

TOWN OF MANCHESTER



COMMUNITY DEVELOPMENT BLOCK GRANT ANNUAL ACTION PLAN

OCTOBER 1, 2019 – SEPTEMBER 30, 2020

Executive Summary

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

1. Introduction

As an entitlement community for the federal Community Development Block Grant (CDBG), the Town of Manchester is required to prepare an Annual Action Plan for the use of CDBG funds. To be eligible for CDBG funding a project must meet one of three national objectives: (1) be of benefit to low and/or moderate-income households, (2) work towards the elimination of slum and blight or (3) meet a particular urgent community development need.

This Annual Action Plan outlines Manchester's proposed investment of CDBG grant funds in the areas of housing, public facilities, community development and public services. The town has \$623,831 in CDBG funds available for projects and activities in the forty-fifth (45th) program year, which runs October 1, 2019 - September 30, 2020. Total available funds include the town's entitlement grant of \$562,699 and \$61,132 reprogrammed from a cancelled prior year project. The Town's Planning Department is the agency responsible for administering the CDBG program.

This Action Plan represents Year 5 of the 2015-2019 Consolidated Plan and will discuss objectives, funding levels, and specific projects and activities planned for this program year. Projects and activities described in this report were approved for funding by the Board of Directors after providing numerous opportunities for public participation and input.

2. Summarize the objectives and outcomes identified in the Plan

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

The Town's primary goal for the use of Community Development Block Grant 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 neighborhoods.

The Department of Housing and Urban Development (HUD) requires a focus on three particular outcomes to guide CDBG expenditures: Affordability, Availability/Accessibility and Sustainability. In order to create vibrant, healthy neighborhoods, provide opportunities for our residents and to meet HUD's desired outcomes, we will pursue these objectives by funding the following projects during the 45th program year:

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. *Projects: Housing Rehab Program, Rebuilding Together Roofing Program, MHA Accessibility Modifications, CO Detector Program.*

Availability/Accessibility

- Provide services to improve the health, well-being and economic position of low/moderate-income individuals and families. *Projects: BrightStart Family Workshops, Interval House East, PAL East Side After School Program, PAL East Side Summer Camp, Honor Wellness Veteran's Outreach.*
- 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. *Projects: TLC North St. Roof Replacement*
- Provide services to homeless populations including but not limited to homeless outreach activities. *Projects: MACC Community Outreach*
- Complete public improvements including but not limited to sidewalk replacement or installation and general streetscape improvements in low/moderate-income neighborhoods. *Projects: West of McKee St. LED Streetlights*

3. Evaluation of past performance

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

Housing programs funded by CDBG have had a significant impact on the condition of affordable housing units in Manchester. Rebuilding Together's roofing program has filled a service gap by providing replacements for roofs in poor condition and, when needed, related chimney work. The program has been very successful and continues to maintain a waiting list.

The Housing Rehab Program's general rehab portion continues to fill the need for addressing lead and code issues in lower-income Manchester properties, especially in our older neighborhoods. Continued coordination with the Health Department ensures any cases of lead poisoned children are quickly referred to the Rehab Program or Connecticut Children's Healthy Homes Program (CCHHP) with whom we frequently partner on lead projects. The emergency replacement component has been vital to restoring heat and hot water to many homes with non-functioning systems. This program addresses "issues that threaten the health and/or safety of a property's occupants" and has provided flexibility to address a variety of issues, such as failing septic systems and compromised sewer lines.

Past performance of sub-recipients is reviewed when considering re-funding a program. Some programs may experience adjustments to their funding based on number of people served or whether the program did not spend all funding received in past program years.

The impact CDBG funding has had on Manchester's low/moderate income households and neighborhoods has been significant. The town continues to use the needs and priorities identified in the Consolidated Plan as a guide when selecting programs to fund. Citizen participation and input is also always considered. There continues to be strong support for the various housing programs funded through CDBG.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

The town followed their Citizen Participation Plan (CPP) during the formation of this year's Annual Action Plan. Efforts to foster resident and stakeholder input included the following:

Public Hearings

Two public hearings were held at the start of the planning process to gather opinions on previously funded programs, potential reprogramming of funds, the Citizen Participation Plan and suggestions for future projects.

Stakeholder Discussions

Each year, a memo is distributed to all department heads and members of the Board of Directors outlining funding availability and describing eligibility for CDBG funds. Recipients of this memo are encouraged to consider project requests received from the public that may be eligible for this funding stream and are encouraged to develop applications that reflect identified needs. Discussions were also held with member organizations of the Continuum of Care during the planning process for this year's Action Plan.

Board of Directors Public Hearings

Public hearings were included as part of the Board of Directors' meetings in June and August to allow for public feedback on the General Manager's recommendations and the Proposed Action Plan before the Action Plan was finalized.

5. Summary of public comments

This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan.

Public hearings and opportunities to participate in the planning process were broadly publicized. Despite this, meetings were sparsely attended. Residents were also provided the opportunity to speak at each Board of Directors meeting when information about the plan was presented and no one chose to do so.

A sign-in sheet from each of the public hearings, as well as minutes summarizing each discussion, are located in the appendix.

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

There were no comments or views that were not accepted.

7. Summary

See narratives above.

PR-05 Lead & Responsible Agencies – 91.200(b)

1. Agency/entity responsible for preparing/administering the Consolidated Plan

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

Agency Role	Name	Department/Agency
CDBG Administrator	Manchester, CT	Planning Department

Table 1 – Responsible Agencies

Narrative (optional)

The Planning Department is responsible for administration of the town’s Community Development Block Grant funds. The department also operates the CDBG-funded Housing Rehabilitation program. Other projects are run by sub-recipients – including Town departments and nonprofit community organizations – monitored by the Planning Department.

Consolidated Plan Public Contact Information

Manchester Planning Department
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P.O. Box 191
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Community Development Program Manager
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AP-10 Consultation – 91.100, 91.200(b), 91.215(I)

1. Introduction

Manchester employs a variety of methods to solicit information and feedback from the general public and other stakeholders. In preparing this Plan, this included incorporation of the following methods: public hearings, consultation with the town's Continuum of Care, Housing Authority and Housing and Fair Rent Commission, and soliciting input from local officials, town departments and area nonprofits.

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 Manchester Community Services Council (MCSC) has operated since 1972 with the primary mission of determining needs, setting priorities and enhancing health and social services within the community. Their Board and membership consists 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.

The mission of the Housing and Fair Rent Commission is to promote the development and continued availability of affordable housing in Manchester. Its ex-officio members including the housing authority's Executive Director and the Town's Planning and Human Services Directors.

The Planning Department consulted with the Manchester Housing Authority for sections of the Action Plan addressing public housing needs and initiatives. Both parties keep open lines of communication in an effort to continue improving conditions for public housing residents.

Our local Continuum of Care consists of representatives of local nonprofits, town government, state agencies and private hospitals. Membership includes a variety of agencies in health, housing, mental health, public schools, domestic violence, social services and more.

The privately owned Squire Village affordable housing complex's owners have worked diligently to establish connections with area service providers to increase opportunities for residents. This has included the town library to create an on-site lending library, a local gym for on-site personal training at their community center, a local hospital to provide medical care at the on-site clinic, and a local grocery store for on-site healthy cooking demonstrations and workshops.

Manchester Hospital has created a working group to address underlying issues faced by frequent users of hospital services. This group is one of about a dozen statewide hospital/community collaboratives known as Community Care Teams (CCT). CCT members also act as referral sources by educating participating groups about services and programs provided by their organization or department. Local CCT meetings attract 10-15 attendees each month including mental health providers, first responders, hospital staff, town staff and local social service providers. Ideally, the hospital or another member group identifies residents (with a signed Release of Information) who frequently visit the emergency room or rely on multiple healthcare providers and access points. The team creates a service plan in an

effort to reduce service utilization. Effectiveness is measured by monitoring this plan and its impact on emergency room visits.

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.

Although Manchester is part of the "Balance of State" Continuum of Care, the decision was made to create a "sub-CoC" to serve the Manchester community. This forum provides the opportunity for Town staff and local service and housing providers to meet on a monthly basis to discuss issues of relevance to their clientele. Members of this group include the Town's Community Development Program Manager, the Senior Adult and Family Services (SAFS) Supervisor, a Battalion Chief from Manchester Fire Rescue EMS and a Nurse from the Health Department. The following agencies are represented: the housing authority, a private healthcare network, a Veterans group, a regional homeless agency, the local soup kitchen/food pantry, and housing agencies targeting persons with mental health diagnosis, Veterans and formerly homeless. In addition to monthly meetings, this group also maintains contact via email to share news, events, legislation, etc. to keep members informed.

Our local CoC enables cross-referrals for clients to other member organizations that may be able to assist with housing, job training and other urgent needs. Members share information about availability of housing vouchers, shelter beds, and events such as document fairs, Renter's Rebate and job fairs that benefit populations identified above.

Membership includes representatives from Journey Home, a regional homeless organization fighting to end chronic homelessness in Connecticut. This organization is very active in the state legislature and reports to our group on opportunities to advocate for legislation benefitting our state's homeless.

Manchester Public Schools (MPS) staff who work with at-risk youth also participate in our local CoC. This includes staff working with teens impacted by substance abuse and homelessness. Other CoC members coordinate to connect these families with affordable housing, housing vouchers, mental health and other needed services.

One member from a local mental health organization serves as the town's representative on the Balance of State committee. She bridges the gap between CoC actions being taken at the state and regional level with the work we perform at the local level.

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

The Town of Manchester does not receive ESG funds. Through our localized CoC, area nonprofits keep us informed of applications for and receipt of any ESG funds through the Balance of State CoC.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's 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 Affordable Housing
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Manchester Housing Authority was asked to provide and discuss their revised capital expense plan for the upcoming program year. They were also asked to provide information for the narrative portion detailing local housing authority initiatives, resources, etc.

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

None.

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?
Annual PHA Plan and Capital Fund Program Plan	Manchester Housing Authority	Both aim to provide and improve quality affordable housing to lower-income residents.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

AP-12 Participation – 91.105, 91.200(c)

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

A variety of marketing methods were employed in an attempt to invite public participation in the planning process. Flyers were created and posted in or sent to the following locations to advertise the two pre-plan public hearings: Manchester Housing Authority (to post at their properties), the Spruce St. Firehouse (a community center in CDBG-eligible neighborhood), the Youth Service Bureau Building, the Senior Center and all local CoC member organizations. Information was also posted on the Planning Department's and Office of Neighborhood and Family's Facebook pages, on the town calendar, to the town's email distribution list and through a link posted to the Town's homepage.

Public notices and display ads were run in the Journal Inquirer to publicize meetings. The 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. To encourage participation from non-English speaking populations, information about the availability of an interpreter was included in public hearing advertisements. Current sub-recipients also provided outreach to specific populations, particularly Spanish- speakers, residents originally from India, persons with mental health issues and the homeless.

We continued the practice, begun last year, of offering afternoon drop-in hours to encourage more citizen participation. We hoped this would provide people whose schedules did not allow for attendance at evening meetings to stop by and provide input. Two town employees stopped in to flesh out a project and discuss its feasibility, but no residents attended.

Information and an application packet were distributed to Department heads and members of the Board of Directors to encourage submission of funding applications based upon resident proposals and requests. The application period was thoroughly discussed with member organizations of the CoC and they were encouraged to submit applications to support eligible endeavors. Our Citizen Participation Plan outlines agencies to be notified when application materials are available; all such agencies received information.

The Planning department ran public notices outlining the General Manager's funding recommendations and later the Board of Directors Proposed Annual Action Plan. The Board of Directors also ran public notices for their June and August meetings that included a public hearing on the Proposed Annual Action Plan. No comments were received from the public at either hearing.

A 30-day comment period was held prior to approval of the finalized Action Plan, but no comments were received.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
1	Public Meeting	Minorities Non-English Speaking - Specify other language: Spanish, Hindi Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing Residents of CDBG-eligible neighborhoods	No residents in attendance.	Not applicable.	Not applicable.	

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 Meeting	Minorities Non-English Speaking - Specify other language: Spanish, Hindi Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing Residents of CDBG-eligible neighborhoods	No residents in attendance.	Not applicable.	Not applicable.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
3	Public Hearing	<p>Minorities</p> <p>Non-English Speaking - Specify other language: Spanish, Hindi</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>	Two town employees stopped by during the mid-day open hour session.	Discussion focused on eligibility of a proposed summer camp for East Side youth. Office of Neighborhoods and Families (ONF) planned to submit an application for CDBG funding for the project.	Not applicable.	

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 Ads	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	No responses received.	No comments received.	No comments were rejected.	

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)
5	Flyers (for public hearing)	<p>Minorities</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p> <p>Non-English Speaking - Specify other language: Spanish, Hindi</p>	No responses received.	No comments received.	No comments were rejected.	
6	Public Hearing	Non-targeted/broad community	Public hearings were held as part of the Board of Directors' June and August meetings. The meetings were well attended.	No comments were received from the public regarding the Annual Action Plan for Program Year 45.	No public comments were rejected.	

Table 4 – Citizen Participation Outreach

Expected Resources

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

Introduction

The Town of Manchester receives an annual CDBG grant from HUD. We do not receive HOME, ESG or HOPWA funding. The town’s entitlement grant for program year 45 is \$562,699.

Our entitlement grant was relatively steady over the past 5 years. This is the final year of the current Consolidated Plan.

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	\$562,699	0	\$61,132	\$623,831	\$0	We are entering year 5 of the current Consolidated Plan.

Table 5 - 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

Though not a requirement, Manchester continues to seek sub-recipients willing and able to provide leveraged funds to broaden the impact of our CDBG grant. The town recognizes the limitations of our small entitlement and, therefore, attempts to work with organizations that can maximize the spending power of these funds.

The Housing Rehab Program continues to leverage funding from CCHHP for rehabilitation of renter- and owner-occupied units. This partnership is crucial to improving the safety and ensuring the continued affordability of housing in Manchester.

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

Until earlier this year, the town owned property at 208 N. Elm St. that included a 19-unit affordable senior housing complex managed by the housing authority. The town was no longer interested in owning the property but sought to identify a buyer interested in preserving the complex’s affordability. A local nonprofit, Orford Village Housing Development Corporation, has purchased the property and agreed to a deed restriction carrying specific affordability requirements. They have also outlined a capital improvement plan for the next three years to improve the safety, quality and appearance of the property.

Discussion

Additional federal and state funding that will provide direct assistance to low- and moderate-income Manchester residents during Program Year 45 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
DOE Title 1 Grants to Local Educational Agencies Rehab Services Vocational Rehab Grant Preschool Development Grants Emergency Impact Aid for Displaced Students	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
	Department of Rehabilitation Services Vocational Rehabilitation - Disabled
Approximate annual funding: \$7,315,534	Approximate annual funding: \$1,116,401

In addition to sources listed above, funding such as Local Capital Improvement Program (LoCIP) will include portions allocated to benefit lower-income neighborhoods. Town departments will also pursue outside grants to assist low-income residents.

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	Improve Affordable Housing Stock	2015	2019	Affordable Housing	MANCHESTER HOUSING REHABILITATION AREA	Housing Rehabilitation	CDBG: \$353,247	Rental units rehabilitated: 55 Household Housing Unit Homeowner Housing Rehabilitated: 26 Household Housing Unit
2	Increase Services for Low/Moderate Income Persons	2015	2019	Homeless Non-Homeless Special Needs		Public Services	CDBG: \$42,850	Public service activities other than Low/Moderate Income Housing Benefit: 690 Persons Assisted
3	Homeless Services	2015	2019	Homeless		Public Services	CDBG: \$23,920	Public service activities other than Low/Moderate Income Housing Benefit: 45 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Public Improvements	2015	2019	Non-Housing Community Development		Public Improvements/Infrastructure	CDBG: \$88,500	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 6,000 Persons Assisted
5	Maintain, Improve or Repurpose Public Facilities	2015	2019	Public Housing Non-Homeless Special Needs Non-Housing Community Development		Public Facilities	CDBG: \$3,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 5 Persons Assisted

Table 6 – Goals Summary

Goal Descriptions

1	Goal Name	Improve Affordable Housing Stock
	Goal Description	
2	Goal Name	Increase Services for Low/Moderate Income Persons
	Goal Description	
3	Goal Name	Homeless Services
	Goal Description	

4	Goal Name	Public Improvements
	Goal Description	
5	Goal Name	Maintain, Improve or Repurpose Public Facilities
	Goal Description	

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 91.215(b)

Through the efforts of the Housing Rehab Program and Rebuilding Together, it is estimated that 25 households will be provided with improved affordable housing.

Projects

AP-35 Projects – 91.220(d)

Introduction

All of the projects funded during Program Year 45 are in support of the goals and objectives in the 2015-2019 Consolidated Plan.

Projects

#	Project Name
1	Housing Rehab Program
2	Rebuilding Together Roof Replacements
3	Interval House East
4	East Side After-School Program
5	MHA Accessibility Modifications
6	MACC Community Outreach
7	TLC North St Roof Replacement
8	PAL East Side Summer Camp
9	West of McKee St LED Streetlights
10	Honor Wellness Veterans Outreach
11	CO Detector Program
12	BrightStart Family Workshop

Table 7 - Project Information

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

The two housing rehabilitation projects are top priorities due to their impact on the welfare of families assisted and the overall positive impact on neighborhoods where each property is located. These programs consistently receive support from residents and the Board of Directors. The housing authority project will increase accessibility for residents in need of bathroom modifications.

Communities face the unfortunate reality that domestic violence is an ever-present threat to the safety and welfare of residents, particularly women and children. Due to state and local budget cuts, funding to Interval House is facing cuts that significantly threaten the support they provide to victims of domestic violence. Manchester's CDBG funding for Interval House East will enable them to continue providing these vital services to residents of our community.

Public Works is focused on converting all street lighting town-wide to LED lights. Funding for such an endeavor is always limited so the department submitted an application to fund installation within a CDBG-eligible neighborhood. This will provide area residents with better lighting and reduced glare, resulting in increased safety and visibility.

This year's 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.

AP-38 Project Summary

Project Summary Information

1	Project Name	Housing Rehab Program
	Target Area	MANCHESTER HOUSING REHABILITATION AREA
	Goals Supported	Improve Affordable Housing Stock
	Needs Addressed	Housing Rehabilitation
	Funding	CDBG: \$179,647
	Description	Address lead-based paint and property maintenance code deficiencies in Manchester homes. Going forward, Healthy Home hazards may be added to the program's scope. Also funds an emergency replacement program to address non-functioning boilers, furnaces, etc. that threaten the health and/or safety of residents.
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	<p>We anticipate this year's funding will allow us to rehab 2 single-family homes and 4 multi-family properties (6 units). We estimate this will provide assistance to three rental units (all at the multi-family properties) and three owner units (two at single-family homes and one of the units at the multi-family). In addition, we expect to help 7 owner-occupied units through the emergency replacement program.</p> <p>We have some funds remaining from previous program years that can help us increase the total number of households served over this program year. And, of course, the type of households assisted will depend on the applications received and the urgency with which we need to complete a project.</p>

	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	
	Goals Supported	Improve Affordable Housing Stock
	Needs Addressed	Housing Rehabilitation
	Funding	CDBG: \$120,000
	Description	Funds roof replacements and, if necessary, repair of chimneys for income-eligible households.
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	Rebuilding Together proposes they will assist a minimum of 12 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	This activity will be made available 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	
	Goals Supported	Increase Services for Low/Moderate Income Persons

	Needs Addressed	Public Services
	Funding	\$10,000
	Description	Fund satellite office staff who provide services and assistance to victims of domestic violence in Manchester.
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	Interval House East estimates 600 unduplicated Manchester income-eligible survivors of domestic violence will be served.
	Location Description	Since this program serves victims of domestic violence, it is run from an undisclosed location.
	Planned Activities	Provide free, individualized services to each program participant in a confidential manner.
4	Project Name	East Side After School Program
	Target Area	
	Goals Supported	Increase Services for Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$10,153
	Description	Funds will be used for staffing of this after-school program. The program will provide after-school assistance with homework as well as activities for children to participate with police officers and volunteers.
	Target Date	9/30/2020
	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.

	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.
5	Project Name	MHA Accessibility Modifications
	Target Area	
	Goals Supported	Improve Affordable Housing Stock
	Needs Addressed	Housing Rehabilitation
	Funding	CDBG: \$49,800
	Description	Replace bathtubs at MHA properties with accessible wheel-in showers that are ADA compliant.
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	This project will benefit 6 elderly and/or disabled tenants.
	Location Description	The proposed modifications will take place at any MHA property, as needed.
	Planned Activities	Replace 6 bathtubs at housing authority properties with accessible showers that are ADA compliant.
6	Project Name	MACC Community Outreach
	Target Area	
	Goals Supported	Homeless Services
	Needs Addressed	Public Services
	Funding	CDBG: \$23,920
	Description	Fund a part-time case worker to assist with community outreach.

	Target Date	9/30/2019
	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 Main St/Spruce St. area.
	Planned Activities	The mental health worker 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.
7	Project Name	TLC North St. Roof Replacement
	Target Area	
	Goals Supported	Maintain, Improve or Repurpose Public Facilities
	Needs Addressed	Public Facilities
	Funding	CDBG: \$3,000
	Description	Fund replacement of a roof on their North St. property that is aged and leaking.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	The number of homeless children residing in this transitional living center varies but could range up to seven. It is projected that at least 5 individuals will be served by this project.
	Location Description	The Diyeso-Lewis House is located at 17 North St. in Manchester.
	Planned Activities	This project will fund replacement of a leaking roof that is creating an unsafe and unhealthy environment for the group home's occupants.
8	Project Name	PAL East Side Summer Camp

	Target Area	
	Goals Supported	Increase Services for Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$5,697
	Description	Fund staff for a camp program to serve youth from the East Side neighborhood.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated a minimum of 15 youth grades 1-4 will benefit from this summer camp. The program will focus on children from the East Side neighborhood.
	Location Description	The interior and grounds of the East Side Neighborhood Resource Center located at 153 Spruce St.
	Planned Activities	A partnership between MPAL and the Office of Neighborhoods and Families will offer a pilot summer camp for youth in the neighborhood in which they reside.
9	Project Name	West of McKee St. LED Streetlights
	Target Area	
	Goals Supported	Public Improvements
	Needs Addressed	Public Improvements/Infrastructure
	Funding	CDBG: \$88,500
	Description	Replace approximately 240 metal halide streetlights with new LED light fixtures west of McKee St.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	The four CDBG-eligible block groups combine for a total population of 6,000 people, 3,710 (61.83%) of whom are low/moderate income.
	Location Description	The project location includes census tract 5146 block groups 4 and 5, tract 5151.02 block group 1 and tract 5151.01 block group 2.

	Planned Activities	Replace outdated metal halide streetlights with new, energy efficient LED light fixtures.
10	Project Name	Honor Wellness Veterans Outreach
	Target Area	
	Increase Services for Low/Moderate Income Persons	Increase Services for Low/Moderate Income Persons
	Public Services	Public Services
	Funding	CDBG: \$10,000
	Description	Fund program to provide outreach, clinical services and support services to Veterans in Manchester.
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that 30 Manchester households with Veterans will be assisted through this program.
	Location Description	The program will be run out of Honor Wellness Center, 867 Main Street, Suite 3-A in Manchester.
	Planned Activities	Funding to staff an outreach worker and/or social worker for Veterans and their family members.
11	Project Name	CO Detector Program
	Target Area	
	Goals Supported	Improve Affordable Housing Stock
	Needs Addressed	Housing Rehabilitation
	Funding	CDBG: \$3,800
	Description	Purchase CO detectors and combo units to install in income-eligible households
	Target Date	9/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that approximately 50 households will benefit from this program.

	Location Description	Available town-wide to owner- and renter-occupied income-eligible properties.
	Planned Activities	Install CO detectors or combo smoke/CO detectors in properties with gas-fired appliances and/or heat. Installation is set to be performed by town firefighters, as they are available, during regular shifts.
12	Project Name	BrightStart Family Workshops
	Target Area	
	Goals Supported	Increase Services for Low/Moderate Income Persons
	Needs Addressed	Public Services
	Funding	CDBG: \$7,000
	Description	Fund an 8-week workshop to equip parents/caregivers with tools to promote healthy brain development and nurture the long-term success of young children.
	Target Date	9/30/2019
	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	The 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 their child 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).

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

Overall, 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. CDBG-eligible census tracts tend to be concentrated in the center of town, so in terms of public infrastructure and capital improvements in general, such projects are likely to be concentrated in the center of town.

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 where many homes were originally built between the 1880s and 1930s. These 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 the neighborhoods. These neighborhoods also tend to have a higher percentage of minorities.

Geographic Distribution

Target Area	Percentage of Funds
MANCHESTER HOUSING REHABILITATION AREA	29

Table 8 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The town Board of Directors approved the “Housing Rehab Eligible Area” in 2010 to concentrate our 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 over the coming year. PAL’s East Side Summer Camp and After-School Program, TLC North St Roof Replacement and MHA Accessibility Modifications all reflect direct investments within these neighborhoods.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The charts below summarize work planned through the use of CDBG funds in addition to MHA’s goals for rental assistance. Efforts by area nonprofits to support affordable housing through the use of rental assistance are mentioned in the discussion section.

One Year Goals for the Number of Households to be Supported	
Homeless	0
Non-Homeless	25
Special-Needs	6
Total	31

Table 9 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	460
The Production of New Units	0
Rehab of Existing Units	31
Acquisition of Existing Units	0
Total	491

Table 10 - One Year Goals for Affordable Housing by Support Type

Discussion

One Year Goals Table 1

Although we do not have any specific projected goals, MACC and CHR will continue to connect Manchester's homeless population with housing resources. Journey Home will advocate for additional vouchers and work to connect homeless within Hartford County to quality affordable housing. Veterans, Inc., Dinda House and the VA – all members of our local CoC - continue to connect Manchester's homeless Veterans with permanent housing.

The CDBG-funded Rebuilding Together roofing program aims to assist a minimum of 12 households through roof replacements. The Manchester Housing Rehab Program will assist at least 13 households with CDBG funding received this program year. Six units at MHA properties are anticipated to receive modifications to accommodate residents with special needs. Though not a specific program goal, It is possible some households assisted by Rebuilding Together and/or the Rehab Program will also serve special needs populations.

One Year Goals Table 2

The Manchester Housing Authority is the primary provider of rental assistance through the use of housing vouchers and through project-based assistance at their properties. Though they receive an allocation of 504 vouchers, funding over the last few years can only supports approximately 460 of these vouchers, rendering the remainder unusable. CHR uses state and federal rental vouchers to support their clientele in CHR apartment buildings and in scattered site units. Local and regional organizations serving Veterans continue efforts to identify property owners in Manchester that will accept HUD-VASH vouchers for housing. These organizations will continue their outreach and work with participants to connect them with quality rental housing.

As previously stated, Rebuilding Together's roof replacement program has set a goal of replacing at least 12 roofs. The Housing Rehab Program plans to rehabilitate at least 13 units with funding received during this program year. The housing authority anticipates rehabbing 6 bathrooms with CDBG funds during the upcoming program year.

AP-60 Public Housing – 91.220(h)

Introduction

The Manchester Housing Authority (MHA) currently owns and/or oversees approximately 434 public housing units in Manchester. They also administer 504 Section 8 Housing Choice Vouchers to enable families to afford a private market rental through the use of subsidies. Unfortunately, only about 460 of these vouchers are supported by funding so approximately 44 vouchers are not used each year despite the need for this assistance. A similar state program, J. D'Amelia and Associates, assists an additional 900 households. Overall, MHA provides assistance to approximately 1,400 people through these programs.

MHA continues to explore ways to reduce expenditures since capital improvement funding from the state and federal government does not meet current needs. A solar panel field was installed a few years ago as a creative solution to reduce energy costs; MHA was the first housing authority in the state to have one. Energy conservation upgrades, such as showerheads and faucet aerators, have been installed at MHA's federally-funded properties. Other significant improvements include the installation of new boilers and water heaters at Westhill Gardens and connecting Mayfair Gardens to the natural gas line in order to install tank-less water heaters and energy efficient direct vent heaters in each unit.

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

MHA recently submitted their annual PHA Plan for 2019. HUD Capital Fund improvements outlined include: roof upgrades at various locations (including scattered site units), driveway upgrades, accessibility upgrades and reasonable accommodations.

MHA sought outside funding to meet reasonable accommodation requests and will receive \$49,800 in CDBG funds this year to convert bathtubs into ADA-compliant showers. Unlike a similar project two years ago that focused on two properties, these reasonable accommodations will be available to residents at any MHA property.

MHA's state congregate housing at 10 Ada Lane began a full year of renovation in June 2018 encompassing the entire property including mechanical and HVAC systems, landscaping, lighting, interior common area and unit finishes and more. All 37 units will be renovated and equipped with new appliances and barrier-free showers.

An approximately \$3 million improvement project has been approved for the state-funded Spencer Village complex. Bids have been received but MHA is still working with CHFA for the release of funds. The project will include roof and boiler replacements, a new fire alarm and security system, new windows, paving and lighting upgrades. Each of the 80 units will receive new flooring, countertops and cabinets, toilets and sinks. Due to the delay in the release of funding, a project commencement date is uncertain.

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

MHA Resident Advisory Board is made up of one representative from each public housing project: West Hill Gardens, Mayfair Village, Spencer Village, Ada Lane Congregate Housing, and scattered site public housing units. Also, the MHA Board of Commissioners includes an active Tenant Commissioner in its proceedings and decision-making processes.

The MHA is not currently participating in the Section 8 homeownership program due to the general lack of government funding. The Executive Director, however, is interested in implementing such a program and would consider participation in the future.

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

The MHA is not a troubled housing authority.

Discussion

See narratives above.

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

Introduction

Since MACC ceased operation of their emergency shelter in July 2015, 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, classes, etc. at their complex to provide support and assistance to Manchester's homeless. Each Wednesday, MACC also offers shower and laundry facilities to the homeless and couch surfers.

The town's homeless population remains a noticeable presence along downtown Main St., especially near the bus stop, by the park and the library. MACC and CHR have recognized this and coordinate outreach efforts to minimize the negative impact on downtown businesses and passersby while also connecting these individuals with needed services. The two organizations also meet frequently with SAFS to plan and coordinate efforts with the town.

Interval House provides services to victims of domestic violence through an office and shelter in Hartford and an "Interval House East" office in Manchester. Their "Safe House" has been operating at capacity for years.

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 mental health worker will assist the Community Outreach and Emergency Services Manager in the field and at MACC's facilities. Together, they 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.

MACC staff works tirelessly to provide services to homeless and low-income residents and 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.

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, a Hartford-based regional agency, continues to hold events to get homeless persons "document ready". Staff assists with acquiring birth certificates, social security cards and other

important documents so clients have the required information 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 have provided direct assistance to those needing help navigating the 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. has built a strong presence in Manchester over the last few years. Their efforts, especially combined with those of Dinda House, have created a strong network of support for local Vets. Efforts will continue during the upcoming program year to assist Veterans to transition into permanent housing with the necessary support structures. Through the assistance of Veterans, Inc. staff, 3 former Dinda House residents were housed at newly renovated permanent supportive housing units in Middletown.

CHR has received the town's final approval on plans for "Promise House". This will be new construction to provide housing and on-site social services for homeless youth that have aged out of the DCF system. As of July 2019, they had applied for building permits. The nonprofit recognized the need for this type of housing and hopes to complete construction over the next 1-2 years.

Youth-specific navigators have been hired to assist homeless youth age 18-14 in identifying and securing housing. The definition of homelessness for this group has been expanded; youth can be 14 days away from being homeless. 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 extended periods of 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.

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.

The Town offers elderly residents the opportunity for a reduction in their 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 Rehousing funding is now available for a number of different groups. As of July 1st, these funds have been available in CT for victims of domestic violence (DV). Each DV shelter will have a housing advocate and it is estimated that 100 people will be served through this program. This year, there were also 30 Rapid Rehousing units designated for homeless youth.

Rapid Resolution is the VA’s diversion money to help prevent couch surfers from becoming completely homeless. This program will provide financial assistance to the people who are providing shelter to the couch surfers.

The town’s SAFS and MHA staff work collaboratively to assist low-income residents applying for a Renter’s Rebate. 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 such as foreclosure and tax liens that could threaten residents’ ability to maintain their housing. Both programs provide a way for lower-income residents to reduce annual household expenses.

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

See narrative above.

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

Introduction:

Manchester offers a wide variety of housing to persons of all income levels, ages and household size. Although the town has few public policies that create barriers to affordable housing, every community faces barriers that make securing affordable housing challenging for certain populations.

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.

Due to insufficient funding, the MHA will not be able to use approximately 44 of their Housing Choice Vouchers next year. If HUD funding continues to decrease and Fair Market Rents keep rising, the number of vouchers MHA can fund will continue to diminish. This will result in more families that are unable to secure affordable housing.

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

There is limited developable land remaining in Manchester. Though this creates a barrier, it has not prevented CHR from developing two new affordable housing buildings over the past few years. Developers will likely have to focus primarily on opportunities for adaptive reuse or demolition and new construction for future affordable housing developments.

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.

Local nonprofit developers will continue to pursue opportunities for new construction and acquisition of additional vouchers to increase the supply of affordable housing. CHR has delivered final plans to the town for their Promise House development for homeless youth aging out of the DCF system. This project will involve the collaboration of multiple affordable housing proponents to secure subsidies for the units. CHR has secured financial support from the housing authority and from MISAC in the form of Section 8 vouchers to ensure long-term affordability for tenants.

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:

See narratives above.

AP-85 Other Actions – 91.220(k)

Introduction:

The Town of Manchester will continue to pursue a variety of methods to meet the needs outlined below. The town will continue to use CDBG funds to pursue a number of these goals. Along with CDBG funds, town departments and local organizations will also use other available resources to meet residents' needs and to 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.

Actions will be coordinated to avoid duplicative efforts so resources can be reallocated to meet other needs. Programs are continuously evaluated to determine their effectiveness and whether consolidation of resources would be beneficial. When underserved needs are presented at a forum such as a CoC meeting, members work together to bridge gaps and provide the assistance needed or refer as necessary. Town departments also meet to cover topics of shared relevance, such as the provision of health services or affordable housing. Such collaborative efforts tend to expedite action and reduce duplicative efforts.

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 safety of affordable units. Additionally, CDBG continues to fund Rebuilding Together's roof replacement program to improve the safety and quality of affordable housing in Manchester.

The housing authority continues to apply funds from various sources to improve the quality of units as they are turned over. As previously mentioned, MHA will be using a CDBG grant to install accessible showers as reasonable accommodation requests are received.

Actions planned to reduce lead-based paint hazards

The Town will continue to fund the Housing Rehabilitation Program that focuses on addressing 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.

As the Planning Department becomes aware of RRP training programs in CT, this information is passed on to contractors visiting the department. Registration information is also made available 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 to lead hazards.

The Health Department will continue to send Environmental Health Inspectors into the field for lead inspections and to investigate lead orders. There are currently 4 certified lead inspector/risk assessors within the department, one of whom was newly certified this year. The department also educates the public about the dangers of lead paint and ways to prevent exposure. Their nurse attends numerous community fairs and events each year to provide information and education about lead-based paint and to make brochures on the Housing Rehab Program 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 such as the Continuum of Care, Manchester Community Services 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.

MISAC is a nonprofit consisting of representatives of various local churches. For years, they have run a successful affordable housing complex in town and have paid off the mortgage in full. With their continued income, they look for community-based activities to which they can provide financial

assistance. They have approved grants to a security deposit program run through SAFS, the town's Housing Rehab Program, emergency motel money during the winter to a nonprofit serving homeless residents and significant financial assistance to other affordable housing providers.

The Squire Village subsidized housing complex was purchased a few years ago by Jonathan Rose & Associates. The property's Resident Services Coordinator and social workers continue to develop partnerships with town departments, the Manchester Police Department, local businesses and community organizations to meet residents' needs and interests both on-site and within the larger community.

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. The town's Community Development Program Manager and MHA's Resident Services Coordinator are currently exploring the possibility of a food distribution program for lower-income town residents, specifically to residents of MHA properties.

The Planning and Human Services Department Directors, as well as the Executive Director of the housing authority, all serve as ex-officio members of the Housing and Fair Rent Commission. They participate in meetings to share updates and information with Commission members.

Discussion:

See narratives above.

Program Specific Requirements

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

Introduction:

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(I)(1)

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

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

Other CDBG Requirements

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

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