age. SAFS holds five clinics at housing complexes in Town each year to increase program participation.

Other programs that provide services to support families living in poverty include: The MACC shelter will continue efforts to connect individuals and families with resources to help lift them out of poverty. Through their efforts and through partnerships with other area organizations, low-income residents will receive assistance with job training, clothing, reducing barriers to employment, housing, food and child care.

Community Renewal Team (CRT) provides energy assistance to low-income Manchester households. The nonprofit maintains a satellite location in the Weiss Center, the Town building that houses the Town Health and Human Services Departments, to provide direct assistance in an easily accessible location. Flyers in English and Spanish are posted and distributed throughout town outlining available services, income limits and other relevant information. Staff from CRT and SAFS hold an energy assistance Open Intake event each Fall/Winter. CRT and SAFS representatives screen and enroll eligible residents in appropriate energy assistance programs.

The Earned Income Tax Credit (EITC) program, run by the Human Services Department, strives to assist low-income residents in pulling themselves out of poverty. The EITC can provide a substantial economic boost for families with few financial resources.

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

The Consolidated Plan identifies opportunities to improve the quality of housing stock, thereby reducing operating cost, funds public service programs that provide services to vulnerable populations and supports economic development efforts that expand training and employment opportunities.

SP-80 Monitoring - 91.230

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

The Planning and Economic Development Department, as the designated community development administrating department, is responsible for oversight of the CDBG program. For CDBG-funded projects, staff will:

- execute comprehensive agreements with each organization receiving funding;
- conduct periodic monitoring reviews;
- collect and review quarterly reports that contain accomplishment and beneficiary data from all public service providers;
- ensure compliance with CDBG regulations; and
- submit HUD performance reports as required.

Public Facility, Infrastructure, and Parks projects are closely monitored for compliance with all requirements including Davis Bacon wage requirements as well as participation by minority/woman businesses and Section 3 business concerns. On-site interviews are conducted, and payrolls are reviewed to ensure proper wage rates. Proper signage and posting of employee information is confirmed through on-site checks by the Construction Inspector. If Section 3 is applicable, compliance with regulations are closely monitored.

Additionally, to encourage participation of minority- and women-owned businesses, projects are advertised through the State RFP process. General contractors note their status on forms included in the bid packet and are required to submit sub-contractor information for each project, including minority- and women-owned business status.

Projects/activities will be selected for a site visit based upon review of quarterly reports, risk factors such as staff turnover or status as a new funding recipient, adherence to proposed schedule and pre-set goals and level of difficulty in executing the funded project. The monitoring visits will include interviews with key staff and review of program files to ensure compliance with documentation of low/moderate-income benefit and general record keeping requirements.

Maintaining open lines of communication is vital to ensure all activities are executed in full compliance with CDBG and OMB regulations. Technical assistance is provided on an on-going, as needed basis.

Expected Resources

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

Introduction

As a HUD Entitlement Community, the Town of Manchester receives an annual CDBG grant from HUD. The Town is not an eligible Entitlement Community for HOME, ESG or HOPWA funding. The Town anticipates receipt of CDBG funds in the amount of \$573,177 for this program year. In addition to this HUD allocation, the Town has reallocated prior year funding in the amount of \$121,978. Projects and activities funded within this program year total \$695,155.

For the purposes of the five year Consolidated Plan, the Town has assumed that CDBG funds will slightly increase for the duration of the plan. The investment strategies and anticipated outcomes within this plan are predicated upon a moderate increase in federal funding.

To maximize the impact of the CDBG entitlement funds, the Town also expends general government funds, partners with other community funders, and encourages all community-based organizations and project sponsors to strategically leverage additional funds.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	\$573,177	0	\$121,978	\$695,155	\$2,372,000	Expected amount available assumes a slight increase in funding over the remaining four years of this Con Plan.

Table 51 - Expected Resources - Priority Table

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

The Town of Manchester anticipates CDBG funds will leverage significant additional resources. Manchester will continue to encourage CDBG funding sub-recipients to identify and secure such resources. Resources that directly contribute to the furtherance of Consolidated Plan goals will include both public and private sources. Anticipated private sources are likely to include private foundations, faith-based organizations, and individual donors.

The following public resources are anticipated to be leveraged during this Consolidated Plan period:

Town General Funds: The annual Town budget commits resources for priority activities including economic development, code enforcement, services for youth, families and seniors, and improvements to public parks, facilities and infrastructure.

Local Capital Improvement Program (LoCIP) will include portions allocated to benefit lower-income neighborhoods. Town departments will also pursue outside grants to assist low- and moderate-income residents.

Continuum of Care fund: Federal CoC funds awarded to non-profit human service providers to assist in housing and services to homeless persons.

Connecticut Children’s Healthy Homes Program (CCHHP) resources are leveraged to support the Housing Rehab Program for the rehabilitation of renter- and owner-occupied units.

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

While the Town will continue to identify opportunities for publically owned properties to further the community development goals identified within the Consolidated Plan, opportunities are likely to be limited to vacant school buildings and any properties taken for back taxes. While the redevelopment of publically owned land is not identified in this first year Annual Action plan, the Town has prioritized improvements to public infrastructure and community gardens as activities within this plan.

The MHA’s portfolio with intended improvements to improve accessibility will address the housing needs of seniors and disabled public housing residents.

Discussion

The priorities identified within the Strategic Plan are the outcome of an extensive, comprehensive effort to identify community needs.

In addition to resources directly leveraged to complete Action Plan activities, additional federal and state funding will fund programs to assist low- and moderate-income residents. These resources include the following:

FEDERAL	STATE
<p>USDA School Breakfast Program Summer Food Service Program for Children Child and Adult Care Food Program</p>	<p>DOE Youth Service Bureau Enhancement Child Nutrition State Match Summer School Accountability Grant Youth Service Bureaus School Breakfast Program Priority School Districts</p>
<p>DOE Title 1 Grants to Local Educational Agencies Preschool Development Grants</p>	<p>Office of Early Childhood School Readiness in Priority Districts Head Start Services</p>

DHHS Head Start Social Services Block Grant Substance Abuse & Mental Health Services Projects of Regional & Nat'l Significance	OPM Property Tax Relief for Totally Disabled Persons Property Tax Relief for Veterans
	DSS Medicaid
Approximate annual funding: \$5,456,509	Approximate annual funding: \$2,047,073

Annual Goals and Objectives

AP-20 Annual Goals and Objectives

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Housing: Improving Quality of Affordable Stock	2020	2021	Affordable Housing Public Housing	HOUSING REHABILITATION ELIGIBLE AREA	Housing	CDBG: \$376,761	Rental units rehabilitated: 45 Household Housing Unit Homeowner Housing Rehabilitated: 20 Household Housing Unit
2	Public Services: Provision of Services to Low/Moderate Income Persons	2020	2021	Homeless Non-Homeless Special Needs		Public Services	CDBG: \$54,074	Public service activities other than Low/Moderate Income Housing Benefit: 690 Persons Assisted
3	Public Facilities: Maintain, Improve or Repurpose	2020	2021	Non-Homeless Special Needs Non-Housing Community Development		Public Facilities & Parks	CDBG: \$21,200	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 65 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Public Improvements	2021	2021	Non-Housing Community Development		Public Improvements/ Infrastructure	CDBG: \$128,498	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 6,625 Persons Assisted
5	Planning & Administration	2020	2021	NA	Town-wide		CDBG: \$114,622	N/A

Table 52 - Goals Summary

Goal Descriptions

1	Goal Name	Housing: Improve Quality of Affordable Stock
	Goal Description	Improve the condition of owner- and renter-occupied housing occupied by low/moderate-income residents.
2	Goal Name	Public Services: Provision of Services to Low/Moderate Income Persons
	Goal Description	Provide services to improve the health, economic status and well-being of lower-income residents
3	Goal Name	Public Facilities: Maintain, Improve or Repurpose
	Goal Description	Improve or adapt existing buildings to better serve the community, particularly low/moderate-income residents
4	Goal Name	Public Improvements
	Goal Description	Public improvements in low/moderate income neighborhoods including park and trails, streetscapes and sidewalks
5	Goal Name	Planning and Administration
	Goal Description	Administration of CDBG funds

Projects

AP-35 Projects - 91.220(d)

Introduction

All of the projects funded during Program Year 46 are in support of the goals and objectives in the 2020-2024 Consolidated Plan.

Projects

#	Project Name
1	Housing Rehab Program/Emergency Replacements
2	Rebuilding Together Roofing Program
3	Interval House East
4	MHA Energy Efficiency Upgrades
5	MACC Community Outreach
6	East Side Afterschool Program
7	Flashing Crosswalk Signs
8	Spruce Street Accessible Gardens
9	BrightStart Family Workshops
10	LED Streetlight Retrofits

Table 53 - Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

The two housing rehabilitation activities are top priorities due to their impact on the welfare of families assisted and the overall positive impact on older, core neighborhoods. These programs consistently receive support from residents. The housing authority project is significant in that it will provide monthly energy cost savings to Section 8 households.

The public works projects will improve safety for residents in low/moderate-income census block groups. The Spruce St. garden project will ensure accessibility is not a barrier to providing one's family with fresh produce and the holistic benefits of gardening.

Public service projects primarily focus on providing opportunities for low/moderate-income children and families. MACC will provide increased support for their community outreach program to better serve homeless residents and connect them to needed programs and services. Interval House funding will assist domestic violence survivors. There will likely be an increased strain on such supports due to COVID-19 and the resulting economic impact. The East Side After-School program provides youth services in one of the Town's eligible neighborhoods.

AP-38 Project Summary

Project Summary Information

1	Project Name	Housing Rehab Program/Emergency Replacements
	Target Area	MANCHESTER HOUSING REHABILITATION AREA
	Goals Supported	Housing: Improve Quality of Affordable Stock
	Needs Addressed	Housing
	Funding	CDBG: \$200,000
	Description	Address lead-based paint hazards and property maintenance code deficiencies in Manchester homes. Also funds an emergency replacement program to address non-functioning boilers, furnaces, etc. which threaten the health and/or safety of residents.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	We anticipate this year's funding will allow us to rehab 3 single-family homes and 3 multi-family properties (6 units). We estimate this will provide assistance to five rental units (all at the multi-family properties) and four owner units (three at single-family homes and one of the units at the multi-family). In addition, we expect to help 6 owner-occupied units through the emergency replacement program. We have some funds remaining from the previous program year that can help increase the total number of households served over this program year. And, of course, the mix of households assisted will depend on applications received and the urgency with which we need to complete a project.
	Location Description	The Housing Rehab Program does have an applicable "Rehab Program Eligible Area" to target program investment primarily in the Town's core neighborhoods. Despite this, the program does venture outside of these boundaries under some circumstances: when the program partners with CCHHP or when completing an emergency replacement project. The "Eligible Area" does not apply to the emergency replacement portion of the program; this program is available town-wide to households that meet the eligibility criteria.
Planned Activities	Continue Housing Rehab Program that focuses on lead-based paint and property maintenance code issues. Also continue emergency replacement program to address situations that, if left unaddressed, threaten the health and/or safety of residents.	
2	Project Name	Rebuilding Together Roofing Program
	Target Area	Town-wide
	Goals Supported	Housing: Improve Quality of Affordable Stock

	Needs Addressed	Housing
	Funding	CDBG: \$120,000
	Description	Funds roof repair/replacement and, if necessary, repair of chimneys of residential properties occupied by income eligible households.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Rebuilding Together proposes they will assist a minimum of 11 households through the provision of roof (and possibly related chimney) replacements. Though they do assist some rental households, their program requires that the property owner lives on-site. So the program is primarily geared to assist low-income owner-occupied households. Many homeowners assisted are seniors or disabled.
	Location Description	Town-wide
	Planned Activities	Continue Rebuilding Together's supplemental program that funds roof replacements and chimney repairs for income-qualified households.
3	Project Name	Interval House East
	Target Area	Town-wide
	Goals Supported	Public Services: Provision of Services to Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$12,500
	Description	Fund satellite office staff who provide services and assistance to victims of domestic violence in Manchester.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Interval House East estimates 600 unduplicated survivors of domestic violence in Manchester will be served.
	Location Description	DV Safe House/Undisclosed
	Planned Activities	Provide free, individualized services to each program participant in a confidential manner.
4	Project Name	MHA Energy Efficiency Upgrades
	Target Area	Town-wide
	Goals Supported	Housing: Improve Quality of Affordable Stock
	Needs Addressed	Housing
	Funding	CDBG: \$56,761
	Description	Perform energy efficiency upgrades, including doors and bathroom fixtures, for MHA family units.

	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	The housing authority estimates this project will result in 42 units receiving energy efficiency upgrades. The units are all occupied by lower-income families; in fact, 55% of the households (at time of application) fall under the extremely low-income (30% of AMI) category.
	Location Description	Planned locations include all MHA family units throughout town.
	Planned Activities	This project provides energy efficiency upgrades intended to reduce utility costs for current and future tenants.
5	Project Name	MACC Community Outreach
	Target Area	Town-wide
	Goals Supported	Public Services: Provision of Services to Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$23,920
	Description	Fund part-time case workers to assist with community outreach.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that at least 45 unduplicated individuals will be served during the program year.
	Location Description	General outreach to unsheltered homeless will be made available town-wide. The majority of need tends to be focused in the downtown area.
	Planned Activities	The outreach case workers will assist the Community Outreach and Emergency Services Manager in the field, at MACC's Community Kitchen and with weekly services of laundry and showers for those living outside or couch surfing. Work will also include investigating issues reported by police, engaging Main St. business owners and meeting with visitors to the Community Kitchen.
6	Project Name	East Side After School Program
	Target Area	East Side (possibly some residents from the West Side, which is also an income-eligible neighborhood)
	Goals Supported	Public Services: Provision of Services to Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$9,654
	Description	Funds will be used for staffing of this after-school program. The program will provide after-school assistance with homework as well as opportunities for children to participate in activities with police officers and volunteers.

	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that a minimum of 20 youth in grades 1-4 will be assisted through this program. The program will focus on East Side residents; this area is a target neighborhood for CDBG funds in Manchester. This year's program may also admit students from the West Side neighborhood, another CDBG-eligible area with numerous income-eligible families.
	Location Description	This program will be held primarily at Bennet Academy School (1151 Main St.), located within the East Side neighborhood. Special events and activities may be held at the East Side Community Resource Center, 153 Spruce St., a well-used community facility within the target neighborhood.
	Planned Activities	Students grades 1-4 from the East Side neighborhood will be provided a safe, supportive environment where they will receive homework help. Fun programs and activities will be run with the help of police officers and volunteers to keep kids healthy and build strong connections to the community.
7	Project Name	Flashing Crosswalk Signs
	Target Area	Town-wide (scattered site)
	Goals Supported	Public Improvements
	Needs Addressed	Public Improvements/Infrastructure
	Funding	CDBG: \$48,498
	Description	Install solar-powered rectangular rapid flashing beacons (RRFBs) at existing uncontrolled crosswalks.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	This project will focus on two CDBG-eligible block groups: block group 5148.002 has a population of 3,070, 71.5% of whom are low/mod income and block group 5143.004 has a population of 1,130, 59.29% of whom are low/mod income.
	Location Description	Project locations include census tract 5148 block group 2 and tract 5143 block group 4. Depending on project cost, additional eligible tracts and block groups may be included.
	Planned Activities	This project will address safety issues at busy pedestrian crossings. The RRFBs are a proven pedestrian safety enhancement at existing crosswalks along heavily traveled roadways.
8	Project Name	Spruce St. Accessible Gardens
	Target Area	East Side
	Goals Supported	Public Facilities: Maintain, Improve or Repurpose
	Needs Addressed	Public Facilities and Parks

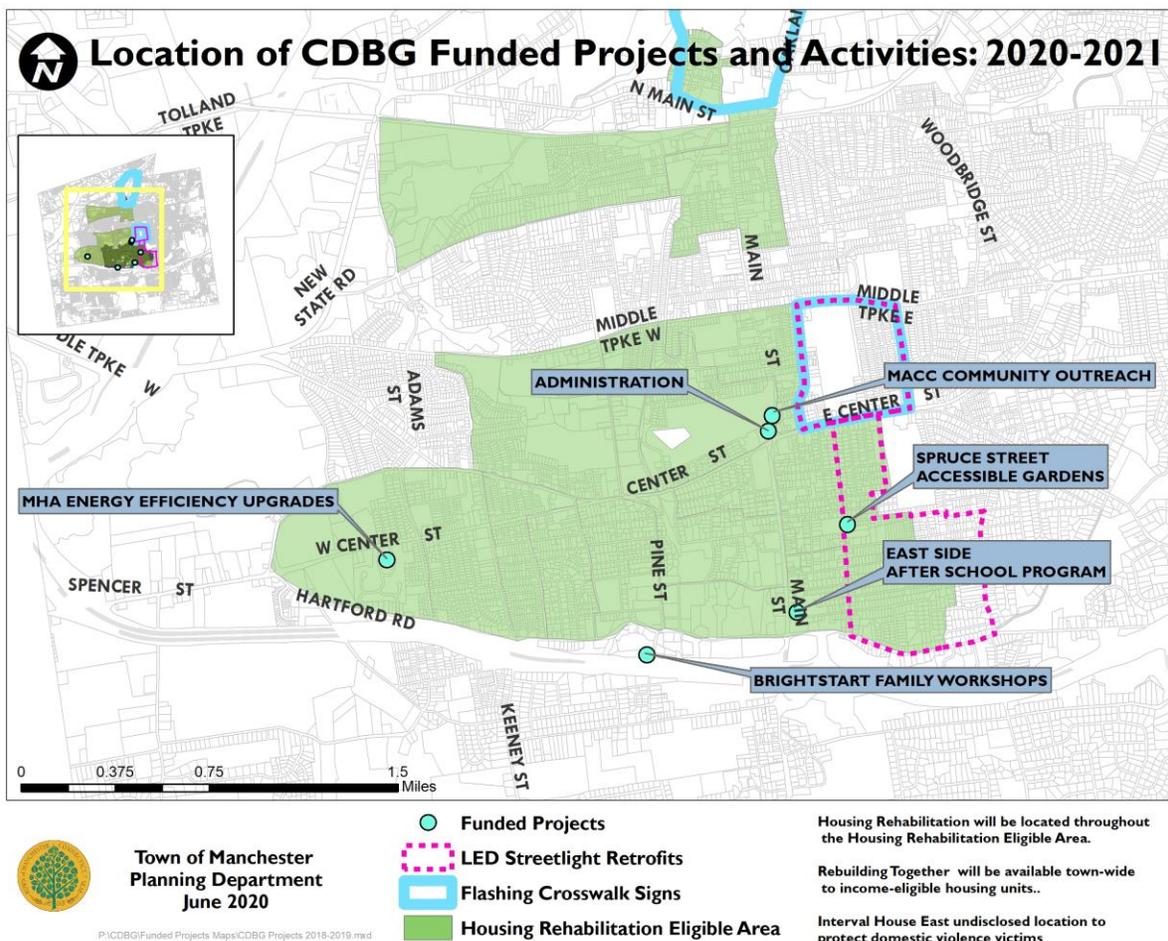
	Funding	CDBG: \$21,200
	Description	Improvements to the Spruce Street Community Garden specifically focused on installation of new handicap accessible garden beds. This garden will provide equitable and inclusive access to the holistic benefits of nature and improve access to healthy foods.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Each garden bed will serve more than one resident and there are currently 65 regular members in the Community Garden Network. The garden beds are handicap accessible, thereby opening up the opportunity for gardening to people of all abilities.
	Location Description	The garden is located at the East Side Neighborhood Resource Center at 153 Spruce St. The site is next to a seasonal farmers market, providing a place to gather to create community and foster healthy eating habits.
	Planned Activities	The primary goal is to replace existing community garden beds that have fallen into disrepair with raised accessible garden beds. Other garden improvements may also be included, depending on final project costs.
9	Project Name	BrightStart Family Workshops
	Target Area	
	Goals Supported	Public Services: Provision of Services to Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$8,000
	Description	Fund workshops to equip parents/caregivers with tools to promote healthy brain development and nurture the long-term success of young children
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	This year's workshops are expected to serve a similar number to last year's program which served 25 families. The workshops are for entire families to participate - parents, caregivers and children birth through age 8.
	Location Description	Workshops will be held at Adelbrook's The Learning Center, 42 Prospect St. in Manchester.
	Planned Activities	BrightStart is geared to prepare parents to provide children with the brightest start possible - in school and in life. The program and activities focus on the building blocks for healthy development, known as the ABCD's: A (attention), B (bonding), C (communication) and D (diet).
10	Project Name	LED Streetlight Retrofits
	Target Area	

	Goals Supported	Public Improvements
	Needs Addressed	Public Improvements/Infrastructure
	Funding	CDBG: \$80,000
	Description	Replace approximately 186 metal halide streetlights with new LED light fixtures in two CDBG-eligible neighborhoods.
	Target Date	9/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	This project will improve lighting and reduce glare which will result in improved safety for both cars and pedestrians. There are two project locations: block group 5142.001 (population 1,295, 66.41% low/mod income) and 5143.004 (population 1,130, 59.29% low/mod income).
	Location Description	The projects will take place in the neighborhood around Union Pond (5142.001) and the neighborhood around the high school (5143.004).
	Planned Activities	Replace outdated metal halide streetlights with new, energy efficient LED light fixtures.
11	Project Name	Planning & Administration
	Target Area	Town-wide
	Goals Supported	Planning & Administration
	Needs Addressed	Housing, Public Service, Public Facilities and Parks, Public Improvements/Infrastructure
	Funding	\$114,622
	Description	Administration of CDBG funds.
	Target Date	09/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Town-wide
	Planned Activities	Administer funds and provide oversight for CDBG-funded projects.

AP-50 Geographic Distribution - 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

In general, CDBG spending is not limited to specific geographic areas as long as it is an eligible census tract or the household receiving assistance is income-eligible. Public infrastructure and capital improvement projects funded through CDBG are typically located around the center of town since eligible census tracts tend to be more concentrated in this area. Project locations for this program year are detailed on the attached map.



Neighborhoods targeted for Rehab Program assistance are those with the highest percentages of low- and moderate-income households and aged housing stock and infrastructure. They are concentrated in the central area of Manchester and were originally built between the 1880s and 1930s. They are, for the most part, traditional neighborhoods in terms of urban design: grid streets, sidewalks, and large homes on generally smaller lots. Housing is typically one unit

detached and duplex, with some four-unit buildings and some larger apartment projects dispersed throughout these neighborhoods.

Geographic Distribution

Target Area	Percentage of Funds
MANCHESTER HOUSING REHABILITATION AREA	28.8%

Table 54 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

Based upon relevant data and the desire to invest funds in an impactful way, the Town’s Board of Directors approved the “Housing Rehab Eligible Area” in 2010 to concentrate housing investment where it seemed most needed and to create a greater impact on our core neighborhoods. The eligible area has a total of 7,319 housing units and of those, 85%, or 6,251, were built prior to 1978.

Despite this targeted investment, the program allows flexibility in spending rehab funds outside of these boundaries when partnering with CCHHP or when performing emergency replacements.

Discussion

The percentage listed above only represents the town’s investment through expenditure of Housing Rehab funds. Manchester’s core neighborhoods, which make up this area, are also the location for a number of other CDBG investments each year.

Affordable Housing

AP-55 Affordable Housing - 91.220(g)

Introduction

The charts below summarize work to be done by the Town through the use of CDBG funds.

One Year Goals for the Number of Households to be Supported	
Homeless	0
Non-Homeless	25
Special-Needs	0
Total	25

Table 55 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	0
The Production of New Units	0
Rehab of Existing Units	65
Acquisition of Existing Units	0
Total	65

Table 56 - One Year Goals for Affordable Housing by Support Type

Discussion

Table 61

The CDBG-funded Rebuilding Together roofing program aims to assist a minimum of 11 households through roof replacements. The Housing Rehab Program plans to assist at least 12 households with CDBG funds this program year. Though not a specific program goal, it is likely some households assisted by Rebuilding Together and the Rehab Program will also serve special needs populations.

Table 62

As previously stated, Rebuilding Together's roof replacement program has set a goal of replacing at least 11 roofs. The Housing Rehab Program plans to rehabilitate at least 12 units with CDBG funds. The MHA anticipates completion of CDBG-funded energy efficiency upgrades at 42 scattered-site family units during the program year.

AP-60 Public Housing - 91.220(h)

Introduction

The Manchester Housing Authority manages a rental portfolio that includes both federally and state-funded public housing units. In addition, the agency administers federal and state housing vouchers under contract with John D'Amelia & Associates.

The MHA is recognized as a high-performing Public Housing Authority that has been a leader in public housing modernization and restructuring. The MHA was the first New England housing authority to install a solar field array, which has resulted in reduced utility costs.

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

The MHA anticipates that its participation in HUD's Rental Assistance Demonstration Project (RAD) will be approved in the upcoming year. This is a unique program that provides funding to address outstanding debt and capital needs. With the commitment of resources under the RAD program, the MHA will be positioned to undertake extensive improvements including window replacement, site improvements, energy conservation efforts, and continue accessibility alterations and building envelope rehabilitation.

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

The housing authority maintains a Resident Advisory Board, consisting of one representative from each property (including scattered site).

MHA's Board of Commissioners includes a tenant commissioner. The current tenant commissioner is serving a 5-year term.

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

MHA is not a troubled housing authority.

Discussion

The MHA is a critical partner in the provision of affordable housing and efforts to provide housing to elders and disabled persons. During this Annual Plan period, the Town and the MHA will seek to identify opportunities to leverage the housing authority's capacity to improve the quality of life, especially for seniors as they age in place.

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

Introduction

Manchester's homeless shelter closed as of July 1, 2015 so Manchester no longer offers emergency shelter beds. There has since been a noticeable decrease in the number of homeless individuals visiting the MACC facility where the shelter was formerly located. Despite the shelter closing, MACC continues to offer a soup kitchen, food pantry and a thrift store - as well as counseling and other programs at their complex - to provide support and assistance to Manchester's homeless. MACC also offers shower and laundry facilities to the homeless and couch surfers each Wednesday.

The town's homeless population remains a noticeable presence in the downtown area, especially near bus stops, by the park and the library. MACC and CHR have recognized this and coordinate outreach efforts to both minimize the negative impact on downtown businesses and passersby and connect these individuals with needed services. The two organizations also meet frequently with SAFS to coordinate efforts with the town.

Interval House provides services to survivors of domestic violence through an office and shelter in Hartford. In Manchester, they operate a satellite office called Interval House East and staff a Law Enforcement Advocate position in the Police Department. Their Safe House has been operating at capacity for an extended period of time.

MACC and CHR continue to work collaboratively to provide effective coordination of services for the populations they serve.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including:

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

The town will continue to allocate a portion of CDBG funds to MACC to perform homeless outreach. The CDBG-funded outreach case workers will investigate issues reported by the police, engage business owners along Main St. (an area where homeless tend to congregate) and meet with visitors to MACC's Community Kitchen.

MACC staff works tirelessly to provide services to homeless and low-income residents and connect these individuals with programs provided by area organizations or develop new programs to meet identified needs. MACC, CHR and SAFS meet at least monthly to coordinate efforts to connect homeless with housing and support services.

The state also funds homeless outreach at the regional level. CHR holds the contract for this region and a member of its staff provides mental health, substance abuse and housing counseling to the area's unsheltered homeless population through this grant.

Journey Home, a Hartford-based regional agency, continues to hold events to get homeless persons "document ready". Staff assists the homeless to acquire birth certificates, social security cards, etc. so they have the required documentation when housing opportunities become available to them.

Addressing the emergency shelter and transitional housing needs of homeless persons

In Connecticut, shelter bed referrals are handled through the state's 211 system. SAFS and local agencies serving the homeless provide direct assistance to those needing help navigating the 211 system.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

Veterans Inc. maintains a strong presence in Manchester. Their efforts, especially combined with those of Dinda House, have created a strong network of support for local Vets. Local and regional organizations serving Veterans continue efforts to identify property owners in Manchester who will accept HUD-VASH vouchers. Efforts will continue during the upcoming program year to assist Veterans to transition into permanent housing with the necessary support structures.

CHR's "Promise House" is currently under construction. This property will provide housing and on-site social services for homeless youth that have aged out of the DCF system. The nonprofit recognized the need for this type of housing and hopes to complete construction during the upcoming program year.

Youth-specific navigators assist homeless youth age 18-14 to identify and secure housing. Youth can be 14 days away from being homeless and still qualify for assistance. Limited rental assistance and security deposits can be provided.

The town's Human Services Department maintains an online list of local rooming houses including location, contact information and prices. These units frequently serve as a bridge

between homelessness and permanent housing options for individuals with very low incomes. Organizations such as CHR and MACC and the town's SAFS department will continue to be the strongest presence in efforts to prevent individuals and families from extensive periods of homelessness. Staff works with residents to prevent evictions and help connect homeless families with temporary as well as long-term housing solutions.

Journey Home has "Rapid Exit" funds to help prevent people from re-entering homelessness.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

SAFS Human Services Directory provides information on resources available to persons being released from - or trying to prevent - incarceration. The guide lists resources for CHR's Jail Diversion Program, Manchester Alternative in the Community through Community Partners in Action, the Inmate Trust Fund and resources for dealing with substance abuse issues.

As the Local Mental Health Authority for Manchester, CHR is the primary contact for persons being discharged from institutions and systems of care. Their liaison works to connect such clients with resources to meet basic needs and connect them with services. The continued provision of such services will assist families in avoiding homelessness or, in other cases, get their feet back on the ground so they can pursue stable housing and employment.

CHR Center St. Apartments I includes 4 units with DCF referrals and Center St. Apts II includes 5 units set aside for unaccompanied youth. Three units are for Veterans ineligible for HUD VASH vouchers, so this fills a housing and service gap for these individuals. All of these units, including two more for chronically homeless with mental health and substance abuse issues, are supported.

Rapid Rehousing funding is now available for a number of different groups in Connecticut, including survivors of domestic violence (DV). Each DV shelter has a housing advocate to assist with locating appropriate housing options.

Rapid Resolution is the VA's diversion money to help prevent couch surfers from becoming completely homeless. This program provides financial assistance directly to people providing shelter to couch surfers.

Journey Home continues to receive funding from MISAC to assist renters in Manchester, East Hartford and Vernon. Eligible expenses to assist current renters maintain their housing include up to 3 months of back rent or utility assistance to cover deposits or arrears.

Discussion

Local nonprofits and town departments employ a number of methods to assist the above-named groups.

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

Introduction

Manchester offers a wide variety of housing to persons of all income levels. Although there are limited public policies that create barriers to affordable housing, every community faces barriers that make securing affordable housing challenging for certain populations.

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment

There is limited developable land remaining in Manchester. Despite this barrier, CHR has begun construction of their Promise House development for homeless youth aging out of the DCF system. Developers will likely have to primarily focus on opportunities for adaptive reuse or demolition and new construction for future affordable housing developments.

SAFS secured an additional \$10,000 to continue their Security Deposit Assistance Program over the upcoming program year. This will help reduce initial costs that could otherwise create barriers to affordable housing for low/moderate-income residents.

In 2018 and 2019, Town staff assisted the Planning and Zoning Commission in amending zoning regulations in mixed-use and business zones to incentivize multifamily housing accessible to transit. Looking forward, the Town will continue to monitor opportunities to encourage transit-oriented development including multifamily and/or affordable units.

Building codes are designed to protect a property's inhabitants, though corrective action can result in significant costs to the owner. The town will continue to use CDBG funds for the Housing Rehab Program that will make renter- and owner-occupied units safe while limiting the associated costs for owners.

Discussion:

The rental vacancy rate in Manchester remains very low. This makes it even more challenging for persons with lower incomes, bad credit, prior evictions or the lack of funds for security deposits that are frequently 1.5 or even 2 times the monthly rent to find housing they can afford. SAFS staff has a list of landlords of smaller properties they can contact when assisting residents in need of affordable rentals who may not have a very positive rental history.

The supply of quality affordable housing clearly does not meet the demand. The Town must continue efforts to identify housing opportunities for those in need as well as maintain and

improve the affordable housing stock to increase opportunities for low and moderate-income households.

AP-85 Other Actions - 91.220(k)

Introduction:

As outlined in the Strategic Plan, CDBG funds will be used in pursuit of a number of these goals. Along with the use of CDBG funds, town departments and local organizations will also use other available resources to meet residents' needs and provide an improved quality of life.

Actions planned to address obstacles to meeting underserved needs

Funding constraints continue to be the greatest obstacle to meeting underserved needs. Despite this, town government and area organizations "do more with less" and attempt to stretch resources and leverage funds to provide necessary and useful services. Such efforts are especially important as Connecticut continues to face massive budget shortfalls and harsh programmatic cuts that significantly impact the ability of state-funded programs and town services to meet clients' needs. The impact of the COVID-19 pandemic is anticipated to further strain these limited resources; the town will seek to maximize the impact of any CARES Act funding and avoid duplication of efforts with other resources.

Actions planned to foster and maintain affordable housing

CDBG funds continue to be allocated to the Housing Rehab Program whose primary goal is to maintain and improve affordable housing. This program will also continue to partner with CCHHP to improve the health and safety of affordable units. CDBG also continues to fund Rebuilding Together's roof replacement program to improve the safety and quality of affordable housing.

MHA is waiting for a response from HUD regarding conversion to Rental Assistance Demonstration (RAD). This program is intended to enable housing authorities to address the backlog of deferred maintenance nationwide and finance capital improvements. According to the Executive Director, the housing authority is also researching the application of Section 18 demolition/disposition and repositioning.

Local nonprofit developers will continue to pursue opportunities for new construction and acquisition of additional vouchers to increase the supply of affordable housing.

Actions planned to reduce lead-based paint hazards

The Town anticipates continued funding of the Housing Rehabilitation Program that focuses on the remediation of lead paint hazards. In addition, CCHHP will fund lead projects in Manchester

and the town's program will continue to partner with them to leverage funds and increase the capacity of both programs.

Information on Renovate Repair Paint (RRP) training programs in Connecticut is posted on the Building Department's bulletin board within clear site of contractors stopping in for permits. This is in an effort to increase the number of RRP trained contractors who can help prevent unnecessarily exposing residents (and themselves) to lead hazards.

The Health Department will continue to send their Environmental Health Inspectors into the field for lead inspections and to investigate lead orders. The department also educates the public about the dangers of lead paint and ways to prevent exposure. The department's nurse attends community fairs and events to provide information and education about lead-based paint and to make Housing Rehab Program brochures available to interested parties. In instances of children with elevated blood lead levels, the Health Department makes referrals to the Rehab Program and CCHHP.

Actions planned to reduce the number of poverty-level families

MACC's Executive Chef runs a culinary and hospitality training program focused on low-income, homeless and those at-risk of homelessness. The 12-week course provides life skills while also preparing participants for a potential career in the hospitality or food services industry.

MACC operates a successful restaurant in Manchester's downtown that offers "upscale bistro fare in a casual setting with great service". Bistro on Main is a training kitchen for graduates of their culinary program before they seek external employment. Employees are paid a living wage and servers are a mix of individuals experienced in the field and culinary program graduates. The restaurant has received extremely positive reviews for both their food and their mission.

Manchester Adult & Continuing Education offers opportunities for adults who want to improve their educational attainment and/or economic situation. The group continues to work closely with the local American Job Center office to provide residents with a smooth transition between education and job opportunities.

Actions planned to develop institutional structure

Institutional structures within Manchester have been developed and improved over time to a point where they are relatively coordinated and efficient. We will continue efforts to improve coordination as opportunities are identified.

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

We try to maintain open lines of communication between agencies and departments serving the housing and social service needs of town residents. This coordination is improved through groups like the Continuum of Care, Manchester Community Service Council and publication of the Human Services Directory. Referrals are frequently made between town departments, to local and regional service providers or even to 211 for general assistance.

The Human Services Department maintains a list of local landlords that have housed special needs populations in the past so they can be contacted when new potential tenants are identified.

The Executive Director and Resident Services Coordinator for the MHA maintain contact with the Planning and Human Services Department to discuss initiatives, consistency of plans and tenant needs that require referrals.

Discussion

Much of Manchester's success in serving low and moderate-income residents is attributable to continuous efforts to improve coordination and collaboration. Within the last few months, a new group has formed called the Town Agency Collaboration. This group includes representatives from a number of town departments including Planning, Human Services, the Senior Center, Fire, Police, Building, Customer Service and the Health Department. Staff noticed the frequency with which these departments would be serving the same client or household. Efforts are underway to coordinate amongst departments to streamline communication and increase the efficiency and effectiveness with which we serve residents, most of whom tend to be of lower incomes and/or special needs groups. Town staff and local organizations continue to identify ways in which we can better serve the public.

Program Specific Requirements

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

Introduction:

As outlined below, no program income is anticipated during the course of this Action Plan.

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(l)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	0
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	0

Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	100.00%

The overall benefit calculation used by the Town of Manchester spans a three year period. The period of applicability to this Action Plan includes the following years: 2018, 2019, 2020.

Appendix - Alternate/Local Data Sources

1	Data Source Name Continuum of Care - FY19 Application
	List the name of the organization or individual who originated the data set. Balance of State CoC
	Provide a brief summary of the data set. The data on homelessness in CT
	What was the purpose for developing this data set? Identify need and appropriate response
	How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population? Data on homelessness in CT
	What time period (provide the year, and optionally month, or month and day) is covered by this data set? PY 2019
	What is the status of the data set (complete, in progress, or planned)? The data set is complete.
	2
Data Source Name Manchester CDBG 2020-2024 Con Plan Survey	
List the name of the organization or individual who originated the data set. The survey was created by the Community Development Program Manager and reviewed by other members of the Planning Department for quality assurance. Extensive research was performed on Con Plan surveys nationwide to create a thorough survey to cover issues of relevance to our specific community as well as CDBG funding.	
Provide a brief summary of the data set. The survey asked for opinions on services in the following categories: community facilities, community services, infrastructure, special needs services, businesses & jobs, neighborhood services and housing. Within each category, participants were asked to rate the current quality and level of services provided, rate how important those services are, and which they feel should receive additional funding. This is important feedback not only for CDBG funding considerations but also for town management to have a better understanding of public opinion on such matters. In addition to the above, the survey also asked whether participants felt they had ever experienced housing discrimination and if so, whether it was reported. Information on resources to contact were provided as well.	

	<p>What was the purpose for developing this data set?</p> <p>The purpose of this survey was to provide residents with a different means of participation and providing feedback. It is challenging to get people to attend meetings unless they are facing an issue they strongly oppose so CDBG meetings are not usually well attended. This survey enabled the Planning Department to solicit public opinion on topics of relevance to both the Town and to CDBG funding.</p> <p>Provide the year (and optionally month, or month and day) for when the data was collected.</p> <p>The survey was created in February 2020 and was available through the beginning of March 2020.</p> <p>Briefly describe the methodology for the data collection.</p> <p>Survey Monkey was used to collect and analyze data received through the surveys. In acknowledgement of a possible lack of computer access for some residents, hard copies were distributed for local housing authority properties, the senior center and to the managers of affordable housing for low-income and formerly homeless residents. Hard copy surveys were uploaded into Survey Monkey to be included in the overall results analysis.</p> <p>Describe the total population from which the sample was taken.</p> <p>Efforts were made to distribute this survey to a wide representation of Manchester residents. Information was distributed through the use of social media and connections within town departments, the housing authority and area agencies in an attempt to foster participation amongst subpopulations that may not frequently be able - or comfortable - voicing their opinion. Flyers were posted in grocery stores and at various town facilities with frequent foot traffic. A QR code was created so people could easily connect to the survey on their phone.</p> <p>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</p> <p>Surveys were distributed to Manchester residents at large and, as mentioned above, we received 230 completed surveys. One hundred seventy of these participants were residents, fourteen were local business owners and 20 represented local community organizations. We received completed surveys from 51 seniors and 23 people with disabilities. Of respondents, 134 were homeowners and 31 were renters. Not all participants completed this section (198 of 230) but we did receive responses from the vast majority which provides a sense of the types of people who participated.</p>
3	<p>Data Source Name</p> <p>CT Counts: 2019 Report on Homelessness in CT</p> <p>List the name of the organization or individual who originated the data set.</p> <p>CT Coalition to End Homelessness (CCEH)</p> <p>Provide a brief summary of the data set.</p> <p>This data set includes information on persons experiencing homelessness.</p> <p>What was the purpose for developing this data set?</p> <p>Development of appropriate programs and community response.</p> <p>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</p> <p>Participating providers report</p>

	<p>What time period (provide the year, and optionally month, or month and day) is covered by this data set? This data reflects the most current information available for 2019.</p>
	<p>What is the status of the data set (complete, in progress, or planned)? The data set is complete.</p>
4	<p>Data Source Name Updated ACS Data Sets</p>
	<p>List the name of the organization or individual who originated the data set. United States Census Bureau</p>
	<p>Provide a brief summary of the data set. When available, updated ACS data was used instead of pre-populated data.</p>
	<p>What was the purpose for developing this data set? When available, we wanted to use the most current ACS data available to provide a more accurate representation of current conditions in Manchester.</p>
	<p>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population? ACS data was used for data sets representative of the population at-large.</p>
	<p>What time period (provide the year, and optionally month, or month and day) is covered by this data set? 2011-2015 ACS data 2014-2018 ACS data</p>
	<p>What is the status of the data set (complete, in progress, or planned)? The data set is complete.</p>