

# TOWN OF MANCHESTER



## 2025-2029 CONSOLIDATED PLAN

## 2025-2026 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.

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 2025-2029. 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;
- Re-evaluation 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, 2025 – September 30, 2026. Specific projects 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.

### 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

## **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 (2020-2024), 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-run Housing Rehabilitation (Rehab) Program. The general Rehab Program provides forgivable loans to address property maintenance code deficiencies and reduce lead-based paint hazards. 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.
- Providing essential public service funding to programs that assist survivors of domestic violence, provide employment training for teens and offer temporary housing and wrap-around services for formerly incarcerated individuals.
- Improvements to public infrastructure and facilities, including: Installation of flashing crosswalk signs to enable safe pedestrian crossings of heavily traveled roadways; the Leaded Water Line Replacement Program that reduces property occupants' risk of lead exposure through their water service line; and the Tolland Turnpike sidewalk installation that closed a sidewalk gap and allows safe pedestrian access to a park.

#### **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.

Public Outreach: When seeking public input, efforts were made to reach a broad representation of Manchester residents. A "Your Voice Matters" page was created so residents could track progress on both Plans. Meeting information was shared through ads in the Journal Inquirer, flyers posted around town, Manchester Matters, the Town calendar, social media and on the Town website.

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 305 responses.

Board of Directors' Public Hearings: Public hearings are a required element of the Consolidated Plan Process. The Board of Directors' meetings in June and July solicited 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 Manchester Housing Authority's Annual and Strategic Plans; the Town of Manchester's Plan of Conservation and Development, Affordable Housing Plan; and the regional Hazard Mitigation and Climate Adaptation Plan—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 town's Manchester Community Services Council (MCSC) and Continuum of Care (CoC) group.

## **5. Summary of public comments**

The Town of Manchester conducted extensive community engagement in the development of the 2025–2029 Consolidated Plan and 2025–2026 Annual Action Plan. A summary of stakeholder consultations is included in the section titled “The Process,” and an overview of community outreach activities and outcomes is provided in the “Citizen Participation” section. A summary of resident survey results is included in the appendix.

No public comments were received during the public hearing portion of the Board of Directors meetings. Comments received during earlier public input meetings held in January and February 2025 are summarized in the “Citizen Participation” section and were considered in the development of this Plan. Feedback from residents and stakeholders helped shape the goals, priorities, and funded activities identified in this Plan.

## **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 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 & Economic Development Department

**Table 1 – Responsible Agencies**

### Narrative

The Planning and Economic Development Department is responsible for the 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, 91.110, 91.200(b), 91.300(b), 91.215(I) and 91.315(I)**

### **1. Introduction**

The Town of Manchester prioritizes collaboration across sectors to address housing, health, and human service needs. This section summarizes how consultation efforts—particularly with the Continuum of Care and local partners—inform strategies to assist residents experiencing or at risk of homelessness and support coordinated service delivery across systems.

**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 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.

Many of these groups – town departments, agencies and non-profits – maintain frequent communication through gatherings such as the Continuum of Care, Manchester Community Services Council and monthly check-ins to improve coordination and collaboration.

**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, Human Services Director 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. Manchester Police officers and staff are actively involved and report dealings with the homeless, domestic violence victims and persons with mental health or substance abuse issues.

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. Manchester Public Schools (MPS) staff work with at-risk youth and assist families with children affected by homelessness. Other CoC members coordinate with MPS to connect these families with affordable housing, housing vouchers, mental health services and stabilization services.

The Town's Senior Adult and Family Services Department (SAFS) assists those at risk of homelessness. 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 the Community Renewal Team's (CRT) prevention program through the state's Eviction Prevention Fund. However, due to high demand and limited capacity, clients often face appointment wait times of 4–6 weeks. In some cases, assistance is not received before the eviction proceedings are complete. The program also experienced a temporary pause in new appointment scheduling as of February 28, 2025, further limiting access for households in crisis.

**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, member groups are 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**

1	<b>Agency/Group/Organization</b>	MANCHESTER HOUSING AUTHORITY
	<b>Agency/Group/Organization Type</b>	PHA
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	<p>The Manchester Housing Authority was consulted in a small group consultation with the Executive Director. The conversations focused on transitional housing, pre-release populations, and workforce housing. Identified challenges with Housing Choice Vouchers (HCV) due to rising rents and the need for family units. Outcome: potential creation of a non-profit housing development company, exploring tax credit options, and seeking land or buildings suitable to be rehabilitated for affordable housing.</p> <p>The resident services coordinator (RSC) was also consulted as part of the local Continuum of Care meeting. They emphasized the challenges faced by residents in securing affordable housing, particularly for those who are self-sufficient but still struggle with high rent. The RSC also discussed the importance of collaborating with other agencies to improve outreach to landlords and ensure housing conditions meet the needs of tenants.</p>
2	<b>Agency/Group/Organization</b>	MANCHESTER AREA CONFERENCE OF CHURCHES (MACC)
	<b>Agency/Group/Organization Type</b>	Services -homeless Services - Food and Nutrition
	<b>What section of the Plan was addressed by Consultation?</b>	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

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	<p>A small group consultation was completed with the Executive Director. Focus on the rise in substance abuse, particularly self-medication related to underlying mental health issues, and efforts to address homelessness through winter housing programs. Outcome: better coordination of housing and social service resources, with the potential for expanded programs.</p> <p>The outreach &amp; emergency services coordinator was also consulted as part of the local Continuum of Care meeting. They discussed the need for shared housing opportunities and long-term support structures that could provide sustainable solutions to the housing crisis. The representative also stressed the importance of deeply affordable housing for special groups and how current resources are not sufficient to meet demand.</p>
3	<b>Agency/Group/Organization</b>	INTERVAL HOUSE
	<b>Agency/Group/Organization Type</b>	Services - Housing, Mental Health, Domestic Violence
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs Assessment, Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Small group consultation with the Chief Operating Officer. Focus on the need for mental health services to support housing stability, addressing delays in care and the fear of seeking services in vulnerable communities. Anticipated Outcome: better access to mental health services and enhanced case management to address housing stability for clients with complex needs.
4	<b>Agency/Group/Organization</b>	MANCHESTER - INFORMATION SYSTEMS
	<b>Agency/Group/Organization Type</b>	<p>Services - Broadband Internet</p> <p>Services - Narrowing Digital Divide</p> <p>Other government- Local</p> <p>Grantee Department</p>

	<b>What section of the Plan was addressed by Consultation?</b>	Broadband, Infrastructure, Digital Connectivity
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Town's Information Systems Department was consulted through a one-on-one with staff. Consultation focused on the current state of broadband in Manchester, including major providers (Cox, GoNetSpeed, and Frontier), service gaps in select areas (e.g., near the landfill, downtown business district), and challenges due to market and infrastructure limitations. Outcome: continued town efforts to improve access and pricing.
5	<b>Agency/Group/Organization</b>	MANCHESTER - SENIOR CENTER
	<b>Agency/Group/Organization Type</b>	Service - health Services - elderly persons Other government - Local Grantee Department
	<b>What section of the Plan was addressed by Consultation?</b>	Non-homeless Special needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Town's Senior Center was consulted through a one-on-one meeting with staff—including the Director, social workers, and recreation supervisors. The discussion centered on a range of issues: housing needs, such as the critical need for accessible housing (e.g., first-floor units and proximity to services); challenges in home maintenance (lawn care, snow removal); and service access issues, including income thresholds and SNAP benefits reductions. Transportation needs were also highlighted, with concerns about limited public transit and 5310 funding constraints, along with broader public health challenges, such as hospital instability, complex healthcare portals, and the need for effective health navigation. Program ideas included exploring expanding retrofit opportunities for existing senior housing, support home maintenance, addressing transportation gaps, and supporting health navigator programs to improve healthcare access and support aging in place.

6	<b>Agency/Group/Organization</b>	COMMUNITY HEALTH RESOURCES
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services -Persons with Disabilities Services -homeless Regional organization Health Agency
	<b>What section of the Plan was addressed by Consultation?</b>	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
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CHR was consulted in a group discussion with the Executive Director and Senior Staff. The discussion focused on affordable housing needs, particularly supportive and workforce housing, as well as mental health and substance abuse service gaps. CHR also highlighted the need for better coordination among service providers, addressing homelessness, and expanding transportation and food security initiatives. CHR is interested in collaborating with the town on housing and behavioral health programs, particularly with CDBG funding for supportive housing and substance abuse treatment.

7	<b>Agency/Group/Organization</b>	Town of Manchester – Human Services Department
	<b>Agency/Group/Organization Type</b>	Services - Housing Services - Persons with Disabilities Services - Persons with HIV/AIDs Services - Health Other government - Local Grantee Department
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Non-Homeless Special Needs Market Analysis Anti-poverty Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The department participated in a small group consultation with the department director and senior staff – representing Human Services, Health, the Senior Center, and Senior Adult and Family Services. Discussion touched on expanding the definition of affordable housing to include naturally occurring affordable housing. Highlighted the success of the CDBG-CV–funded rental assistance program as a bridge to stability, and emphasized core human service needs (housing, shelter, food, mental health). Program ideas included the expansion of rental assistance programs and increased CDBG support for comprehensive human service initiatives.
8	<b>Agency/Group/Organization</b>	Town of Manchester – Health Department
	<b>Agency/Group/Organization Type</b>	Services - Health Other government - Local Grantee Department
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Market Analysis

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The department participated in a small group consultation with the department director. Consultation focused on challenges faced by landlords, including rising costs of materials and labor, financial strains from COVID-related eviction moratoriums, and the impact on property upkeep. Anticipated outcomes include targeted programs to support landlords and stronger enforcement of housing codes, potentially supported by CDBG funds.
9	<b>Agency/Group/Organization</b>	The Health Collective
	<b>Agency/Group/Organization Type</b>	Service – Health Services - Education
	<b>What section of the Plan was addressed by Consultation?</b>	Other - Non-Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The Health Collective participated in a one-on-one consultation focused on community health, wellness programming, and addressing food insecurity, with an emphasis on data-driven decision-making. They discussed the need for affordable housing, homeownership education, transportation improvements, and wellness programs, particularly for youth and seniors. The consultation also highlighted the need for a larger physical space to better serve the community. Conversation themes centered around fostering stronger partnerships, improving service delivery, expanding wellness programs, and prioritizing homeownership and wealth-building initiatives with CDBG support.
10	<b>Agency/Group/Organization</b>	Manchester Interfaith Social Action Corporation (MISAC)
	<b>Agency/Group/Organization Type</b>	Service - Housing Service – Affordable Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs Anti-poverty Strategy



	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	<p>The MISAC consultation focused on the connection between housing and transportation, affordable housing needs for veterans and older adults, and accessibility requirements. Topics included tiny homes, prefabricated housing solutions, ADA-compliant housing for 55+, and assistive technologies. The group discussed funding barriers and explored potential community partnerships, including with Manchester Community College. The anticipated outcomes include prioritizing accessible and affordable housing solutions, leveraging community partnerships for service delivery, and addressing gaps in housing accessibility and transportation needs.</p> <p>An additional member of MISAC was consulted as part of the local Continuum of Care meeting. This member emphasized the need for the town to take a more active role in establishing collaborations between agencies and developers to reuse existing structures for affordable housing developments. They also highlighted the growing concern about housing for seniors, especially veterans, and the importance of creating more accessible housing with features such as walk-in showers and ADA-compliant accommodations.</p>
11	<b>Agency/Group/Organization</b>	CAPITOL REGION COUNCIL OF GOVERNMENTS
	<b>Agency/Group/Organization Type</b>	Regional Planning Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs, Affordable Housing Strategy, Homeless Needs, Market Analysis, Anti-poverty Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	<p>The agency was consulted one-on-one with two seniors planners and the community development planner. The consultation covered the preservation of housing stock, affordable housing in new construction, and Housing First initiatives. Discussions included leveraging CDBG for supporting affordable units, rent subsidies, and additional costs like utilities and Wi-Fi. CROG is exploring regional Land Trust and Land Bank utilization and recommended identifying opportunities to support existing housing projects with CDBG funds. Collaboration with non-profit developers and agencies was also discussed.</p>

12	<b>Agency/Group/Organization</b>	HOUSING & FAIR RENT COMMISSION
	<b>Agency/Group/Organization Type</b>	Other Government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs Assessment, Homelessness Strategy, Market Analysis, Anti-Poverty Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Two commission members were consulted individually to accommodate schedule constraints. The consultations addressed education, mental health, substance use, affordable housing, and blight prevention. Discussions focused on maximizing CDBG funds for education-related initiatives and addressing basic needs like food and clothing to remove barriers to education. In housing, the focus was on expanding access to affordable housing, supporting self-sufficient individuals who struggle to find housing, and collaborating with the Manchester Housing Authority (MHA) on property improvements. The need for stronger enforcement of property maintenance standards, the importance of addressing blight proactively, and the need for more senior housing was also discussed.
13	<b>Agency/Group/Organization</b>	Manchester Police Department
	<b>Agency/Group/Organization Type</b>	Law Enforcement
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Consulted as part of the Continuum of Care meeting. Sgt. Krawec noted an increased need for memory support and general mental health services among the aging and unhoused population.

**Table 2 – Agencies, groups, organizations who participated**

### 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	State of Connecticut	Informs local strategies to prevent and reduce homelessness through data-driven coordination, aligning with the Consolidated Plan's goals around housing stability, service integration, and support for vulnerable populations.
Affordable Housing Plan	Town of Manchester	Supports increasing affordable housing options, preserving existing affordable housing stock, and addressing the needs of low- and moderate-income households, which aligns with the Consolidated Plan's housing priorities.
Hazard Mitigation and Climate Adaptation Plan	Capitol Region Council of Governments	Promotes resilient infrastructure and housing, reduces disaster risks, and ensures safe, sustainable communities, aligning with the Consolidated Plan's goals for safe and sustainable neighborhoods and public facilities.
Parks & Facilities Master Plan	Town of Manchester	Focuses on improving public parks and facilities to enhance quality of life and community well-being, supporting the Consolidated Plan's community development and public service goals.
Complete Streets Plan	Capitol Region Council of Governments	Plan to provide facilities that accommodate all users regardless of mode. Provides for sidewalks, accessible ramps for persons with disabilities
Manchester NEXT: Plan of Conservation and Development	Town of Manchester	One of the main growth management principles focused on housing for all types. Outlines the 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 by the state's Department of Transportation to 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. CRCOG's key goals include promoting efficient transportation systems, responsible land use, preservation of natural resources, and effective economic development. The organization also aims to strengthen the City of Hartford as the economic, social, and cultural center of the region.

## **PR-15 Citizen Participation – 91.105, 91.115, 91.200(c) and 91.300(c)**

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

The community participation process for the 2025-2029 Consolidated Plan update was designed to ensure broad involvement by gathering input from a broad range of stakeholders. Several outreach strategies were implemented to maximize engagement.

Flyers were created and distributed to advertise the pre-plan public hearings and public survey. These flyers were sent to and posted in various locations, including the Manchester Housing Authority, Town Hall, Eastside Neighborhood Resource Center (a community center within a CDBG-eligible neighborhood), all local Continuum of Care and Manchester Community Services Council member organizations, both town libraries, the Planning & Economic Development Department, Manchester Adult & Continuing Education Building, the Senior Center, and Parks & Recreation facilities, among others.

Information was also shared through social media platforms, including Facebook and X (formerly Twitter), as well as the Town calendar. Additionally, a write-up was included in the town's *Manchester Matters* email newsletter. A project page was created to offer a centralized and static location for residents to find information about the consolidated planning process, access the survey in English, Spanish, and Bangla, and keep track of the planning process. Display ads were run in the *Journal Inquirer* to publicize the public hearings.

Two well-publicized pre-plan public hearings were held, both offering in-person and virtual attendance options. Both meetings were held in handicapped-accessible locations on bus routes to ensure accessibility. Requests for special accommodations or translation services were welcomed in advance.

A survey was created and distributed online to collect additional feedback. Paper copies of the survey were offered during the outreach process to remove potential barriers related to technology access. A reporter from the regional news publication, The *Journal Inquirer*, became aware of the planning efforts and wrote a story about the consolidated plan update process, including a link to the online survey, which provided an opportunity for additional feedback from residents who couldn't attend the meeting.

The survey feedback was reviewed in relation to past projects, current funding applications, and emerging needs. Input gathered through the community engagement process directly shaped the prioritization of goals and strategies for the CDBG program.

## Citizen Participation Outreach

1	Public Hearing	<p>Minority populations</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 residents attended the 11:00am meeting in-person.	<p>There was interest in whether the CDBG-funded Rebuilding Together roofing program could replace the roof on an affordable multi-family senior property. It was noted that this program is limited to owner-occupied homes, however direct CDBG funding could be considered, depending on budget constraints. Other potential funding sources were shared for consideration. Additionally, there was a call for improved translation services at community centers to assist non-English speakers, and a query regarding the variety of local and state data sources for the plan was satisfactorily addressed.</p>	All comments were accepted.	
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2	Public Hearing	<p>Minority Populations</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 residents requested the meeting link for the 5:00pm meeting, but there were no attendees	No comments received.	Not applicable.	
3	Social Media	Non-targeted/broad community	<p>Facebook post: 1969</p> <p>Twitter post: 68 reach</p>	No comments received, just likes and shares.	Not applicable.	<a href="#">Twitter Link</a> <a href="#">Facebook Link</a>

4	Newspaper Ad	<p>Minority Populations</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	No responses received.	No comments received.	Not applicable.	
5	Legal Notices	<p>Minority Populations</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	No responses received.	No comments received.	Not applicable.	



6	Town-wide Survey	<p>Minority Populations</p> <p>Non-English Speaking – Offered Interpreters as needed</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	We were pleased to receive 305 responses to our survey. A 33% increased participation rate from the 2020 consolidated planning process.	Overall, residents expressed strong support for the services offered by the Town, while emphasizing the need for increased funding for senior services and affordable housing, particularly for seniors, veterans and young adults. Mental health services were also identified as a key priority. Respondents highlighted infrastructure needs, including improvements to roads, sidewalks, and street lighting. Concerns were raised about neglected properties and the need for consistent code enforcement. Additional priorities included increased support for social services such as homelessness assistance, services for neglected children, and job creation and retention initiatives.	All comments were accepted.	<a href="#">English</a> <a href="#">Spanish</a> <a href="#">Bangla</a>
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7	Public Hearing	Non-targeted/broad community	One public hearing was held at the Board of Directors' June meeting. A second public hearing was held in July. The meeting had a decent attendance.	No public comments were received on the draft Consolidated Plan or Annual Action Plan at the June hearing.	N/A	
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**Table 4 – Citizen Participation Outreach**

## **Needs Assessment**

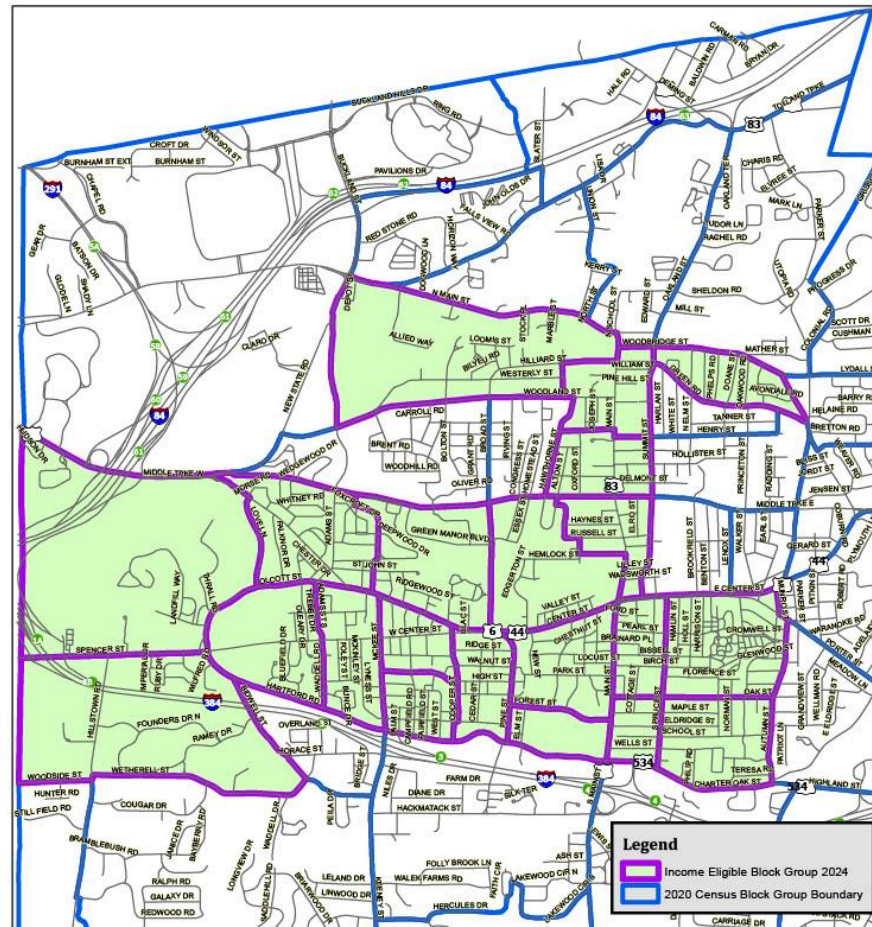
### **NA-05 Overview**

#### **Needs Assessment Overview**

Manchester is located in the Hartford Metropolitan Area, with CDBG-eligible areas primarily on the East and West sides. Since adopting the previous plan, the town has experienced moderate population growth. According to the 2023 American Community Survey 5-Year Estimates, the town's population is 59,473 — a 3% increase. During the same period, the number of housing units grew from 25,314 to 26,465, adding 1,151 units. Median household income also rose to \$87,213, up from \$74,270 in 2020.

Only part of Manchester is eligible for Community Development Block Grant (CDBG) funding. Census data is analyzed to identify areas where the majority of residents are low- to moderate-income, as defined by HUD (households earning at or below 80% of the area median income).

# MANCHESTER CDBG ELIGIBLE BLOCK GROUPS



Town of Manchester Planning Department  
November 2024

0 0.625 1.25 Miles

Source: 2016-2020 ACS data

As is true in most of the Northeast, housing costs have outpaced the increase in household income. Manchester remains relatively affordable in the region.

Manchester is one of only 28 out of 169 Connecticut municipalities exempt from the state's Affordable Housing Appeals List, with 14.45% of its housing deemed affordable per the 2024 Appeals List. The age of Manchester's housing stock is a challenge. According to the 2023 ACS 5-Year Estimates, 77% of owner-occupied housing units and 60% of renter-occupied units were built before 1980. Notably, 19% of all housing was built before 1940, which presents specific challenges, including:

- Higher maintenance/ repair costs, particularly for roofing, plumbing, HVAC, and electrical.
- Energy inefficiency due to outdated insulation, windows, or HVAC, raising utility costs. Lead-based paint risks, especially in homes built before 1978, pose a greater health risk for families with children.
- Accessibility concerns, as older homes were not designed to accommodate aging residents or those with disabilities.

While Manchester's housing stock remains in relatively good condition, stabilizing and modernizing older units, particularly in pre-1950 neighborhoods, is essential to improving affordability, safety, and long-term viability.

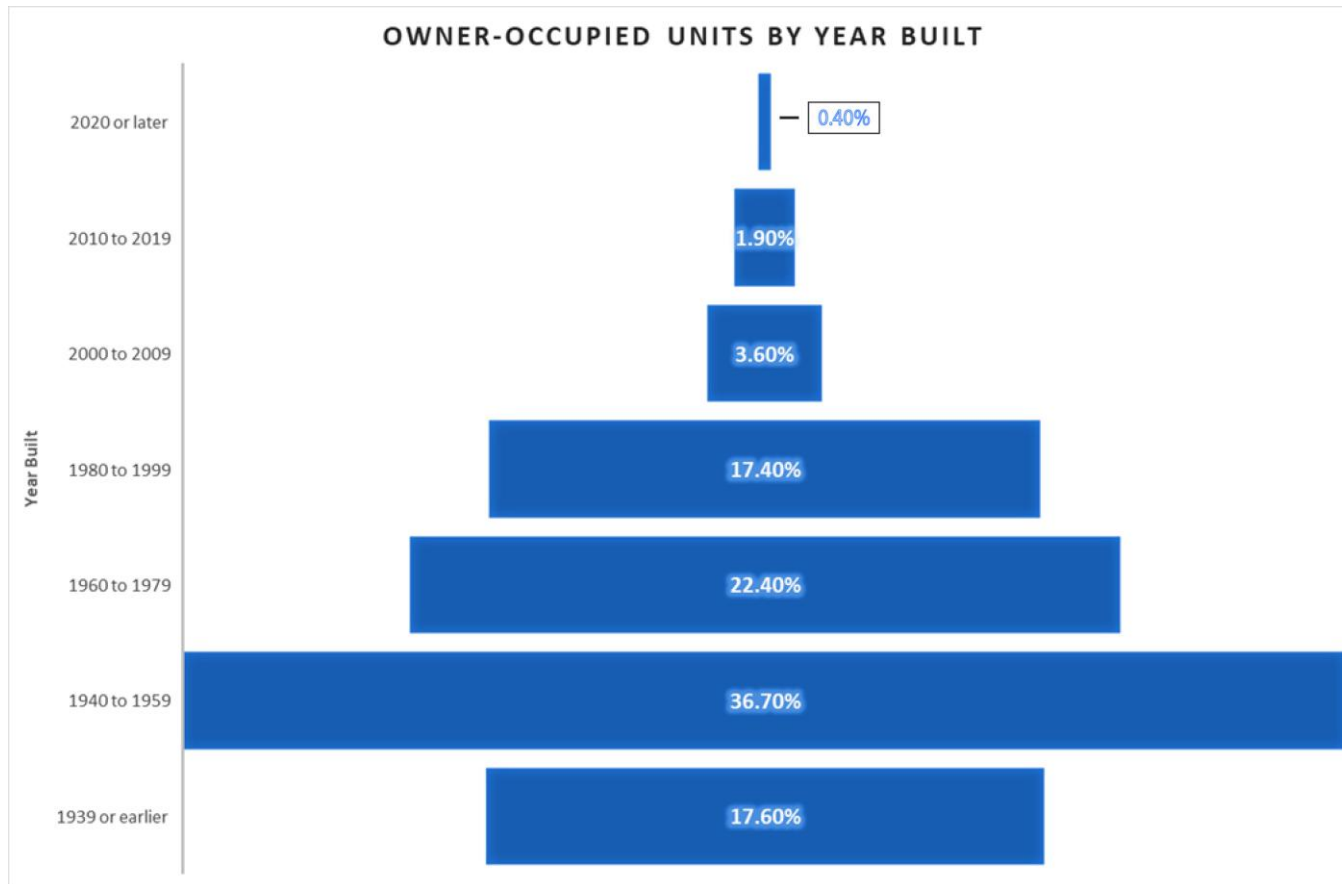


Figure 1. Owner Occupied Units in Manchester Categorized by Year Built

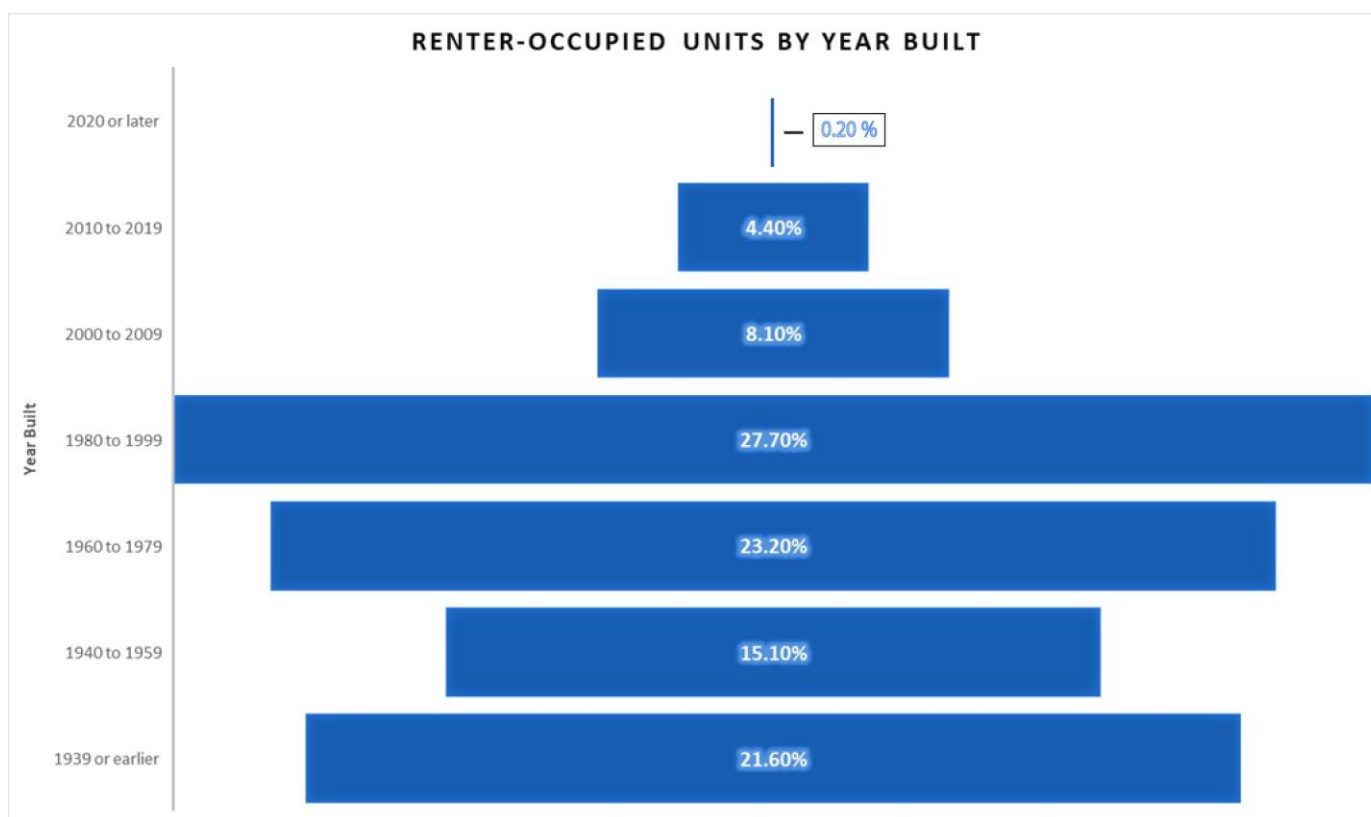


Figure 2. Renter Occupied Units in Manchester Categorized by Year Built

The Manchester Housing Authority (MHA), a public agency providing subsidized housing to low- and moderate-income individuals and families, provides affordable, decent housing in Manchester. The MHA owns and manages 328 public housing units, comprising both federally and state-subsidized properties. Of these, 291 units are federally funded, and 37 units are funded by the State of Connecticut.

MHA also administers 535 federally funded Housing Choice Vouchers (HCV) and approximately 2,000 state and federal mobile vouchers throughout Hartford County as a subcontractor for J. D'Amelia & Associates, LLC (JDA). All 512 MHA HCV vouchers and an

estimated 750 of the JDA mobile vouchers are used within the Town of Manchester. The Town has supported MHA through the allocation of CDBG funds for ADA-compliant unit upgrades, emergency generators, and other accessibility investments that ensure safe, serviceable housing for elderly and disabled residents.

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

An assessment of local data, along with feedback gathered through the Consolidated Plan consultations and public engagement process, identified the following priority needs in eligible block groups: rehabilitation of older housing stock; increased support for economic development and job creation; investments in public facilities such as fire stations and a new senior center; infrastructure improvements; and expanded human services, with a focus on mental health, youth and senior programming, and services for residents experiencing homelessness or housing instability.



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

### Summary of Housing Needs

Demographics	Base Year: 2016	Most Recent Year: 2020	% Change
Population	58,073	57,700	-1%
Households	23,745	23,935	1%
Median Income	\$65,592.00	\$74,270.00	13%

**Table 5 - Housing Needs Assessment Demographics**

**Data Source:** 2012 – 2016 ACS (Base Year), 2016-2020 ACS (Most Recent Year)

### Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households	3,810	2,670	4,285	3,405	9,770
Small Family Households	1,060	1,180	1,510	1,520	4,945
Large Family Households	190	155	245	190	395
Household contains at least one person 62-74 years of age	629	675	950	915	2,055
Household contains at least one person age 75 or older	770	410	490	174	605
Households with one or more children 6 years old or younger	610	755	679	403	1,005

**Table 6 - Total Households Table**

**Data Source:** 2016-2020 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
<b>NUMBER OF HOUSEHOLDS</b>										
Substandard Housing - Lacking complete plumbing or kitchen facilities	40	0	0	0	40	0	20	10	55	85
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	30	10	24	15	79	0	0	0	0	0
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	4	45	45	75	169	0	0	30	0	30
Housing cost burden greater than 50% of income (and none of the above problems)	1,935	385	50	0	2,370	490	405	175	0	1,070
Housing cost burden greater than 30% of income (and none of the above problems)	280	930	605	265	2,080	100	345	750	205	1,400
Zero/negative Income (and none of the above problems)	255	0	0	0	255	40	0	0	0	40

Data 2016-2020 CHAS  
Source:

**Table 7 – Housing Problems Table**

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	2,005	445	125	85	2,660	490	425	215	55	1,185
Having none of four housing problems	1,135	1,180	1,750	1,625	5,690	180	625	2,195	1,645	4,645
Household has negative income, but none of the other housing problems	0	0	0	0	0	0	0	0	0	0

**Table 8 – Housing Problems 2**

Data 2016-2020 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	620	620	220	1,460	90	205	335	630
Large Related	155	119	0	274	20	20	39	79
Elderly	715	260	175	1,150	304	479	269	1,052
Other	805	345	260	1,410	169	50	290	509
Total need by income	2,295	1,344	655	4,294	583	754	933	2,270

**Table 9 – Cost Burden > 30%**

Data 2016-2020 CHAS  
Source:

#### 4. Cost Burden > 50%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	0	0	165	165	80	100	0	180
Large Related	0	0	4	4	20	10	4	34
Elderly	555	75	35	665	250	269	74	593
Other	0	695	145	840	140	0	0	140
Total need by income	555	770	349	1,674	490	379	78	947

Table 10 – Cost Burden > 50%

Data 2016-2020 CHAS  
Source:

#### 5. Crowding (More than one person per room)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Single family households	34	55	49	75	213	0	0	30	0	30
Multiple, unrelated family households	0	0	20	15	35	0	20	0	0	20
Other, non-family households	0	0	0	0	0	0	0	0	0	0
Total need by income	34	55	69	90	248	0	20	30	0	50

Table 11 – Crowding Information – 1/2

Data 2016-2020 CHAS  
Source:

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Households with Children Present				0				0

**Table 12 – Crowding Information – 2/2**

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

According to 2016–2020 American Community Survey data, single-person households make up 32.2% of occupied housing units in Manchester. The remaining 67.8% of occupied units consist of two or more people, with 2-person households representing 34.2%, the most common household size among both renters and owners.

Extremely low-income renters are more likely to experience housing cost burdens, with housing costs often exceeding 50% of income. Many elderly households, occupied by both renters and owners, are also struggling with housing affordability. Based on CHAS 2016–2020 data, approximately 1,150 elderly renter households earning less than 80% of AMI pay more than 30% of their income toward housing costs. Similarly, 1,052 elderly homeowner households are also cost burdened. For these elderly populations, increased access to affordable, age-appropriate housing would represent an important step toward housing stability. The Town’s housing rehabilitation and emergency replacement programs are a direct response to help reduce these burdens and support residents aging in place.

**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, a regional organization serving victims of domestic and interpersonal violence, operates a satellite office—Interval House East—within Manchester. The organization reports that housing assistance continues to be one of the most pressing needs of the clients they serve locally. Many survivors face immediate housing instability when fleeing unsafe living situations and encounter

additional barriers in locating affordable, safe, and confidential housing options. Staff have noted that higher-income survivors may be less likely to access community-based resources, potentially underrepresenting the full scope of need.

In recent consultations, service providers also highlighted that survivors may require layered support—such as relocation assistance, legal advocacy, and trauma-informed services—to successfully transition into permanent housing. These needs reinforce the importance of continued coordination between emergency service providers and the Town’s housing, human services, and public safety staff to address gaps in housing for vulnerable populations.

Data on housing needs continues to demonstrate a clear link between income level and housing instability. Households with extremely low incomes ( $\leq 30\%$  AMI) in Manchester are significantly more likely to experience serious housing problems—including high cost burden, overcrowding, and/or lack of essential facilities. According to 2016–2020 CHAS data, 65.5% of these households face at least one housing problem, a slight decrease from 71% in the prior reporting period.

Town departments and community-based organizations also acknowledged that disabled persons are more likely to experience housing instability. According to the U.S. Census Bureau’s 2016–2020 American Community Survey 5-Year Estimates, approximately 8.3% of Manchester residents have a disability. 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. As a result, these residents may face accessibility challenges and require assistance—such as financial support to install ramps, grab bars, or other modifications needed to make their homes accessible. Rebuilding Together runs a program that addresses such accessibility issues through installation of portable ramps, grab bars, and other features to allow seniors and disabled residents to safely remain in their homes.

### **What are the most common housing problems?**

HUD defines housing problems as including one or more of the following: substandard housing (lacking complete plumbing or kitchen facilities), severe overcrowding (more than 1.51 persons per room), overcrowding (1.01 to 1.5 persons per room), housing cost burden (monthly housing costs exceeding 30% of household income), and severe cost burden (housing costs exceeding 50% of income).

According to 2016–2020 CHAS data (as shown in Table 7), the most common housing problem in Manchester continues to be cost burden, particularly severe cost burden. Among renter households, 2,390 households earning  $\leq 80\%$  AMI pay more than 50% of their income toward housing. On the ownership side, 1,170 low- and moderate-income owner households face the same level of cost burden. In addition, 2,080 renter households and 1,400 owner households experience housing cost burdens greater than 30% of income but less than 50%.

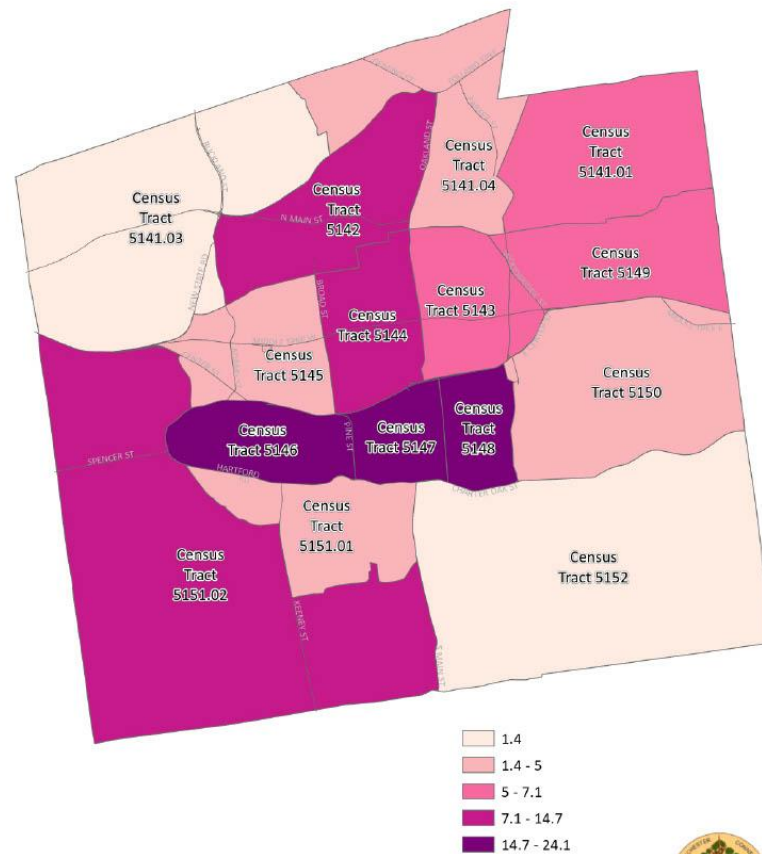
These affordability-related challenges far exceed the number of households dealing with issues like overcrowding or substandard housing, underscoring the need to prioritize housing affordability and stability across income levels in Manchester.

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

Extremely low-income renters remain the most impacted by housing problems in Manchester. According to 2016–2020 CHAS data, 2,005 renter households earning  $\leq 30\%$  of AMI experience at least one of the four major housing problems: substandard housing, overcrowding, or cost burden (greater than 30% or 50% of income). This population faces the highest rate of housing instability in town.

Elderly homeowners also continue to be significantly affected by housing cost burdens. Among owner households earning 50–80% AMI, 269 elderly households face housing costs that exceed 30% of income. Additionally, 304 elderly homeowners earning  $\leq 30\%$  AMI are severely cost burdened, spending more than half of their income on housing. These challenges highlight the need for age-appropriate, affordable housing and continued investment in housing assistance programs tailored to seniors on fixed incomes.

## Percent of Residents Living Below Poverty Level



0 0.5 1 2 Miles

(Source: 2016 - 2020 American Community Survey 5-Year Estimates)



Figure 3: Census Tracts 5146, 5147, and 5148—encompassing Manchester’s historic core neighborhoods, including the East Side—have the highest concentrations of poverty in the Town.



**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 in Manchester, the primary challenge continues to be the rising cost of rental housing relative to income. Families earning at or below 30% of the Area Median Income (AMI) are especially vulnerable. For these households, even a temporary disruption—such as an unexpected medical expense, loss of employment, or change in family structure—can push them into housing instability or potential homelessness.

A variety of local programs are in place to offer some financial relief and stabilization. Elderly residents may qualify for the Senior Volunteer Tax Credit Program, which offers up to \$500 off their property tax bill in exchange for volunteer service. Additional support is available through the Homeowner’s Tax Relief Program, which provides eligible senior or disabled homeowners with tax credits ranging from \$150 to \$1,250. Energy Assistance programs serve over 2,000 income-eligible households annually, reducing the burden of utility costs and helping households remain in stable housing.

Consultations with local housing providers, service agencies, and members of the Continuum of Care reaffirm that formerly homeless families—particularly those exiting rapid re-housing programs—face continued barriers to long-term housing stability. In addition to a lack of deeply affordable units, stakeholders emphasized the need for service-enriched housing options that offer on-site support for individuals with disabilities, mental health conditions, or histories of trauma. Public feedback also highlighted the importance of flexible funding and case management support to help families stabilize once housed. Without these supports, many at-risk families struggle to maintain their housing and are at greater risk of returning to homelessness. Community partners stressed that long-term solutions require not only housing but a strong safety net of services tailored to household needs.

**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.

These estimates were developed using internal reporting processes and data gathered through departmental service intake and case management systems.

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

Stakeholders consistently identified untreated mental health conditions and substance use disorders as major contributors to housing instability. Public health and behavioral health agencies reported that long waitlists for outpatient care, combined with fears or barriers to seeking help among specific populations often lead to crisis-level housing loss. Homelessness service providers (e.g., MACC Charities) have linked rising substance misuse to pandemic-related trauma and economic stress, highlighting the critical need for accessible on-site case management and comprehensive wrap-around supports.

CT 2-1-1 data for Manchester's two primary ZIP codes (April 2024–March 2025) shows that a total of 7,588 requests were made. Of these, 17.5 percent (approximately 1,328 calls) were related to mental health and addiction support, while 37.5 percent (approximately 2,846 calls) were for housing and shelter services. These housing-related requests included 549 for rent assistance, 438 for low-cost housing referrals, and 1,271 for shelter placements.

Beyond these clinical vulnerabilities, extremely low-income households ( $\leq 30$  percent AMI) face severe cost burdens. According to 2016–2020 CHAS data, 65.5 percent of these households contend with one or more housing problems, and 78 percent incur housing costs exceeding 30 percent of income. Seniors, veterans, and persons with disabilities are disproportionately affected—rising rents outpace voucher values and accessible units remain scarce. Consultations also revealed gaps in transportation, availability of accessible housing units, and basic needs (food, utilities) compound risk. Community partners called for expanded supportive-housing models that integrate affordable units with on-site mental health, substance-use treatment, and stabilization services to prevent homelessness before it occurs.

## Discussion

The data and stakeholder feedback paint a clear picture: housing instability in Manchester is driven by a confluence of affordability challenges, disability and accessibility barriers, and gaps in behavioral health supports. Over 65% of extremely low-income households face at least one housing problem—and nearly 78% incur cost burdens exceeding 30% of their income—while 12.7% of residents under age 65 have a disability and are disproportionately concentrated in the town’s older, more affordable neighborhoods. At the same time, service providers report that untreated mental health conditions and substance-use disorders frequently precipitate housing crises, as evidenced by 7,588 2-1-1 requests in a single year and 45 single-person households accessing emergency services in just five months.

The Town, the Manchester Housing Authority, and community-based organizations continue to address housing instability for Manchester residents. Local efforts are focused on preserving and enhancing the existing housing stock through programs that support housing rehabilitation and replacement of mechanical units that provide critical components (such as heat and hot water)—particularly for low-income and elderly homeowners. CDBG investments have also supported the expansion of accessible, age-appropriate units through ADA-compliant upgrades and building modernizations in partnership with the Manchester Housing Authority. Recognizing the ongoing need for affordability, the Town continues to prioritize rental assistance and housing vouchers to help low- and moderate-income households remain stably housed in a competitive market. At the same time, partners are working to embed supportive services—such as case management, mental health and substance use treatment, and transportation assistance—within affordable housing settings to better serve vulnerable populations. Moving forward, the Town is committed to strengthening cross-sector coordination and targeting resources toward service-enriched housing, eviction prevention, and mixed-income development strategies that provide long-term housing stability for residents at risk of homelessness.

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

Assess the need of any racial or ethnic group that has a 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	2,875	935	0
White	1,505	390	0
Black / African American	670	125	0
Asian	115	4	0
American Indian, Alaska Native	25	55	0
Pacific Islander	0	0	0
Hispanic	510	355	0

Table 13 - Disproportionally Greater Need 0 - 30% AMI

Data Source: 2016-2020 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	2,145	520	0
White	1,325	215	0
Black / African American	470	85	0
Asian	120	75	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	149	130	0

**Table 14 - Disproportionally Greater Need 30 - 50% AMI**

Data Source: 2016-2020 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	1,695	2,590	0
White	1,095	1,965	0

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
Black / African American	209	150	0
Asian	105	235	0
American Indian, Alaska Native	35	15	0
Pacific Islander	0	0	0
Hispanic	200	140	0

**Table 15 - Disproportionally Greater Need 50 - 80% AMI**

Data Source: 2016-2020 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	610	2,800	0
White	425	1,865	0
Black / African American	65	344	0
Asian	84	279	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	35	270	0

**Table 16 - Disproportionally Greater Need 80 - 100% AMI**

Data Source: 2016-2020 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

CHAS 2016–2020 data shows that approximately 76% of extremely low-income (0–30% AMI), 80% of very low-income (30–50% AMI), 40% of low-income (50–80% AMI), and 18% of moderate-income (80–100% AMI) households experience one or more housing problems.

Hud defines disproportionate need as a percentage of persons in a category of need who are members of a particular racial or ethnic group that is at least 10 percentage points higher than the percentage for the income category as a whole. Based on this definition, disproportionate need is seen in the following groups:

- **At 0–30% AMI**, Asian households (97%) experience a disproportionate need compared to the jurisdiction-wide average of 76%. Black or African American households (84%) fall slightly below the threshold but still show elevated need, at 8.8 percentage points above the jurisdiction average.
- **At 30–50% AMI**, no racial or ethnic group meets the threshold for disproportionate need. Black or African American households (85%) are only 4.5 percentage points above the jurisdiction-wide rate of 80.5%.
- **At 50–80% AMI**, Black or African American (58%) and Hispanic (59%) households both exceed the jurisdiction-wide average of 39.6% by more than 18 percentage points, indicating a disproportionate need.
- **At 80–100% AMI**, no racial or ethnic group experiences a disproportionate level of housing problems.

No other racial or ethnic group exceeds the threshold for disproportionate need at any income level. While White households make up a large share of those experiencing housing problems across all income levels, they do not meet the threshold for disproportionate need because they also represent a significantly larger portion of the overall population in Manchester.

## 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	2,495	1,315	0
White	1,290	605	0
Black / African American	515	280	0
Asian	115	4	0
American Indian, Alaska Native	25	55	0
Pacific Islander	0	0	0
Hispanic	495	370	0

Table 17 – Severe Housing Problems 0 - 30% AMI

Data Source: 2016-2020 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	870	1,805	0
White	565	970	0
Black / African American	125	430	0
Asian	95	105	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	55	225	0

**Table 18 – Severe Housing Problems 30 - 50% AMI**

Data Source: 2016-2020 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	340	3,945	0
White	185	2,880	0
Black / African American	55	315	0
Asian	70	275	0
American Indian, Alaska Native	0	50	0
Pacific Islander	0	0	0

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Hispanic	40	300	0

**Table 19 – Severe Housing Problems 50 - 80% AMI**

Data Source: 2016-2020 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

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Jurisdiction as a whole	140	3,270	0
White	70	2,215	0
Black / African American	10	404	0
Asian	50	313	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	0	0
Hispanic	10	295	0

**Table 20 – Severe Housing Problems 80 - 100% AMI**

Data Source: 2016-2020 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

CHAS 2016–2020 data shows that approximately 66% of extremely low-income (0–30% AMI), 33% of very low-income (30–50% AMI), 8% of low-income (50–80% AMI), and 4% of moderate-income (80–100% AMI) households in Manchester experience one or more severe housing problems, which include a lack of complete kitchen or plumbing facilities, overcrowding, or spending more than 50% of household income on housing. HUD defines disproportionate need as when a racial or ethnic group experiences housing problems at a rate 10 percentage points higher than the jurisdiction-wide rate at the same income level.

Based on that definition:

- **0–30% AMI:** Asian households (97%) experience a disproportionately greater need compared to the jurisdiction average of 66%.
- **30–50% AMI:** Asian households (47%) experience disproportionately greater need compared to the jurisdiction average of 33%.
- **50–80% AMI:** Asian households (20%) experience disproportionate need, with a rate 12.4 percentage points above the jurisdiction average of 7.9%.
- **80–100% AMI:** Asian households experience a disproportionately greater need with 13%, which exceeds the jurisdiction-wide average of 4% by 9.7 percentage points, making this finding borderline to HUD’s 10-point threshold.

While White households account for the largest number of households experiencing housing problems overall due to their greater population size in Manchester, their rate of experiencing severe housing problems is comparable to or lower than the jurisdiction-wide average at each income level. Therefore, they are not disproportionately represented according to HUD’s definition.

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

Assess the need of any racial or ethnic group that has a 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.

Disproportionate need is calculated by comparing the percentage of households within a racial or ethnic group experiencing housing cost burdens at a given income level to the percentage of all households in the jurisdiction experiencing cost burdens 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	16,330	3,850	3,475	295
White	11,025	2,495	1,950	144
Black / African American	1,400	724	690	65
Asian	1,910	145	140	4
American Indian, Alaska Native	70	35	25	0
Pacific Islander	0	0	0	0
Hispanic	1,495	315	590	74

**Table 21 – Greater Need: Housing Cost Burdens AMI**

Data Source: 2016-2020 CHAS

### Discussion:

An analysis of 2016–2020 CHAS data shows that approximately 31% of Manchester households experience housing cost burdens, defined as spending more than 30% of income on housing. Cost burden rates vary significantly across racial and ethnic groups:

- Black or African American households experience a cost burden rate of 50.3%.
- Hispanic households experience a cost burden rate of 37.7%.
- White households experience a cost burden rate of 28.7%.
- Asian households experience a cost burden rate of 13.0%.
- American Indian or Alaska Native households experience a cost burden rate of 46.2%.

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 that is at least 10 percentage points higher than the percentage of persons in the category as a whole. Using HUD’s definition, disproportionate need is seen in the following groups:

- Black households, with a housing cost burden rate 19.3 percentage points higher than the town average.
- American Indian or Alaska Native households, with a rate 15.2 percentage points higher than the town average.

Other racial and ethnic groups do not exceed the HUD threshold for disproportionate need in the analyzed income categories. However, Hispanic households experience a housing cost burden rate 6.7 percentage points above the town average, which, while elevated, does not meet the threshold for disproportionate need.

These findings illustrate that housing affordability challenges affect all low-income households, but Black and Hispanic households bear a disproportionate share of the burden. Efforts to promote housing stability and affordability should prioritize these groups with targeted interventions tailored to their needs.

## 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?**

Analysis of the 2016–2020 CHAS data for Manchester reveals that disproportionate need persists among certain racial and ethnic groups at various income levels across multiple housing problem categories, including housing problems in general, severe housing problems, and housing cost burdens. Key findings include:

- **Housing Problems (one or more of the four housing problems):**
  - Asian households at 0–30% AMI (97%) and Black or African American households at 0–30% AMI (84%) exceed the jurisdiction-wide rate by at least 10 percentage points.
  - Black or African American households at 30–50% AMI (85%) also show disproportionate need.
  - At 50–80% AMI, both Black or African American (58%) and Hispanic households (59%) experience disproportionate need.
- **Severe Housing Problems:**
  - Asian households show disproportionate need across all income ranges, notably 0–30% AMI (97%) and 30–50% AMI (48%).
  - Black or African American (15%) and Hispanic (12%) households at 50–80% AMI also demonstrate disproportionate need.
- **Housing Cost Burdens:**
  - Hispanic households earning 50–80% of AMI face cost burden rates nearly 30 percentage points higher than the jurisdiction-wide rate.
  - Black or African American households earning 30–50% of AMI have cost burden rates approximately 57 percentage points higher than the jurisdiction-wide rate, indicating significant disproportionate need.

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

No additional needs beyond those identified through the data analysis have been observed through public engagement or consultation efforts.

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

Hispanic households, particularly those in the East Side neighborhood—comprising census tracts 5147 and 5148—are notably impacted by disproportionate housing cost burdens and related challenges. Additionally, census tracts 5141.03 and 5141.04 show growing non-white populations, indicating emerging areas where targeted housing interventions may be needed. These geographic concentrations emphasize the importance of focused strategies to improve housing affordability and stability in these neighborhoods.

## NA-35 Public Housing – 91.205(b)

### Introduction

The Manchester Housing Authority (MHA) is a public agency that provides subsidized housing to low- and 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					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	0	281	512	47	465	0	0	0

**Table 22 - Public Housing by Program Type**

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

**Data Source:** PIC (PIH Information Center), Manchester Housing Authority



## 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	19,297	25,093		25,093	0	0
Average length of stay	0	0	10	0		0	0	0
Average Household size	0	0	1.29	2.34		2.34	0	0
# Homeless at admission	0	0	0	0		0	0	0
# of Elderly Program Participants (>62)	0	0	173	129		129	0	0
# of Disabled Families	0	0	194	240		240	0	0
# of Families requesting accessibility features	0	0	3	0		0	0	0
# of HIV/AIDS program participants	0	0	0	0		0	0	0
# of DV victims	0	0	0	0		0	0	0

**Table 23 – Characteristics of Public Housing Residents by Program Type**

**Data Source:** PIC (PIH Information Center), Manchester Housing Authority

## 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	207	218	33	185	0	0	0
Black/African American	0	0	65	291	13	278	0	0	0
Asian	0	0	9	3	1	2	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 24 – Race of Public Housing Residents by Program Type**

Data Source: PIC (PIH Information Center), Manchester Housing Authority

## 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	60	303	11	292	0	0	0
Not Hispanic	0	0	221	209	33	176	0	0	0
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

**Table 25 – Ethnicity of Public Housing Residents by Program Type**

Data Source: PIC (PIH Information Center), Manchester Housing Authority

**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 mandates that public housing authorities provide accessible units for individuals with disabilities. MHA continues to assess and address the needs of public housing tenants and applicants requiring accessible units. Efforts include modifying existing units to enhance accessibility and ensuring that new developments comply with accessibility standards. MHA collaborates with residents and advocacy groups to identify and prioritize necessary accommodations.

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

The most immediate need for public housing residents is for reasonable accommodation based on documented disabilities. MHA has an efficient process to receive, review, and respond to such requests. The primary challenge for Housing Choice Voucher Holders is identifying private rental housing within allowable rent limits that can pass Housing Quality Standards inspections.

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

The housing challenges faced by MHA residents largely mirror those experienced by the broader low-income population in Manchester. Both groups struggle to find safe, affordable housing. The need for accessible units is more pronounced among public housing residents, given the higher proportion of elderly and disabled individuals in the population. As shown in Tables 21 and 22, 194 of the 281 available public housing units (69%) are occupied by families that include a person with a disability, and 173 units (61.6%) are occupied by elderly program participants.

**Discussion**

MHA plays a critical role in providing affordable housing options to Manchester's low-income residents. Through its public housing units and Housing Choice Voucher program, the agency continues to implement policies and partnerships aimed at delivering quality housing and support services, ensuring that residents have access to safe and affordable living environments. However, demand for both public housing units and Housing Choice Vouchers has far exceeded available resources, reflecting broader challenges in meeting the housing needs of eligible households.

## **NA-40 Homeless Needs Assessment – 91.205(c)**

### **Introduction:**

The U.S. Department of Housing and Urban Development (HUD) encourages communities to coordinate their responses to homelessness through regional organizations known as Continuums of Care (CoCs). CoCs are responsible for planning, funding, and implementing strategies to prevent and end homelessness. The Connecticut Balance of State (CT BOS) CoC serves all areas outside of the major cities, including Hartford, Litchfield, Middlesex, New Haven, New London, Tolland, and Windham counties. CT BOS also oversees a nearly statewide, year-round coordinated planning effort to end homelessness across Connecticut.

As a participating member of CT BOS, the Town of Manchester benefits from this coordinated system, which provides residents experiencing homelessness or housing instability with access to a network of services. Data on homelessness is collected annually through the Point-in-Time (PIT) count, a statewide effort conducted by CT BOS partners. The most recent PIT count was conducted in January 2024. However, PIT data are not disaggregated to the municipal level.

For this analysis, local data from the Manchester Area Conference of Churches (MACC) Outreach and Emergency Services office were used to estimate the sheltered homeless population in Manchester. Provider input also informs service utilization patterns. Due to limitations in local data for unsheltered populations and other metrics—such as the number of people entering or exiting homelessness annually—regional data from the CT BOS were proportionally allocated to Manchester.

## 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)	41	0	84	3	NA	NA
Persons in Households with Only Children	0	0	0	0	NA	NA
Persons in Households with Only Adults	131	36	202	44	NA	NA
Chronically Homeless Individuals	3	1	68	1	NA	NA
Chronically Homeless Families	0	0	NA	0	NA	NA
Veterans	8	1	NA	3	NA	NA
Unaccompanied Child	8	2	NA	0	NA	NA
Persons with HIV	NA	NA	NA	NA	NA	NA

**Table 26 - Homeless Needs Assessment**

**Data Source**

**Comments:**

PIT Counts by COC (2024), MACC Outreach and Emergency Services: Historical Homeless Data (2024)

**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, local data from the Manchester Area Conference of Churches (MACC) Outreach and Emergency Services office were used to estimate the sheltered homeless population in Manchester. Provider input also informed service utilization patterns. Due to limitations in local data for unsheltered populations and other metrics—such as the number of people entering or exiting homelessness annually—regional data from the CT Balance of State COC (CT BOS) was proportionally allocated to Manchester in this analysis.

Manchester's share of regional estimates was based on its representation in the 2024 sheltered PIT count. With 172 confirmed homeless individuals locally, Manchester accounted for approximately 7.7% of the CT BOS sheltered population. This proportional share was applied to CT BOS regional estimates for annual inflow, outflow, and other metrics where local data were unavailable. Narrative explanations and provider consultations are included to contextualize data gaps and better reflect local conditions.

#### Unaccompanied Youth

Local outreach clinicians report that the unaccompanied youth population appears relatively small but may be significantly under-reported, as these individuals often do not seek homeless services. Service providers note the ongoing difficulty in identifying and tracking this group, as many youths experiencing homelessness rely on informal arrangements such as staying with friends or couch surfing. Unsheltered youth are often reluctant to engage with service systems, making it challenging for providers to reach them during outreach. Youth who have exited DCF care may intentionally avoid services to prevent re-engagement with the system. In response, the Town is working to improve identification and connection efforts through collaborative initiatives. Notably, a partnership between Journey Home and the Youth Service Bureau (YSB) is focused on creating a town-wide strategy to reach homeless youth where they are and link them with needed supports and resources.

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

Although Manchester does not have a dedicated family shelter, regional partners and data sources offer insight into local needs. In the 2024 PIT count, there were 41 sheltered individuals in households with adults and children and none identified as unsheltered. These families are often served through motel placements, regional shelter partnerships, and rapid rehousing services coordinated by CT BOS.

Data from the CT 211 system indicates that 2,831 requests related to housing and shelter came from Manchester between May 2024 and May 2025. Approximately 45.4% of all housing-related requests were for emergency shelter, and nearly 20% were for rent assistance. Though not disaggregated by family status, service providers, including MACC and CHR, report consistent need among single mothers with children and female-headed households.

Veteran homelessness in Manchester appears limited but persistent. The 2024 PIT count identified 9 homeless veterans (8 sheltered, 1 unsheltered). Veterans generally access services through specialized programs offered by agencies such as South Park Inn and the Veterans Administration (VA), but barriers such as mental health, substance use, and limited income continue to impact housing stability.

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

Although local Point-in-Time (PIT) data are not disaggregated by race and ethnicity, regional trends and input from local service providers highlight notable disparities. According to data from the Connecticut Balance of State (CT BOS) Continuum of Care, Black and African American individuals are disproportionately represented among those experiencing homelessness statewide. Statewide PIT data indicate that 68% of individuals experiencing homelessness identified as racial and ethnic minorities, while 32% identified as White. They make up a significant share of the homeless population, despite comprising a much smaller percentage of the general population.

Local service providers in Manchester, including the Manchester Area Conference of Churches (MACC) and Community Health Resources (CHR), report similar patterns. Anecdotal evidence suggests that individuals identifying as Black or multiracial are

overrepresented in the sheltered homeless population. These disparities reflect broader systemic inequities related to income, access to housing, and intergenerational wealth.

### **Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.**

Based on 2024 data from MACC and local outreach providers, Manchester's sheltered homeless population included at least 172 individuals, with no emergency shelter capacity currently available within town limits. As a result, individuals are often placed in hotels or supported through regional resources coordinated by CT BOS. The number of unsheltered individuals in Manchester fluctuates, but recent outreach records show that 52 unique individuals received services during the first half of 2024, many of whom were living in encampments, vehicles, or other places not meant for habitation. These figures point to a consistently present and growing unsheltered cohort, with challenges such as mental health issues, disabilities, complex family situations, and resistance to traditional shelter settings complicating outreach and placement efforts.

The number of visibly unhoused individuals in Manchester continues to rise, with recent daily counts confirming more than 40 people experiencing homelessness or on the immediate verge of becoming unhoused—an increase from just five years ago. This growth is partly due to regional and statewide pressures, including a 14% increase in homelessness statewide since 2022 and a more than 60% rise in housing-related 2-1-1 calls. In the Greater Hartford region alone, nearly 1,000 people are currently experiencing homelessness, including 114 families and 71 children. Approximately 25% of the homeless population is over the age of 55, reflecting the aging demographic and additional housing barriers faced by seniors.

While Manchester's strong outreach infrastructure allows for more accurate data collection, the town's reputation as a resource-rich community also draws individuals in need from surrounding areas. Manchester is one of only a few municipalities in Greater Hartford—along with Vernon, Enfield, East Hartford, and Hartford—that provides a broad array of housing and homelessness services. Local providers routinely receive referrals from neighboring communities that lack comparable resources. As housing pressures increase and winter months approach, Manchester is likely to see visibly higher numbers of unsheltered individuals in public spaces.



**Discussion:**

The Town of Manchester remains an active partner in the CT BOS Continuum of Care, with a strong local focus on prevention, diversion, and housing stabilization. Shelter diversion strategies have become central to Manchester’s approach, helping households avoid entering the shelter system by identifying alternative housing options and providing timely support. Local providers—such as MACC, CHR, and others—have adopted this model as a core service, supported by investments in rent assistance, landlord mediation, case management, and outreach.

Although Manchester does not operate a dedicated emergency shelter, it regularly assists residents in accessing regional shelter services or securing motel placements when no other options exist. Local stakeholders report that Manchester often absorbs a disproportionate share of regional need, as individuals from surrounding towns are increasingly referred to local providers. This trend highlights the need for more coordinated regional infrastructure and a more equitable distribution of resources and responsibilities across municipalities.

Consultations also revealed concern about the long-term sustainability of the current shelter system. The expiration of federal ARPA funds and a lack of stable winter response funding have placed additional pressure on providers, limiting their ability to meet rising demand. Homelessness is increasingly visible and complex—particularly among older adults, those with untreated mental illness or addiction, and individuals cycling between institutions and the streets.

Moving forward, Manchester will continue to collaborate with state, regional, and local partners to advocate for more supportive and affordable housing, increased funding for prevention, and a more resilient crisis response system. Continued engagement with CT BOS, 2-1-1, and other partners will be essential to addressing homelessness comprehensively and equitably.

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

### Introduction:

Manchester continues to prioritize the housing and supportive service needs of non-homeless special needs populations, including the elderly, persons with disabilities, individuals with mental illness or substance use disorders, domestic violence survivors, and veterans. From April 25, 2024, to April 24, 2025, 2-1-1 Connecticut received 7,588 requests for assistance from Manchester residents. The top request categories were housing and shelter (37.5%), mental health and addiction services (17.5%), food (10.5%), and employment and income support (8.8%). Within the housing-related category, emergency shelter (44.7%), rent assistance (19.3%), low-cost housing (15.4%), and landlord/tenant issues (5.1%) were the most frequently cited subcategories.

### Describe the characteristics of special needs populations in your community:

Manchester's priority special needs populations include the elderly, people with disabilities, individuals with mental health or substance use disorders, and Veterans. These groups face multiple challenges related to housing affordability, accessibility, and access to support services.

- **Elderly:** According to 2016–2020 CHAS data, 3,090 elderly renter households in Manchester are cost burdened, including 1,580 that are severely cost burdened. Many seniors rely on fixed income sources such as Social Security or SSDI and struggle to find affordable housing in a rising rental market. Local providers report that affordability is a major barrier, exacerbated by landlord-imposed minimum income requirements that exceed typical benefit levels. Transportation is another ongoing challenge, as senior residents often have difficulty accessing destinations despite the presence of bus routes or Dial-A-Ride, which is in high demand and frequently booked.
- **Persons with Disabilities:** According to 2016–2020 CHAS data, about 5,460 non-institutionalized residents in Manchester have a disability, including approximately 1,860 persons aged 65 or older. The most common types include ambulatory

difficulties, particularly among seniors. Many individuals with disabilities face both physical barriers and affordability issues in the housing market, with limited accessible housing options and transportation constraints.

- **Mental Health and Substance Use:** Mental health and substance use disorders are often co-occurring and contribute to housing instability. According to 2025 2-1-1 data, 17.5% of all local requests for help were related to mental health and addictions, indicating high demand for behavioral health services. Community Health Resources (CHR) continues to play a critical role in assisting this population. Stakeholders note that time-limited supportive housing vouchers (often capped at 90 days of services) are insufficient to achieve long-term stability. There is a need for ongoing case management and supportive services to help individuals remain housed.
- **Veterans:** Veterans make up a small but important population in Manchester. Though many Veterans are stably housed, those experiencing or at risk of homelessness often face multiple barriers including mental health conditions, physical disabilities, or very low incomes. Manchester benefits from a network of Veteran-serving organizations. Veterans, Inc. has increased its local activity since joining the CoC assists clients in securing permanent housing with vouchers and supportive services.

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

Housing and supportive service needs were identified using a combination of data analysis and stakeholder consultation. Key sources included 2016–2020 CHAS data, 2-1-1 Connecticut call volume and request categories (April 2024–April 2025), and direct input from local service providers including Senior, Adult & Family Services (SAFS), Community Health Resources (CHR), the Manchester Housing Authority (MHA), and veterans’ organizations. Needs assessments focused on housing affordability, accessibility, transportation, and gaps in supportive services. Key themes include:

- **Eviction prevention and rental assistance** are critical gaps. SAFS reports that many residents fall 1–2 months behind on rent but do not qualify for security deposit or relocation programs. Few flexible resources exist to stabilize households at risk of eviction.

- **Seniors and people with disabilities** need affordable, accessible housing and reliable transportation options. Rising rents and fixed incomes have created an affordability gap, and many seniors cannot meet landlords' income thresholds. Dial-A-Ride is oversubscribed, and although bus lines are available, some residents find the system difficult to navigate.
- **Persons with mental health or substance use disorders** require longer-term supportive housing options. Short-term services are not enough to ensure stability, and the availability of affordable units is limited. Vouchers tied to support services are effective but not available at the needed scale.
- **Veterans** benefit from targeted support services and transitional housing but continue to face housing affordability challenges, particularly when living on SSI or disability income. Continued coordination between service providers and access to housing vouchers remain vital.

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

As of 2022, the Connecticut Department of Public Health reported 222 new HIV diagnoses statewide, with a total of 10,738 individuals living with HIV. In Manchester, between 2016 and 2020, there were 27 new HIV diagnoses, and as of 2020, 162 individuals were living with HIV in town. The cumulative number of HIV cases reported in Manchester since 1981 is 230. Though relatively small in number, individuals living with HIV/AIDS often experience co-occurring health challenges and may require access to stable housing and ongoing supportive services to manage their health effectively.

**If the PJ will establish a preference for a HOME TBRA activity for persons with a specific category of disabilities (e.g., persons with HIV/AIDS or chronic mental illness), describe their unmet need for housing and services needed to narrow the gap in benefits and services received by such persons. (See 24 CFR 92.209(c)(2) (ii))**

The Town of Manchester does not receive HOME funding and is not proposing a HOME-funded TBRA activity.

**Discussion:**

Manchester's special needs populations continue to face systemic challenges related to housing affordability, access to services, and transportation. Recent public engagement efforts and local data reinforce the importance of investing in deeply affordable units, supportive housing programs, and flexible eviction prevention funding. Service coordination across sectors remains key to supporting the stability and well-being of these vulnerable residents. Coordination with regional and state-level partners, such as the Connecticut Department of Housing and Department of Public Health, remains critical to ensuring aligned strategies and expanding service capacity for residents with special needs.

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

### **Describe the jurisdiction's need for Public Facilities:**

Manchester's public facility needs for 2025–2029 again include replacing aging building components and systems, removing architectural barriers, modernizing for safety and accessibility, and expanding capacity to meet evolving community needs. These needs are present in both Town-owned facilities and nonprofit-operated spaces. Each year, the Town Manager coordinates a cross-departmental evaluation of facilities, taking into account condition, usage, and programming needs—particularly for services supporting low- and moderate-income residents.

The 2025 community survey and stakeholder consultations reinforced several key priorities. The senior center was consistently cited as a top concern, with many noting that the facility is outdated and undersized. Fire stations and emergency equipment were also identified as aging and in need of upgrades in order to support modern operations. Additional priorities included parks and recreation spaces, youth centers, and nonprofit facilities—particularly in terms of accessibility, overcrowding, and deferred maintenance. Nonprofits highlighted that limited space restricts their ability to expand services, especially amid rising housing instability. These findings align with the Town's 2021 Parks and Facilities Master Plan, which continues to be actively implemented through phased improvements and targeted capital projects. Recent and upcoming investments—such as new park lighting to enhance safety and accessibility—reflect the plan's guidance and the Town's commitment to equitable facility upgrades. The Town will continue to leverage CDBG, local capital funds, and outside grants to address these needs with a focus on high-demand, community-serving spaces.

### **How were these needs determined?**

Public facility needs are regularly evaluated through a collaborative process overseen by the Town Manager, with input from relevant departments and consultations with nonprofits that operate public facilities. The evaluation considers the condition of buildings, service demand, and programmatic goals, particularly those affecting low- and moderate-income neighborhoods. Within this Consolidated Plan process, a community survey and public input opportunities further highlighted public facility needs and priorities.

### **Describe the jurisdiction's need for Public Improvements:**

Manchester continues to prioritize public improvements that support accessibility, pedestrian safety, and neighborhood connectivity. Input gathered through the 2025 Consolidated Plan survey and stakeholder consultations identified sidewalks, curb ramps, and pedestrian safety infrastructure as top concerns, especially near schools, transit stops, and senior housing. While road conditions were mentioned in the public survey, many comments reflected broader mobility concerns, including sidewalk connectivity, access to transit, and infrastructure that supports safe travel for pedestrians.

Improving access to public spaces for individuals with disabilities, seniors, and residents without cars was a consistent theme across community discussions. Transportation-related barriers—such as gaps in transit coverage and missing pedestrian infrastructure near bus stops—were raised throughout the engagement process. These concerns help inform how the Town plans and prioritizes public improvements in eligible areas.

#### **How were these needs determined?**

Public improvement needs are guided by a rolling inventory and condition assessment of streets, sidewalks, bridges, and stormwater systems maintained by the Town. This data is used alongside feedback from community surveys and stakeholder consultations to direct CDBG resources to areas of greatest need, particularly those serving low- and moderate-income residents.

#### **Describe the jurisdiction's need for Public Services:**

Public services remain a critical need in Manchester, especially those that support vulnerable households. The 2025 Consolidated Plan survey and stakeholder consultations identified youth programming, mental health and substance use treatment, domestic violence support, food assistance, and housing stabilization—including eviction prevention—as key areas of focus. Residents and providers emphasized the value of wraparound models that combine case management, financial assistance, and access to healthcare and housing navigation.

CT 2-1-1 data from 2024–2025 supports these priorities, with housing and shelter requests comprising the largest category of assistance requests, followed by mental health, food, and income-related needs. Vulnerable groups, including seniors with mobility limitations, families with school-aged children, and individuals at risk of homelessness—face challenges accessing coordinated services, which can increase the risk of crisis. Over the 2025–2029 period, Manchester will use CDBG funding to expand service capacity and strengthen programs that promote long-term stability and access to basic needs.

**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 NEXT, the Town's current Plan of Conservation and Development, the Town highlights the need for expanding housing opportunities through zoning reforms that support higher-density, mixed-use development with reduced lot size and parking requirements. The plan prioritizes creating diverse, affordable, and accessible housing—particularly for seniors, individuals with disabilities, and low- to moderate-income households.

According to the State of Connecticut's Affordable Housing data, the number of affordable units in Manchester has been relatively stable. Approximately 14.45% 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 since its use was widespread prior to 1978. 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 24,952 year-round housing units, based on the most recent American Community Survey data. Of this total, 54.7% are owner-occupied, representing 13,648 units, while 45.3% are renter-occupied, accounting for 11,304 units.

Single-family detached homes are the most common housing type in Manchester, comprising 49% of the overall housing stock, or 11,706 units. The second most prevalent housing type is structures with two to four units, which represent 16% of the total, followed closely by buildings with five to nineteen units, comprising 15%. Larger multifamily buildings with twenty or more units account for 10% of the stock, and mobile homes, boats, RVs, vans, or similar types account for less than 1%.

There are notable differences between the owner and renter-occupied housing stock. The majority of owner-occupied housing is found in single-family structures, with over 80% of these households residing in either detached or attached one-unit homes. In contrast, renters are far more likely to live in higher-density housing. Only about 17% of renter households occupy detached or attached single-family homes, while more than half live in buildings with two or more units, including a combined 6,123 rental units in buildings with five or more units. 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.

This distribution reflects a clear pattern in housing type by tenure: owner-occupied housing in Manchester is dominated by low-density, larger-unit properties, while renter-occupied housing tends to be located in medium- to high-density structures, many of which include smaller apartments. This variety in the housing stock supports a diverse range of household types, income levels, and living arrangements across the community.

### All residential properties by number of units

Property Type	Number	%
1-unit detached structure	11,880	47%
1-unit, attached structure	2,070	8%
2-4 units	4,050	16%
5-19 units	4,255	17%
20 or more units	3,045	12%
Mobile Home, boat, RV, van, etc.	10	0%
<b>Total</b>	<b>25,310</b>	<b>100%</b>

**Table 27 – Residential Properties by Unit Number**

Data Source: 2016-2020 ACS

Figure 4: 58% 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%	265	2%
1 bedroom	320	3%	3,325	30%
2 bedrooms	2,755	22%	5,250	47%
3 or more bedrooms	9,655	76%	2,360	21%
<b>Total</b>	<b>12,730</b>	<b>101%</b>	<b>11,200</b>	<b>100%</b>

**Table 28 – Unit Size by Tenure**

Data Source: 2016-2020 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 3,821 units (14.45%) in Manchester are considered assisted in some fashion, whether through direct government 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	26,445	1,916	974	899	32	3,821	14.45%

**Assisted Properties**

**Data Source:** CT DOH 2024 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.**

In recent years, concerns have emerged around the potential loss of affordability at privately owned developments with expiring restrictions or subsidy contracts. A notable recent example is Oakland Heights, a 106-unit property in Manchester that had been at risk of converting to market-rate housing. Fortunately, in 2023, the property was purchased by Camber Property Group, an affordable housing developer that committed to preserving its affordability for at least another 20 years through a renewed Section 8 contract and planned property improvements.

The Town continues to monitor properties with expiring affordability restrictions and supports efforts to preserve long-term affordability, especially for developments serving households with the lowest incomes.

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

Manchester is one of the few communities in Connecticut to meet the State's goal of maintaining at least 10% of its housing stock as affordable. Building on this foundation, the Town continues to prioritize efforts to diversify housing options to meet the evolving needs of residents. The Manchester Next Plan reinforces this direction by promoting mixed-income development, particularly in areas near transit and commercial nodes. As part of this strategy, the Town supports mixed-use, transit-accessible development that integrates residential and non-residential uses to reduce reliance on single-occupancy vehicles and strengthen neighborhood connectivity.

### **Describe the need for specific types of housing:**

Housing data shows a clear need for additional rental units with three or more bedrooms. While two-bedroom rental units make up nearly half of the rental stock (46%), only about 19% of rental units have three or more bedrooms, despite the demand from larger households, including single-parent families with multiple children. This gap is often cited by local service providers as a barrier to stable housing for families.

There is also an identified need for more accessible housing, particularly among seniors and individuals with disabilities. Stakeholders noted a shortage of first-floor units, roll-in showers, and other features that support aging in place or independent living with mobility impairments.

For homeownership, there is an opportunity to diversify the stock by creating more small-scale, lower-maintenance housing types that are both affordable and appealing to young professionals, first-time buyers, and older adults. Smaller homes or cottage-style units near walkable areas like Downtown or the Broad Street corridor could meet this need while supporting the Town's goals for vibrant, mixed-use neighborhoods.

### **Discussion**

The need for a more varied and accessible housing stock aligns with long-standing community goals. *Manchester Next*, the Town's

current Plan of Conservation and Development, continues the objective of expanding housing opportunities and diversifying design choices to better accommodate a range of household types and life stages.

Building on earlier plans, *Manchester Next* calls for the continued preservation of the Town's older housing stock, support for reinvestment in historic neighborhoods, and promotion of owner-occupancy through tools such as rehabilitation grants and incentives. The Plan also encourages the development of mixed-income, mixed-use neighborhoods through zoning flexibility, which can help meet growing demand for both rental and ownership housing, including accessible and family-sized units. To advance these goals, the Town will undertake a comprehensive zoning review in 2025 and will seek to incorporate these recommendations into its updated land use regulations.

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

### Introduction

While Manchester’s housing costs remain somewhat lower than in many nearby communities, the Needs Assessment section of this Plan outlines the significant number of renter and homeowner households who experience housing cost burdens—defined as paying more than 30% of income on housing.

Rental housing costs have continued to rise in recent years, creating affordability challenges for residents, particularly renters who tend to have lower incomes than homeowners. The median contract rent increased by 25.4%, from \$929 in 2020 to \$1,165 in 2023, according to American Community Survey data.

Similarly, the median home value in Manchester increased by 32%, rising from \$229,800 in 2020 to \$303,400 in 2023.

### Cost of Housing

	Base Year: 2020	Most Recent Year: 2023	% Change
Median Home Value	180,000	229,600	28%
Median Contract Rent	1,090	1,285	18%

**Table 29 – Cost of Housing**

**Data Source:** 2016-2020 ACS (Base Year), 2019 – 2023 ACS (Most Recent Year)

The most recent housing cost data is from the 2019–2023 ACS to provide an updated reflection of current market conditions, given the drastic change in housing prices in recent years.

Rent Paid	Number	%
Less than \$500	883	8%
\$500-999	1,720	15.5%
\$1,000-1,499	4,892	44%
\$1,500-1,999	2,869	26%
\$2,000 or more	719	6.5%
<b>Total</b>	<b>11,083</b>	<b>100.0%</b>

**Table 30 - Rent Paid**

Data Source: 2016-2020 ACS

## Housing Affordability

Number of Units affordable to Households earning	Renter	Owner
30% HAMFI	595	45
50% HAMFI	880	320
80% HAMFI	2,105	1,790
100% HAMFI	3,550	3,230
<b>Total</b>	<b>11,205</b>	<b>12,733</b>

**Table 31 – Housing Affordability**

Data Source: 2016-2020 CHAS

## Monthly Rent

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	\$1,255	\$1,445	\$1,830	\$2,205	\$2,615
High HOME Rent	\$1,121	\$1,319	\$1,654	\$2,000	\$2,239
Low HOME Rent	\$1,066	\$1,142	\$1,371	\$1,583	\$1,766

**Table 32 – Monthly Rent**

Data Source: HUD FMR 2025 and HOME Rents 2024



### **Is there sufficient housing for households at all income levels?**

Housing affordability remains a significant challenge in Manchester, especially for extremely low-income renters and low-income homeowners. According to 2016–2020 CHAS data, there are notably fewer units affordable to households earning at or below 50% of HAMFI. Public input gathered in 2025 through resident surveys and stakeholder consultations echoed these findings. Many residents reported difficulty finding rental units affordable to those with fixed income sources including Social Security or disability benefits. Stakeholders highlighted affordability as a persistent barrier, noting that rent increases have outpaced incomes and that landlords are increasingly setting income requirements that exclude lower-income renters.

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

Affordability challenges are expected to persist or worsen. The town's desirability, ongoing population growth, and low vacancy rates contribute to continued upward pressure on both rental and ownership housing prices. These local trends are further compounded by broader national factors contributing to the ongoing affordable housing crisis, including rising construction costs, limited housing supply, and stagnant wage growth relative to housing prices. As these national pressures intersect with local market dynamics, many Manchester residents—particularly those with low or fixed incomes—will likely face increasing difficulty securing affordable housing.

### **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 (FMRs) and HOME rents are calculated regionally and set limits for housing assistance and affordable housing programs. In 2025, FMRs for Manchester ZIP codes averaged \$1,255 for an efficiency unit and \$2,615 for a 4-bedroom unit. HOME rents are slightly lower than FMRs and provide modest rent relief but still exceed what is affordable for many very low-income households, especially those below 50% AMI.

As local market rents have continued to rise beyond both FMR and HOME rent levels, voucher holders and income-restricted renters face increasingly limited options. Some landlords may be unwilling to accept vouchers due to rent caps, and new affordable housing production must balance financial feasibility with deep affordability requirement

Manchester does not directly receive HOME funds.

### **Discussion**

Affordability pressures in Manchester are intensifying. Rising rents and home values—combined with limited new affordable housing production—contribute to housing cost burdens for residents at a range of income levels. Input from the 2025 public engagement process consistently underscored the need for more rental housing at price points affordable to those earning below 50% of area median income, especially seniors and individuals with disabilities. Survey respondents and stakeholders alike expressed concern that long-time residents, particularly those on fixed incomes, are at risk of displacement. As the affordability gap widens, Manchester would benefit from targeted housing production and preservation efforts that serve a range of income levels, especially extremely low- and very low-income households.

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

### **Introduction**

Manchester's housing stock is predominantly older, with nearly 70% of units constructed prior to 1980. This raises concerns related to housing quality and environmental hazards, including the presence of lead-based paint. The Town has historically supported efforts to address these issues, including education and housing rehabilitation programs.

Much of Manchester's housing stock was built before 1980, making them more likely to contain lead-based paint and require maintenance or rehabilitation to meet current housing standards. Owner-occupied housing units are somewhat more likely to be older: approximately 76% of owner units were built prior to 1980, compared to 62% of renter-occupied units. This has implications for both home maintenance and the potential for lead paint exposure, particularly in households with children.

Housing types vary by tenure. Most owner-occupied units are single-family detached homes (82%), while renter-occupied housing is more evenly split across building types. A majority of renter units are in structures with two to nineteen units (over 50%), indicating a concentration of multifamily housing in the rental market. These structures may be more likely to require code enforcement or systems upgrades due to age and higher occupancy turnover.

### **Describe the jurisdiction's definition of "standard condition" and "substandard condition but suitable for rehabilitation":**

The Town of Manchester does not maintain formal definitions for “substandard condition” or “substandard condition but suitable for rehabilitation.” However, the Property Maintenance Code defines “unsafe structures and equipment” as any condition that is dangerous to the life, health, property, or safety of the public or occupants. This includes structures lacking adequate fire protection or those that are decayed, dilapidated, or otherwise structurally unsound to the point where collapse is likely. In practice, the vast majority of such properties are considered structurally suitable for rehabilitation.

## Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	2,760	22%	4,785	43%
With two selected Conditions	65	1%	95	1%
With three selected Conditions	20	0%	0	0%
With four selected Conditions	0	0%	0	0%
No selected Conditions	9,885	78%	6,330	56%
<b>Total</b>	<b>12,730</b>	<b>101%</b>	<b>11,210</b>	<b>100%</b>

Table 33 - Condition of Units

Data Source: 2016-2020 ACS

## Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	626	4.9%	1,468	13.1%
1980-1999	2,193	17.2%	2,943	26.3%
1950-1979	5,221	41%	3,381	30.2%
Before 1950	4,693	36.9%	3,413	30.5%
<b>Total</b>	<b>12,733</b>	<b>100%</b>	<b>11,205</b>	<b>100%</b>

Table 34 – Year Unit Built

Data Source: 2016-2020 CHAS

## Median Age (in Years) of Housing Stock

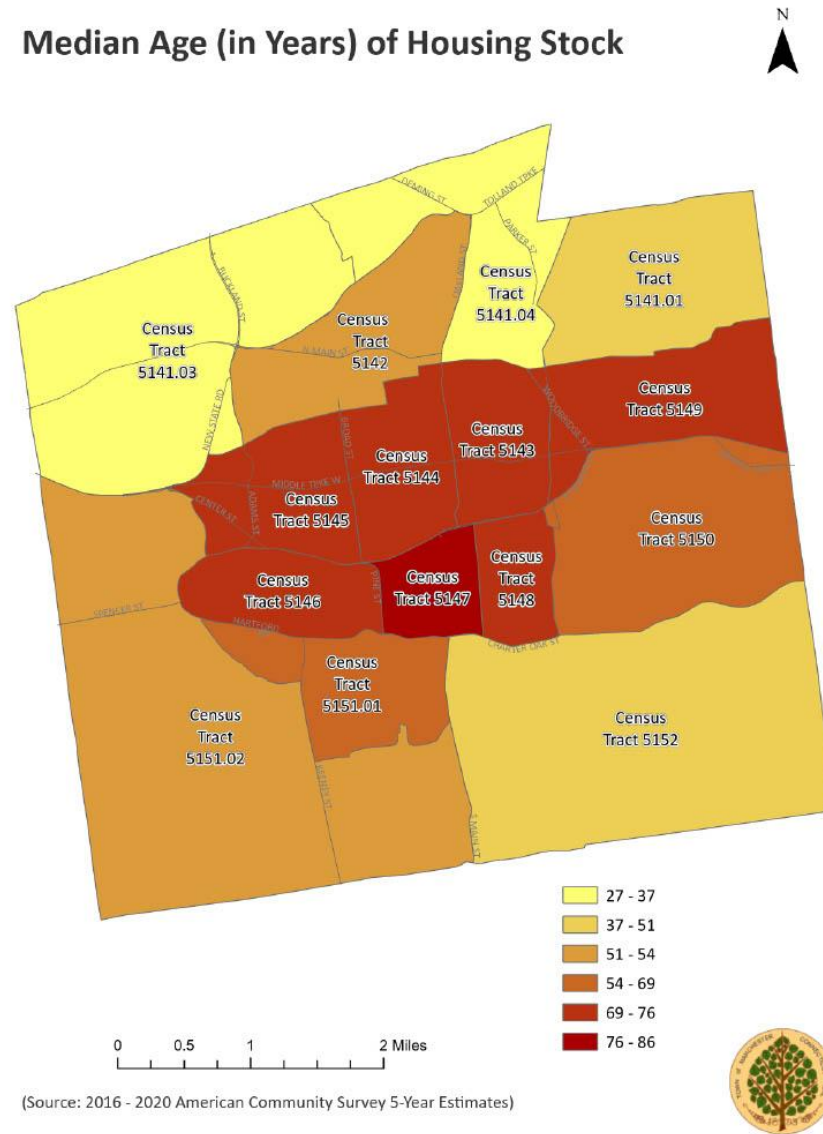


Figure 5: Manchester's oldest housing stock is concentrated in the core of town.

### Median Age of Housing Stock by Block Group

Tract	Block Group	Median Age	Tract	Block Group	Median Age
5141.01	1	62 (1962)	5146	2	81 (1939)
5141.01	2	53 (1972)	5146	3	75 (1945)
5141.03	1	37 (1988)	5146	4	71 (1949)
5141.03	2	27 (1998)	5146	5	36 (1984)
5141.04	1	27 (1998)	5147	1	81 (1939)
5141.04	2	39 (1986)	5147	2	81 (1939)
5142	1	30 (1995)	5147	3	81 (1939)
5142	2	48 (1975)	5147	4	81 (1939)
5142	3	43 (1982)	5148	1	79 (1941)
5143	1	68 (1955)	5148	2	69 (1951)
5143	2	68 (1957)	5149	1	65 (1955)
5143	3	76 (1949)	5149	2	73 (1947)
5143	4	68 (1955)	5149	3	65 (1955)
5143	5	78 (1946)	5150	1	63 (1957)
5144	1	78 (1947)	5150	2	74 (1951)
5144	2	69 (1956)	5150	3	68 (1957)
5144	3	81 (1942)	5151.01	1	60 (1960)
5144	4	86 (1939)	5151.01	2	63 (1957)
5144	5	59 (1966)	5151.02	1	46 (1979)
5145	1	76 (1949)	5151.02	2	55 (1970)
5145	2	68 (1957)	5151.02	3	55 (1970)
5145	3	78 (1947)	5151.02	4	48 (1977)
5146	1	69 (1956)	5151.02	5	58 (1967)
5146	2	86 (1939)	5152	1	50 (1973)
5146	3	80 (1943)	5152	2	47 (1976)
5146	4	71 (1954)	5152	3	67 (1953)
5146	5	71 (1954)			

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	9,914	59.3%	6,794	40.7%
Housing Units built before 1980 with children present	2,300	23.2%	985	14.5%

**Table 35 – Risk of Lead-Based Paint**

**Data Source:** 2016-2020 ACS (Total Units) 2016-2020 CHAS (Units with Children present)

### Vacant Units

	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total
Vacant Units	1,376	0	1,376
Abandoned Vacant Units	20	5	25
REO Properties	5	0	5
Abandoned REO Properties	5	0	5

**Data Source:** Vacant Units: 2016-2020 ACS Data, Remainder: Town of Manchester

**Table 37 - Vacant Units**

### Need for Owner and Rental Rehabilitation

The need for housing rehabilitation in Manchester remains significant due to the age and condition of a portion of the Town's housing stock. According to the Building Department, very few units are considered not suitable for rehabilitation at any given time, leaving the vast majority structurally viable for repair or upgrades. While there are approximately 1,376 vacant units in town, most are not abandoned or foreclosed, and almost none are considered beyond repair. This suggests that rehabilitation remains a feasible strategy for preserving Manchester's housing stock. More importantly, many occupied homes, especially those in older neighborhoods, face issues that affect habitability and utility costs. These include outdated electrical and plumbing systems,

deteriorating porches and stairs, and older windows and doors that may contain lead-based paint. The Town's Housing Rehabilitation Program helps address these concerns for income-eligible households.

As shown in Table 32, approximately 22% of owner-occupied and 43% of renter-occupied units exhibit at least one of HUD's selected housing problems, such as lacking complete kitchen or plumbing facilities, overcrowding, or severe cost-burdened). This indicates that rental housing is more likely to have one or more of these conditions, pointing to a greater relative need for rehabilitation among renter-occupied units.

In addition, Table 34 shows that approximately 16,700 housing units in Manchester were built before 1980, and among these, 3,285 units are occupied by households with children under age 6, a population especially vulnerable to lead exposure. Although the Town no longer receives federal funds specifically for lead hazard control, lead-based paint continues to present a risk, particularly in lower-income neighborhoods with aging housing stock. The Town remains committed to ensuring homes are safe and healthy, particularly for young children and vulnerable residents.

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

As outlined in Table 35, there are 16,698 housing units in Manchester that were built prior to 1980. Since lead was commonly used in household paints before it was banned in 1978, the risk of lead exposure remains significant in the majority of these older homes. Among these, 3,285 units are occupied by households with a child under 6, who are at the greatest risk of lead-based paint hazards.

Although the Town no longer receives federal funds targeted for lead hazard remediation, lead paint continues to be a health and safety risk, especially for low- and moderate-income families, who are more likely to occupy the older housing stock concentrated in the core neighborhoods. The Town will continue to address the risks associated with lead-based paint with the goal of ensuring that all housing units, especially those with children, are lead-safe.

#### **Discussion**



The map showing the median year housing structures were built indicates a significant portion of Manchester's housing stock was built prior to 1980, with particularly high concentrations of pre-1939 structures in the core neighborhoods. Updated median ages by block group range from 27 years (built in 1998) to 86 years (built in 1939), underscoring the age diversity of the housing stock.

Table 34 shows that 23.2% of owner-occupied housing and 14.5% of renter-occupied housing units have children present in units built before 1980. The Housing Rehab Program prioritizes addressing pre-1978 units with residents under 6 years old, due to the heightened negative impacts of lead exposure on young children. However, all pre-1978 units can potentially be eligible for the program since lead exposure is unsafe at any age and the occupants of a property may change over time.

The Town remains committed to partnering with homeowners, landlords and other organizations to increase the number of lead-safe units in Manchester.

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

### Introduction

### 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			291	535	51	484	0	0	0
# of accessible units			15	6	6				
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

**Table 36 – Total Number of Units by Program Type**

**Data Source:** PIC (PIH Information Center), Manchester Housing Authority

### Describe the supply of public housing developments:

The MHA's public housing stock consists of 328 units, of which 312 (95%) are occupied by elderly and/or disabled persons. Of these, 291 units are federally subsidized under the Public Housing program, and 37 units are state-subsidized, funded through the Connecticut Department of Housing.

### 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	84

Table 37 - Public Housing Condition

The public housing stock is aging, with most properties built in the 1960s and 1970s. Despite their age, the MHA has maintained its housing stock through ongoing capital improvements such as ADA-compliant renovations, elevator modernization, and roof replacements.

The MHA's public housing developments are aging but remain in serviceable condition. Recent REAC inspections show that both developments meet HUD standards, though deferred maintenance and aging infrastructure have begun to impact scores. The agency has continued to reinvest in its housing stock to preserve quality and safety. Increased costs for repairs and capital improvements have strained the MHA's budget, requiring strategic prioritization of needs such as window replacement, roof upgrades. These activities are outlined in the MHA's HUD-approved Public Housing Agency Plan, which guides ongoing reinvestment and strategic priorities for capital improvements.

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

The MHA has invested substantial resources through its Capital Improvement Program to preserve and modernize its aging housing developments. Roof replacements have been completed at multiple sites. Window, siding, and unit door replacement have been completed on 176 of 291 units as upgrading building envelopes remains a top priority. Rising repair costs have required greater capital investment to maintain property conditions. The need for accessibility improvements is ongoing due to the age and original design of the units, which can hinder full ADA compliance. Nevertheless, the MHA has made steady progress in improving accessibility, including the conversion of bathtubs to accessible showers through CDBG funding and individual accommodations requested by residents.

**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 environments 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 accommodation. 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 plays a critical role in providing stable, affordable housing to low-income elderly and disabled residents. The agency's emphasis on safe housing, accessibility, and supportive services contributes to healthy aging in place and overall community well-being. Continued investment in capital improvements is essential, especially as repair costs rise and infrastructure ages. The MHA remains committed to maintaining its housing stock and enhancing the living environment for all residents through both physical upgrades and supportive programming.

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

### **Introduction**

Greater Hartford, including the Town of Manchester, offers a comprehensive continuum of facilities and services to support persons experiencing homelessness and housing instability. Programs are delivered through a collaborative network of community-based organizations, local government agencies, and regional partners, providing emergency shelter, transitional housing, permanent supportive housing, and a broad range of supportive services. Consistent with HUD's best practices, the Connecticut Balance of State Continuum of Care (CT BOS) and the Town of Manchester prioritize homeless prevention, shelter diversion, and rapid rehousing to minimize homelessness and promote housing stability.

### **Shelter Services:**

Since 2020, the Town of Manchester has operated a winter warming program to support unsheltered individuals during the colder months. Initially, this program involved a congregate warming center at the Community Y, but beginning in the winter of 2021-2022, the Town shifted to a non-congregate hotel model in partnership with the Manchester Area Conference of Churches (MACC). This model, funded through local, state, and ARPA dollars, has continued successfully through subsequent winters. The program is supported by MACC; Senior, Adult, and Family Services (SAFS); and other local partners. SAFS also provides year-round motel vouchers through coordination with local first responders to assist residents facing emergency housing needs.

### **Transitional Housing:**

The Diyeso-Lewis House, operated by the TLC Foundation, provides nurturing group home environments for up to seven homeless adolescents unable to remain at home due to family disruptions or unsafe living conditions. The Partnership to End Human Trafficking operates a safe house for Manchester residents fleeing human trafficking, sexual assault or similar circumstances. They anticipate having the capacity to assist 12-15 individuals per year. Additionally, Second Change Re-entry Initiative Program (SCRIP) operates a transitional living program for formerly incarcerated individuals re-integrating within the community. They can assist up to 4 males at a time with temporary housing, wraparound services and assistance finding employment and permanent housing.

### **Permanent Supportive Housing:**

Permanent supportive housing is primarily provided by Community Health Resources (CHR), which operates two apartment buildings dedicated to various vulnerable populations. CHR Apartments I offers 20 units exclusively for adults, while CHR Apartments II provides a mixed inventory including units for unaccompanied youth, chronically homeless individuals, adults with children, and veterans. Additionally, Promise House offers 13 supportive housing units specifically designed with on-site support services for formerly homeless youth aging out of the Department of Children and Families (DCF) system, further strengthening the continuum of care.

#### 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	30	27	0
Chronically Homeless Households	0	0	0	2	0
Veterans	0	0	0	3	0
Unaccompanied Youth	0	0	7	17	0

**Table 38 - 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 needed services and reintegrated them into 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 continues to operate their busy food pantry and soup kitchen, and also offers a "Shower Up" program, which allows homeless individuals to shower at their facility. These programs not only provide essential services but also help build relationships that increase the likelihood of individuals accessing other needed support. Interval House's East office offers court assistance and helps clients identify and connect with necessary housing and social service resources and providers. SAFS assists individuals and families navigating systems such as Social Security, 211, and DSS, offering both direct help and referrals to other area service providers. The 211 service acts as a clearinghouse of housing and social service information for Connecticut residents and serves as the required referral system for shelter beds throughout 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**

Manchester continues to support a broad provider network serving non-homeless special needs populations. Individuals with intellectual and developmental disabilities are primarily served by MARC, Inc., the local Arc chapter. MARC has significantly expanded its supportive housing portfolio since the last plan and now operates approximately 30 supported living residences across the community, including group homes and supervised apartments. In addition to housing, MARC provides employment services, senior and respite programming, recreational opportunities, and assistive technology. Daily, MARC serves nearly 300 individuals with disabilities, reflecting continued growth in service capacity and need.

Supportive housing and behavioral health services for persons with serious mental illness or substance use disorders are offered by Community Health Resources (CHR), which operates multiple facilities in Manchester, including outpatient clinics, case management, and integrated behavioral health services. CHR maintains permanent supportive housing options, including a 20-unit apartment complex at 487 Center St. with onsite services, an additional program at 469 Center St., and a scattered-site housing program. Many of CHR's clients are dually diagnosed, and the agency provides long-term housing assistance using a combination of Medicaid and other subsidy programs. CHR's programs complement the statewide CHESS initiative (Connecticut Housing Engagement and Support Services) which, as of mid-2023, served approximately 220 chronically homeless individuals through housing supports tied to Medicaid eligibility.

For seniors, the Town's Department of Senior, Adult & Family Services (SAFS) continues to be the primary resource for frail elderly residents, persons with physical disabilities, and other vulnerable groups. SAFS provides benefits assistance, transportation, home-delivered meals,



elder abuse interventions, and support with medical care navigation. The department also administers emergency financial assistance and collaborates with other agencies for rent assistance and housing retention support. SAFS remains the local lead for helping older adults age in place and linking low-income and disabled households to safety-net programs. Domestic violence survivors are supported through Interval House East, a satellite office of the regional Interval House organization. This office, supported by CDBG funds, provides trauma-informed counseling, court and legal advocacy, safety planning, and housing referrals. It continues to maintain a partnership with law enforcement to provide direct support to victims. Interval House East serves several hundred clients annually, with recent Action Plans estimating approximately 775 survivors assisted through the program, an increase over prior years.

MACC Charities (Manchester Area Conference of Churches) plays a central role in meeting emergency needs of unsheltered individuals and those facing housing instability. MACC operates a community kitchen, food pantry, and a Community Outreach & Emergency Services program. This program offers showers, laundry, hygiene kits, and case management services, and collaborates closely with SAFS for referrals. In FY2022–23, MACC reported serving 2,063 individuals through its outreach efforts, including 168 unsheltered residents. Demand for these services has increased in recent years, but program operations have remained consistent with past service models.

People living with HIV/AIDS are served by the Health Collective. The agency offers counseling, prevention services, support groups, case management, and a client food pantry. While no dedicated HIV housing exists in Manchester, the Health Collective continues to serve a small but consistent number of local residents with HIV-related service needs through its East Center Street office.

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

Manchester's non-homeless special needs populations require a mix of supportive housing, health and behavioral health services, care coordination, and accessible community-based supports. Many residents with disabilities—whether developmental, physical, or psychiatric—require long-term housing paired with case management or personal assistance. CHR and MARC programs illustrate the demand for integrated housing-and-services models. Residents with chronic medical needs or frail elderly individuals benefit from programs that allow aging in place, with SAFS continuing to offer critical supports such as transportation, meal delivery, and medical care navigation. Persons with substance use issues often present with co-occurring

disorders and require permanent housing with wraparound behavioral health supports.

Domestic violence survivors require trauma-informed services and rapid rehousing, which is addressed locally through Interval House East. HIV-positive residents benefit from case management and housing assistance through Advancing Connecticut Together's (ACT) HOPWA program, though local housing remains limited. MACC's outreach and emergency relief services respond to growing needs among unsheltered or precariously housed residents, many of whom experience overlapping vulnerabilities including mental illness, addiction, or past trauma.

Some individuals with special needs, including persons with disabilities, older adults, and those with chronic illnesses, receive support from the Manchester Housing Authority through public housing or Section 8 vouchers. However, most supportive housing is delivered outside of the public housing system by nonprofit agencies using alternative funding sources such as Medicaid, HOPWA, and state supportive housing grants. CHR administers rental subsidies through behavioral health programs and CHESS, while ACT administers housing assistance for HIV-positive residents through HOPWA. MACC and SAFS also help eligible individuals access public housing or voucher-based assistance when available.

CHR operates a six-unit program designed specifically for individuals discharged from Connecticut Valley Hospital. Manchester agencies also coordinate with statewide reentry and transition programs that assist people leaving hospitals or nursing facilities in accessing rental assistance and case management. Some area nursing homes are pursuing flexible Medicaid-funded care models that allow residents to move between institutional and independent settings based on their care needs.

**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)**

Manchester has committed CDBG funds to support two programs that serve non-homeless individuals at high risk of housing instability. The first is Interval House, which will provide services to approximately 800 survivors of domestic violence during the program year, offering crisis intervention, legal advocacy, and housing assistance. The second program is operated by the Partnership to End Human Trafficking, which provides temporary housing and supportive services to victims of trafficking and assists them in securing permanent housing. These activities are aligned with the Town's one-year goals to support vulnerable residents and prevent homelessness through targeted interventions.

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

### **Negative Effects of Public Policies on Affordable Housing and Residential Investment**

The public policy issue that most significantly impacts affordable housing and residential investment is the lack of mechanisms to bridge the gap between what the market can support and the cost of developing new housing. In many cases, the cost to construct housing—especially affordable units—far exceeds what households can pay, and the market can sustain without assistance. As a result, developers often cannot make projects financially viable without public subsidies or incentives. While some public financing tools exist, they are typically limited, highly competitive, and come with complex requirements that can deter private sector participation. Without predictable and adequately resourced public involvement to close this gap, the private market will prioritize higher-end housing with greater returns and fewer restrictions.

As a mature, or mostly built-out, community, Manchester has little underutilized or vacant land. About half of that land is potentially valuable agricultural land, and much of what is left is either permanently protected or not connected to water/sewer infrastructure.

Redevelopment opportunities that could support affordable or mixed-income housing are most often difficult and costly to redevelop. Redevelopment sites include 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 creates financing and economic feasibility gaps that the private market cannot overcome. Public investment is almost always necessary to make these projects happen.

Zoning and other land use regulations can also hinder housing development. In Manchester, the primary zoning tool used to create multi-family and small lot housing, the Planned Residence Development zone, is a “floating zone”. As such, PRD approval requires a public hearing, and a simultaneous approval of a zone change and development plan, establishing the development rights and form and type of housing. This can be a long and contentious process compared to an “as of right” multi-family or higher-density regulatory scheme. Additionally, brownfield and greyfield sites are often zoned industrial or commercial, which often does not allow for housing development or may require a special permit process. It can be difficult to insert new housing into long-standing industrial or commercial areas, given their existing uses.

The Town is currently conducting a comprehensive review and update of its zoning regulations to better align with community goals and housing needs. As part of Manchester NEXT, the Town has made progress in modernizing its zoning and development policies, with an increasing focus on allowing a wider variety of housing types—such as smaller footprint homes, mixed-income developments, and accessible units—through form-based and context-sensitive

zoning approaches. This ongoing effort aims to create clearer, more predictable pathways for affordable and diverse housing development, though continued updates and implementation will be essential to fully realize these goals.

Stakeholder consultations during the 2025 planning process reaffirmed these challenges and identified additional barriers related to landlord costs, building maintenance, and housing quality. Many landlords face difficulty maintaining older housing stock due to rising material and labor costs yet face limited access to support or incentives. Addressing affordability in Manchester will require continued coordination across zoning, housing policy, infrastructure investment, and financial incentives, particularly to ensure redevelopment and reinvestment occur in areas that can support walkable, accessible, and mixed-use communities.

## 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	62	40	0.21%	0.15%	-0.06%
Arts, Entertainment, Accommodations	2,316	2,624	7.80%	9.99%	2.19%
Construction	1528	949	5.14%	3.61%	-1.53%
Education and Health Care Services	6,924	8,418	23.31%	32.05%	8.74%
Finance, Insurance, and Real Estate	2,970	598	10.00%	2.28%	-7.72%
Information	505	496	1.70%	1.89%	0.19%
Manufacturing	3,227	3,085	10.87%	11.75%	0.88%
Other Services	1,362	685	4.59%	2.61%	-1.98%
Professional, Scientific, Management Services	4,183	2,168	14.08%	8.26%	-5.83%
Public Administration	1,291	577	4.35%	2.20%	-2.15%
Retail Trade	3,396	5,459	11.43%	20.79%	9.35%
Transportation and Warehousing	1,241	510	4.18%	1.94%	-2.24%
Wholesale Trade	694	653	2.34%	2.49%	0.15%
Total	29,699	26,262	--	--	--

**Table 39 - Business Activity**

**Data Source:** 2016-2020 ACS (Workers), 2020 Longitudinal Employer-Household Dynamics (Jobs)

## Labor Force

Total Population in the Civilian Labor Force	31,462
Civilian Employed Population 16 years and over	28,260
Unemployment Rate	5.07%
Unemployment Rate for Ages 16-24	11.75%
Unemployment Rate for Ages 25-65	4.17%

**Table 40 - Labor Force**

Data Source: 2016-2020 ACS

Occupations by Sector	Number of People
Management, business and financial	13,625
Farming, fisheries and forestry occupations	4,601
Service	6,063
Sales and office	1,734
Construction, extraction, maintenance and repair	3,676
Production, transportation and material moving	13,625

**Table 41 – Occupations by Sector**

Data Source: 2016-2020 ACS

## Travel Time

Travel Time	Number	Percentage
< 30 Minutes	19,520	72%
30-59 Minutes	6,641	24%
60 or More Minutes	1,130	4%
<b>Total</b>	<b>27,291</b>	<b>100%</b>

**Table 42 - Travel Time**

Data Source: 2016-2020 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	1,038	133	845
High school graduate (includes equivalency)	5,666	304	2,231
Some college or Associate's degree	7,076	344	1,693
Bachelor's degree or higher	11,109	256	2,316

**Table 43 - Educational Attainment by Employment Status**

Data Source: 2016-2020 ACS

### Educational Attainment by Age

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
Less than 9th grade	99	152	71	328	200
9th to 12th grade, no diploma	747	394	209	729	621
High school graduate, GED, or alternative	1,364	2,284	1,390	4,223	3,133
Some college, no degree	1,476	2,023	1,029	2,902	1,469
Associate's degree	301	799	469	1,547	1078
Bachelor's degree	172	3,488	2,101	2,290	1,231
Graduate or professional degree	60	2,192	1,546	1,808	1086

**Table 44 - Educational Attainment by Age**

Data Source: 2016-2020 ACS

### Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	31,239

<b>Educational Attainment</b>	<b>Median Earnings in the Past 12 Months</b>
High school graduate (includes equivalency)	37,567
Some college or Associate's degree	43,982
Bachelor's degree	67,416
Graduate or professional degree	75,977

**Table 45 – Median Earnings in the Past 12 Months**

**Data Source:** 2016-2020 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, accounting for 23% of all workers (6,924 people). The second largest sector is Professional, Scientific, and Management Services, employing 4,183 people (14%), which reflects notable growth since the last reporting period. Retail Trade is the third largest sector, comprising 11% of the workforce (3,396 people). Given Manchester's role as a regional shopping and entertainment destination, this sector remains a key part of the local economy. While retail jobs can offer entry-level opportunities for individuals with limited formal education or experience, they are often characterized by lower wages, part-time schedules, and limited benefits.

**Describe the workforce and infrastructure needs of the business community:**

Manchester's precision manufacturing sector requires skilled machinists, who receive training from multiple local institutions, including Connecticut State Manchester (formerly Manchester Community College), Cheney Technical High School, and Manchester High School's Career Tech programs. The local healthcare industry similarly draws on graduates from Connecticut State Manchester's allied health programs, Capital Community College, and other regional community college campuses. All of Manchester's employers need workers with basic core-competency skills—reading, math, and digital literacy—which are supported by adult education providers and programs at both Connecticut State Manchester and regional partners.

The American Job Center, operated by Capital Workforce Partners, plays a central role in coordinating workforce development solutions and connecting employers to training resources. It maintains a Manchester location on downtown Main Street and works



alongside local public schools and community colleges. Manchester Public Schools partners with Connecticut State Manchester and the Connecticut Center for Advanced Technology to offer high school students' early exposure to manufacturing trades. Some manufacturers also run in-house apprenticeship and upskilling programs to address specific skill gaps.

Despite this network of training resources—Connecticut State Manchester, Cheney Technical High School, Manchester High School, Tunxis Community College, and others—there remains a significant regional mismatch between open positions and qualified candidates. Continued collaboration among schools, community colleges, the American Job Center, and employers is needed to close that gap.

**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 toward Manchester is expected to increase workforce mobility and access to employment opportunities. The proposed Buckland Hills CTfastrak station may serve as a future employment hub for both Manchester and the surrounding region. Planned improvements along the New Haven–Springfield rail corridor may also contribute to economic growth, positioning Manchester as an attractive residential location adjacent to future transit stations. In parallel, state, regional, and local efforts to support entrepreneurship may yield long-term benefits for business creation and job growth.

Locally, Manchester is advancing several major redevelopment projects with long-term economic significance. The Town has executed a development agreement for the Manchester Parkade site, a major public-private initiative at the heart of Town. The proposed mixed-use development includes approximately 250 new residential units, commercial space, and public amenities. Once underway, this project is expected to generate construction jobs, attract new businesses, and revitalize a key area of the community.

Downtown, the Town is repurposing 942 Main Street for active new uses and has begun construction on a new public library that will serve as a community anchor and cultural hub. The new library will offer modern, flexible spaces for learning, collaboration, and public events, reflecting the evolving needs of the community. These investments are expected to stimulate foot traffic and business activity along Main Street and surrounding areas.

Manchester is currently in the design phase for major streetscape enhancements in the Main Street corridor, which will include improved sidewalks, crosswalks, and public gathering spaces. These planned improvements aim to create a more accessible and welcoming environment for pedestrians, bicyclists, transit riders, and motorists. Enhanced connectivity between the downtown core, nearby neighborhoods, and future transit investments will support broader goals of access, equity, and economic opportunity.

At the same time, several ongoing economic trends present challenges. The continued decline of traditional brick-and-mortar retail—particularly in the Buckland Hills area—poses risks to the Town’s commercial tax base and employment in the retail and entertainment sectors. The Town is monitoring these shifts and evaluating alternative uses for large-format retail properties, including housing, logistics, and light industrial uses. In the healthcare sector, system consolidations and service realignments—such as Manchester Memorial Hospital’s integration into a larger statewide network—could have implications for local employment and service access.

**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.**

Connecticut's workforce development landscape has evolved to address the changing needs of both job seekers and employers. American Job Centers (AJCs) continue to provide a comprehensive suite of services, including professional resume writing assistance, focused job search support, employer recruitment, career counseling, job development and placement, enrollment into training programs, veteran services, and referrals to other statewide support services such as transportation assistance. These services are available both in-person and virtually, ensuring accessibility for all residents.

The Advanced Manufacturing Employer Partnership (AMEP), an employer-led consortium convened by the Connecticut Center for Advanced Technology, remains a pivotal force in strengthening the manufacturing talent pipeline across the state. AMEP focuses on recruiting entry-level workers, training incumbent employees, and implementing job quality initiatives that lead to sustainable wages and increased retention. Programs like REV-UP Manufacturing and the Incumbent Worker Training Program offer customized training solutions and financial support to upskill the workforce, thereby enhancing productivity and competitiveness in the manufacturing sector.

The MetroHartford Alliance for Careers in Health (MACH) continues to serve as a key industry sector partnership, addressing workforce development policy issues for entry-level and middle-skill positions in the healthcare industry. By convening healthcare leaders and stakeholders, MACH fosters collaboration and drives initiatives aimed at promoting access, innovation, and economic growth within Connecticut's health sector.

Capital Workforce Partners, in collaboration with Manchester Community College, offers a range of training programs, degree and certificate courses, and continuing education opportunities. Notably, the Career ConneCT program, established by Governor Lamont and the Connecticut General Assembly, provides free, short-term training programs in high-demand industries such as manufacturing, healthcare, information technology, and green jobs. Eligible participants receive supportive services, including childcare, transportation, and technology assistance, to facilitate successful completion of training and transition into employment. [capitalworkforce.org](http://capitalworkforce.org)

These efforts among American Job Centers, AMEP, MACH, Capital Workforce Partners, and educational institutions like Manchester Community College align with the jurisdiction's Consolidated Plan by enhancing workforce readiness, addressing skill gaps, increasing the wages of low-income earners and promoting economic self-sufficiency among residents. Still, more could be done to coordinate and leverage these job programs to better provide a workforce that closely matches the needs of the regional economy.

**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.

## **Discussion**

Manchester’s economy is diverse, with Education and Health Care Services, Professional Services, and Retail Trade as the largest employment sectors. The Town serves as both a residential and regional employment center, attracting workers from surrounding areas. While overall unemployment is moderate, youth unemployment remains high, highlighting the need for targeted workforce support.

Training resources such as Connecticut State Manchester, Cheney Technical High School, and the American Job Center provide key skills for manufacturing, healthcare, and other sectors. Despite these efforts, a gap remains between available jobs and qualified workers, requiring ongoing collaboration among education, workforce agencies, and employers.

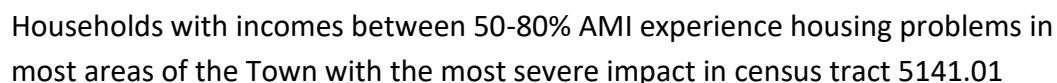
Major redevelopment projects—including the Manchester Parkade, downtown revitalization, and a new public library—along with transit improvements, are expected to enhance economic opportunities and neighborhood vitality. Planned streetscape upgrades aim to improve accessibility and connectivity, supporting equitable growth.

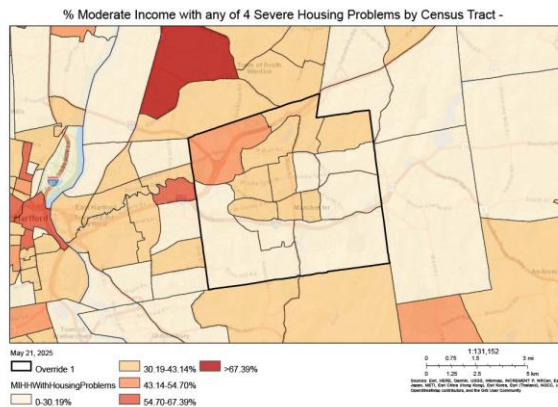
Challenges include declining traditional retail, particularly in Buckland Hills, prompting exploration of alternative uses for retail spaces. Educational attainment aligns with state averages, underscoring the value of continued workforce training programs like AMEP, MACH, and Career ConneCT.

Participation in the regional CEDS supports Manchester's goals to revitalize neighborhoods, strengthen infrastructure, and expand workforce capacity. Continued investments and partnerships will be key to meeting workforce needs and fostering sustainable economic growth.

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

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





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

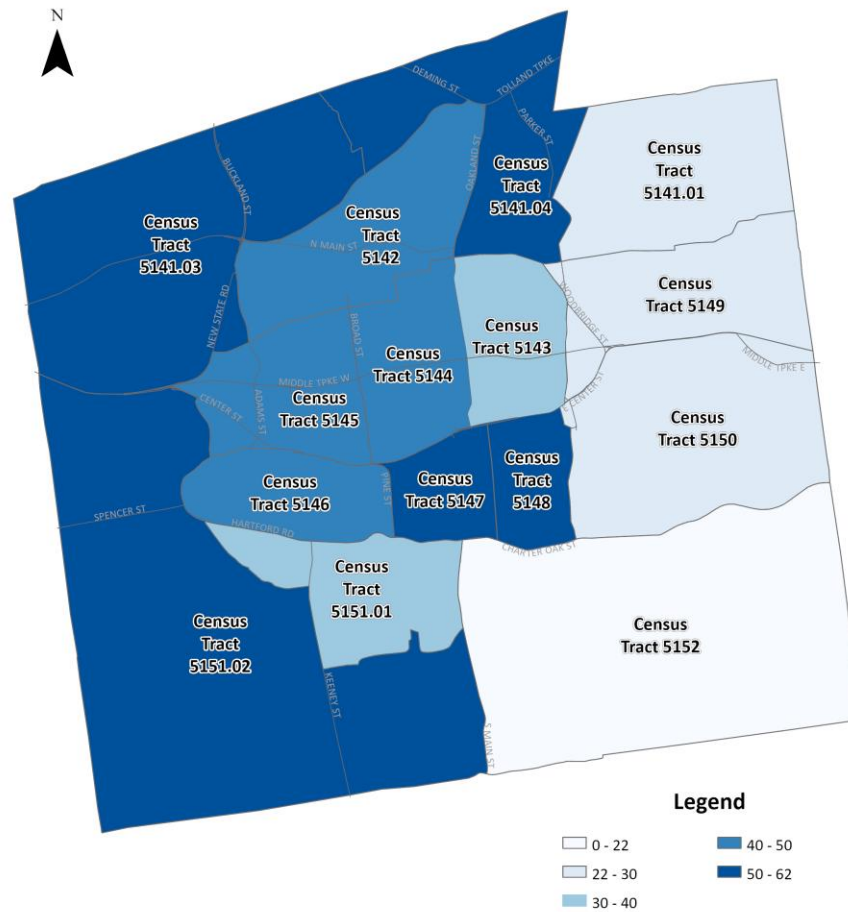
**Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")**

Manchester defines “concentration” as areas where more than 40% of households experience at least one of the HUD-defined housing problems: incomplete kitchen or plumbing facilities, overcrowding, or a cost burden exceeding 30% of household income. To analyze geographic concentration, the Town mapped the presence of multiple housing problems by income category—households earning below 30% of area median income (AMI), between 30–80% AMI, and above 80% AMI.

Households earning less than 30% AMI experience housing problems throughout most of the Town, but the greatest concentrations appear in Census Tracts 5141.01 and 5149. For households earning between 30–80% AMI, housing problems are distributed more widely across town but remain most concentrated in census tract 5141.01. Higher-income households—those earning over 80% of AMI—experience housing problems much less frequently. Where they do occur, they are not typically concentrated in specific geographic areas, indicating that housing problems at this income level tend to be more isolated or individual in nature.

Census Tracts 5141.03, 5141.04, 5147, 5148, and 5151.02 have concentrations of non-white residents exceeding the Town average, a condition defined here as any area where the percentage of non-white residents is significantly higher than the municipal average.

## Percent Non-White Residents by Census Tract



(Source: 2016 - 2020 American Community Survey 5-Year Estimates)





Figure 7: The largest percentage of residents who self-identify as non-white reside in Census Tract 5141.03 and 5141.04, which contains several large multi-family complexes housing many South Asian families.

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

During the previous planning period, Census Tract 5141.02 in the north end of Manchester was identified as having the highest concentration of non-white residents. However, following the 2020 Census, this tract was subdivided into Census Tracts 5141.03 and 5141.04 to better represent the area's growing population and diversity. These tracts, located around the I-84 and Buckland Hills area, contain numerous large rental properties that provide housing to a high concentration of South Asian 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 Tracts 5141.03 and 5141.04 offer a concentration of retail and commercial development, including the Buckland Hills shopping and entertainment district. Wickham Park, while privately owned, is a beautiful community asset located directly across from a large rental development. Due to its role as a regional retail destination, public transportation is readily available in this area. The large Park & Ride lot in the Buckland area is expected to receive additional public transit amenities as part of a larger regional effort to expand the CTfastrak bus rapid transit system.

Residents of Census Tracts 5147 and 5148 enjoy access to parks and recreational facilities within walking distance. Recent improvements to Charter Oak Park in Tract 5148 include the addition of a synthetic and lighted soccer field, skate park, bicycle pump track, and related wayfinding signage. The East Side Neighborhood Resource Center in Tract 5148 is another valuable community

asset, offering year-round programs for residents of all ages, including a well-attended summer farmer's market. In addition, the farmers market has expanded to a second location at Northwest Park, now serving the 5141 Census Tract as well. The expansion of the Cheney Rail Trail to Center Springs Park in Tract 5147 has improved park access for residents previously unable to safely reach the park by foot or bike.

Downtown Main Street runs between the two tracts, offering commercial activity, the town's main library, and town government offices. A new library is under construction, and streetscape improvements are planned for Main Street in both Tract 5147 and 5148. Public transit accessibility makes these core neighborhoods easily reachable, improving employment opportunities for local residents.

**Are there other strategic opportunities in any of these areas?**

The Town has focused significant public investment in the core neighborhoods, including the Broad Street Redevelopment Project, Downtown Municipal Parking Lot improvements, and substantial capital improvements along with the consolidation and rehabilitation of Manchester's elementary schools. The Office of Neighborhoods and Families, now known as the East Side Neighborhood Resource Center, has been a key catalyst for community engagement, expanding offerings to include gardening programs, after-school activities, summer outdoor movies, and more. In the most recent year, CDBG funds were used to ensure there are parking areas near the Neighborhood Resource Center available for community events, such as a technology assistance center, disability resource groups for seniors, and regularly occurring markets, family events like movie nights, and craft nights.

The Town has also identified developers for the adaptive reuse of former school buildings. The Nathan Hale School at 160 Spruce Street will soon be converted into 41 apartment units, with plans for a pocket park, playground, and public parking facilities. The redevelopment of Washington School is still in the planning phase, and the Repurposing Task Force continues to explore future uses for these and other decommissioned school buildings.

These initiatives reflect a comprehensive strategy to revitalize the core neighborhoods, preserving existing housing stock, maintaining affordability and safety, and fostering a vibrant, inclusive community.

## **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.**

According to *BroadbandNow*, a national advocacy group promoting universal internet access, 100% of Manchester households now have access to internet service, including fiber connections. Monthly rates for broadband service in Manchester range from approximately \$29.99 to \$85.00, depending on the provider and speed. Based on 2016–2020 American Community Survey (ACS) data, 90.8% of Manchester households report having a broadband internet subscription—a notable increase from the previously reported 82%.

While coverage is comprehensive, affordability remains a persistent barrier, particularly for low- and moderate-income households. Despite the availability of high-speed internet, many residents are unable to maintain subscriptions due to the cost of service. This digital divide is increasingly critical as remote work, virtual learning, telehealth, and access to public resources continue to rely on consistent internet connectivity. Addressing the affordability gap is essential to ensuring that all households—especially those in lower-income neighborhoods—can benefit from the opportunities broadband access provides.

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

Approximately 92% of Manchester residents have access to service from multiple wired broadband providers, suggesting a relatively competitive environment for most households (BroadbandNow). According to *GeoISP*, the town is served by two DSL providers, two cable internet providers, and three fiber-to-the-home (FTTH) providers. No fixed wireless (WISP) providers currently operate in Manchester.

Manchester’s internet market includes a range of providers offering fiber, cable, and satellite services. Key providers include Frontier, Cox, GoNetSpeed, EarthLink, Viasat, HughesNet, and Starlink. Frontier offers fiber internet with speeds up to 5 Gbps and

reports near-total coverage across the town. GoNetSpeed, a newer fiber provider, is expanding rapidly and already serves multiple neighborhoods. Cox provides cable internet with speeds up to 1 Gbps, covering roughly 96% of households. EarthLink offers fiber services in many areas, typically over existing infrastructure. Viasat, HughesNet, and Starlink provide satellite internet services, with Starlink offering speeds up to 300 Mbps in areas with limited wired access.

Despite the range of providers, some neighborhoods may still face limited choice, with only one or two options available. In such areas, reduced competition can result in higher costs and fewer service improvements. Supporting the continued expansion of fiber networks and encouraging the entry of new providers can enhance competition, lower prices, and improve reliability—especially in low-income or underserved communities.

## **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 part of the Capitol Region Council of Governments (CRCOG), which developed the 2024–2029 Capitol Region Hazard Mitigation & Climate Adaptation Plan (HMCAP). This multi-jurisdictional plan, approved by FEMA and adopted by member municipalities, including Manchester, is effective from August 21, 2024, through August 20, 2029. The HMCAP identifies the region's vulnerability to a range of natural hazards, including:

- Flooding
- Severe winter storms
- Extreme heat
- Drought
- High wind events
- Tornadoes
- Hurricanes and tropical storms
- Wildfires
- Dam overtopping or failure
- Earthquakes

Connecticut's climate is changing, with the state experiencing a warming trend of two to three degrees Fahrenheit over the past century. The northeastern United States is witnessing earlier springs, increased precipitation, more frequent heavy rainstorms, and hotter, drier summers. Sea levels are rising, leading to more frequent and severe flooding events that damage property and infrastructure. These changes are projected to continue, increasing the risk of flooding, harming ecosystems, disrupting agriculture, and posing additional risks to human health.

The HMCAP integrates climate adaptation strategies to address these evolving risks, aligning with state initiatives such as the Resilient Connecticut program and the Governor’s Council on Climate Change (GC3). This integrated approach ensures that hazard mitigation efforts are responsive to both current and anticipated climate impacts.

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

Low- and moderate-income (LMI) households in Manchester are particularly vulnerable to the impacts of natural hazards exacerbated by climate change. These households often occupy areas more susceptible to flooding and extreme weather events and may lack the resources to prepare for, respond to, or recover from such events.

The HMCAP outlines several strategies to reduce the vulnerability of housing units, with a focus on protecting LMI populations:

- **Infrastructure Improvements:** Upgrading stormwater drainage systems in Special Flood Hazard Areas (SFHAs) to mitigate flood risks.
- **Utility Resilience:** Enhancing the resilience of critical facilities, such as installing generators at the Senior Center and upgrading the Police Department's generator to run on natural gas, ensuring continuity of services during power outages. In addition, CDBG funds will support the installation of a new emergency generator at a Manchester Housing Authority property, further strengthening the Town’s utility resilience for vulnerable residents.
- **Public Education:** Implementing educational programs for private property owners, particularly those with wells and septic systems in flood-prone areas, to promote appropriate remediation and health protection measures.
- **Tree Maintenance:** Regular maintenance of trees near power lines to prevent outages during storms.

Additionally, Manchester's Office of Emergency Management maintains a voluntary database of residents with functional needs that may affect their ability to evacuate during emergencies. This includes individuals who are mobility-impaired, visually or hearing impaired, medically dependent on electricity, or reliant on life support systems. This database enables targeted assistance and resource allocation during hazard events.

By implementing these strategies, Manchester aims to enhance the resilience of its housing stock and protect its most vulnerable residents from the increasing risks associated with climate change.

# Strategic Plan

## SP-05 Overview

### Strategic Plan Overview

The Consolidated Plan goals reflect high-priority community needs identified through extensive data analysis and public engagement during the 2025 planning process. These five goals provide a flexible framework for investments in projects and programs that respond to current conditions while allowing the Town to adapt to emerging needs over the five-year period. The goals are as follows:

- **Affordable Housing** - Preserve and improve the quality of Manchester's affordable housing stock, remediate lead paint hazards, and expand housing options to meet the needs of all residents.
- **Human Services** - Provide services to vulnerable populations including but not limited to seniors, persons with disabilities, those experiencing homelessness, and those facing housing insecurity.
- **Public Facilities and Parks** – Improve, preserve, or repurpose public facilities, parks, and trails to ensure safe, accessible, and welcoming spaces for low- and moderate-income residents.
- **Public Improvements/Infrastructure** - Complete physical improvements to the built environment—including streets, sidewalks, lighting, and related infrastructure—to enhance neighborhood safety, accessibility, and quality of life.
- **Economic Development** - Support local economic development, assist small businesses to create and retain jobs, revitalize commercial corridors, and redevelop brownfields and underutilized commercial properties.

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

### Geographic Area

<b>Area Name</b>	Housing Rehab Program Eligible Area
<b>Area Type</b>	Target Area
<b>Other Target Area Description</b>	CDBG-Eligible LMI Census Block Groups and designated Housing Rehab Program Area
<b>HUD Approval Date</b>	N/A
<b>% of Low/Mod</b>	Varies by block groups; all meet LMI thresholds
<b>Revitalization Type</b>	Neighborhood Stabilization
<b>Other Revital Description</b>	Focus on housing preservation and neighborhood reinvestment
<b>Identify the neighborhood boundaries for this target area</b>	Generally bounded by Manchester's older neighborhoods near Main Street and adjacent areas with higher housing age and density
<b>Include specific housing and commercial characteristics of this target area</b>	Predominantly single- and multi-family housing, older building stock, mix of owner-occupied and rental, limited commercial activity
<b>How did your consultation and citizen participation process help you to identify this neighborhood as a target area?</b>	Input from public meetings, provider consultations, and review of housing condition and age data informed the focus on older neighborhoods
<b>Identify the needs in this target area</b>	Housing rehabilitation to improve the quality of the housing stock and maintain affordability.
<b>What are the opportunities for improvement in this target area?</b>	Improved housing quality and safety
<b>Are there barriers to improvement in this target area?</b>	Aging housing stock, limited resources, and economic pressures on low/mod residents

Table 46 - Geographic Priority Areas



## **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 primarily benefit low- and moderate-income (LMI) residents and areas. In Manchester, capital investments are generally focused in the older core neighborhoods that correspond with HUD-defined LMI census tracts and the Town's designated Housing Rehab Program Eligible Area. Public service activities are offered town-wide to ensure broad benefit across income groups and geographies.

The Town uses housing age and condition data, CDBG eligibility thresholds, and resident input to guide its geographic priorities. While the Housing Rehab Eligible Area remains the core focus for improvements, assistance outside this area is allowed if need is demonstrated and the project is otherwise eligible. The geographic focus is reviewed annually and may be adjusted to reflect changes in housing conditions or community needs.

Manchester's longstanding neighborhood-based strategy aims to stabilize and preserve the character of its historic neighborhoods by investing in housing rehabilitation, infrastructure, and community amenities. These efforts are aligned with the goal of maintaining safe, decent housing and a high quality of life for all residents.

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

### **Priority Needs**

<b>1</b>	<b>Priority Need Name</b>	<b>Housing</b>
	<b>Priority Level</b>	<b>High</b>
	<b>Population</b>	<b>Extremely Low</b> <b>Low</b> <b>Moderate</b> <b>Large Families</b> <b>Families with Children</b> <b>Elderly</b> <b>Frail Elderly</b>
	<b>Geographic Areas Affected</b>	<b>Town wide</b> <b>MANCHESTER HOUSING REHABILITATION AREA</b>
	<b>Associated Goals</b>	<b>Housing: Improve Quality of Affordable Stock</b> <b>Planning and Administration</b>
	<b>Description</b>	<b>Increase the availability of decent, safe, affordable housing that meets the needs of Manchester residents.</b>
	<b>Basis for Relative Priority</b>	<b>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.</b>

<b>2</b>	<b>Priority Need Name</b>	<b>Public Services</b>
	<b>Priority Level</b>	<b>High</b>
	<b>Population</b>	<b>Extremely Low Low Moderate Non-housing Community Development</b>
	<b>Geographic Areas Affected</b>	<b>Town -Wide</b>
	<b>Associated Goals</b>	<b>Public Services: Provide to Low/Mod Residents  Planning and Administration</b>
	<b>Description</b>	<b>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.</b>
	<b>Basis for Relative Priority</b>	<b>Priority reflects strong demand for wraparound services identified through consultations and 2-1-1 data, particularly for mental health care, senior supports, homelessness prevention, and economic mobility.</b>
<b>3</b>	<b>Priority Need Name</b>	<b>Public Facilities and Parks</b>
	<b>Priority Level</b>	<b>High</b>

	<b>Population</b>	<b>Non-housing Community Development</b>
	<b>Geographic Areas Affected</b>	<b>Town wide</b>
	<b>Associated Goals</b>	<b>Public Facilities: Maintain, Improve or Repurpose</b> <b>Planning and Administration</b>
	<b>Description</b>	<b>Improve or repurpose public facilities and parks to improve access, increase utilization and expand offerings.</b>
	<b>Basis for Relative Priority</b>	<b>Based on consultation feedback from service providers and residents, increased usage of facilities post-COVID, and opportunities for reinvestment in publicly owned properties.</b>
<b>4</b>	<b>Priority Need Name</b>	<b>Public Improvements/Infrastructure</b>
	<b>Priority Level</b>	<b>High</b>
	<b>Population</b>	<b>Extremely Low</b> <b>Low</b> <b>Moderate</b> <b>Non-housing Community Development</b>
	<b>Geographic Areas Affected</b>	<b>Town wide</b>

	<b>Associated Goals</b>	<b>Public Improvements</b> <b>Planning and Administration</b>
	<b>Description</b>	<b>Upgrade infrastructure such as sidewalks, ADA curb ramps, and streetscapes to improve safety, accessibility, and support neighborhood and economic revitalization.</b>
	<b>Basis for Relative Priority</b>	<b>Reflects resident priorities and the Town's recognition that infrastructure investment is foundational to balanced community development and the success of larger revitalization efforts.</b>
<b>5</b>	<b>Priority Need Name</b>	<b>Economic Development</b>
	<b>Priority Level</b>	<b>Low</b>
	<b>Population</b>	<b>Extremely Low</b> <b>Low</b> <b>Moderate</b> <b>Non-housing Community Development</b>
	<b>Geographic Areas Affected</b>	<b>Town wide</b>
	<b>Associated Goals</b>	<b>Economic Development</b> <b>Planning and Administration</b>
	<b>Description</b>	<b>Support small businesses, create and retain jobs, revitalize commercial corridors, and redevelop vacant or underutilized properties to strengthen the local economy.</b>

	<b>Basis for Relative Priority</b>	<b>Assigned a low priority based on the need to prioritize the most impactful use of limited CDBG funds. While economic development was mentioned in community feedback, it was less prevalent than other urgent needs such as housing and public services. The Town will continue to address economic development through other programs and partnerships outside of the Consolidated Plan.</b>
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**Table 47 – Priority Needs Summary**

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

### Influence of Market Conditions

<b>Affordable Housing Type</b>	<b>Market Characteristics that will influence the use of funds available for housing type</b>
Tenant Based Rental Assistance (TBRA)	The demand for Tenant-Based Rental Assistance (TBRA) continues to significantly exceed supply. While the Manchester Housing Authority administers TBRA through a contract with John D’ Amelia & Associates, the program faces limitations in availability, as well as challenges in matching voucher holders with units within Fair Market Rent (FMR) limits. The rental market remains highly competitive, with low vacancy rates leading to rising rental prices and increased cost burdens for low- and moderate-income renters. This underscores the need for expanding rental assistance programs to better serve Manchester’s most vulnerable populations.
TBRA for Non-Homeless Special Needs	Targeted TBRA for special needs populations, such as survivors of domestic violence, represents a critical tool in addressing affordable housing gaps. However, the lack of accessible units and escalating rental costs present significant barriers to the successful implementation of this program. The challenge of finding affordable, accessible housing for non-homeless special needs populations requires a combination of rental assistance and the development of more accessible, supportive housing options.
New Unit Production	The availability of undeveloped land for new housing development in Manchester is severely limited, particularly outside of agricultural zones. As a result, opportunities for new unit production are constrained. However, redevelopment of industrial, commercial, and retail properties presents a viable strategy to meet growing housing demands. Conversion of non-residential properties into affordable housing could provide a sustainable solution to expanding the housing supply in a land-constrained environment.
Rehabilitation	Manchester’s housing stock is aging, with many units requiring rehabilitation to meet modern standards for safety, energy efficiency, and habitability. There is a clear and ongoing need for housing rehabilitation programs that can address deficiencies such as outdated building codes, inadequate insulation, and the presence of lead paint hazards. These programs are critical not only to preserve the existing affordable housing stock but also to improve overall housing conditions, particularly for vulnerable populations.



Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Acquisition, including preservation	The acquisition of residential properties for the purpose of affordable housing development is challenging in the current market, given the high market prices and the limited time properties remain available on the market. However, the acquisition of non-residential properties, such as vacant commercial or industrial buildings, offers a promising avenue for increasing affordable housing stock. This approach can help alleviate market pressures by repurposing underutilized properties into housing, providing more affordable options for residents.

**Table 48 – Influence of Market Conditions**

## **SP-35 Anticipated Resources - 91.215(a)(4), 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 \$566,960 for this program year. In addition to this HUD allocation, the Town has reallocated prior year funding in the amount of \$45,324.13. Projects and activities funded within this program year total \$612,284.13.

For the purposes of the five-year Consolidated Plan, the Town has projected anticipated CDBG resources to reflect potential changes in the federal funding landscape. While no definitive reductions have been confirmed, it is prudent to plan conservatively given the possibility of shifting federal budget priorities. As such, the Town has estimated an average annual allocation of approximately \$500,000 over the remaining four years of the Consolidated Plan. The investment strategies and anticipated outcomes outlined in this plan are based on the assumption of continued, moderately reduced federal funding; however, these projections may be adjusted in response to future federal budget decisions and funding allocations.

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	\$566,960	0	\$45,324.13	\$612,284.13	\$2,000,000	Expected amount available assumes a reduction of about 12% for the remaining four years of this Con Plan.

**Table 49 - 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 that CDBG funds will continue to leverage additional resources in support of Consolidated Plan goals, despite the ongoing decline in overall funding for housing and public service programs. While large federal funding opportunities have become more limited, the Town will continue to pursue and maximize state-level resources, such as those offered through the Connecticut Department of Energy and Environmental Protection (DEEP) and the Connecticut Department of Transportation (DOT). In past years, Manchester has successfully leveraged these and other resources, including U.S. EPA grants, to support infrastructure and parks projects. Public service agencies and housing partners also continue to leverage public funding, including Public Housing and Section 8 Housing Choice Voucher funds. Manchester will continue to encourage CDBG sub-recipients to identify and secure additional funding sources. Anticipated contributions will include both public and private resources, such as foundation grants, support from faith-based organizations, and donations from individuals.

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. Town departments also pursue outside grants to assist low- and moderate-income residents.

**Local Capital Improvement Program (LoCIP)** Each year, a portion of these funds are allocated to benefit lower-income neighborhoods for projects such as new sidewalks.

**Continuum of Care funds:** Federal CoC funds are awarded to non-profit human service providers to assist in housing and services to homeless persons. The Balance of State CoC requests Certificates of Consistency each year for vouchers and housing units in Manchester.

**Connecticut Children's Healthy Homes Program (CCHHP)** This nonprofit receives federal and state funds (Healthy Homes, ARPA, DOH) to support their efforts to addresses lead paint hazards in the state's older housing stock. Resources are leveraged to support Manchester's Housing Rehab Program to rehabilitate renter- and owner-occupied units.

**ARPA and CARES Act Funds:** During the previous Consolidated Plan period, the Town utilized ARPA and CARES Act (CDBG-CV) funds to support CDBG-eligible neighborhoods and populations. Several ARPA-funded projects, such as park improvements, infrastructure upgrades, and the new town library, will continue into the current Consolidated Plan period and are expected to benefit low- and moderate-income residents.

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

While the Town of Manchester will continue to identify opportunities for publicly owned properties to further the community development goals outlined in the Consolidated Plan, such opportunities are likely to remain limited to vacant school buildings and properties taken for back taxes. The Town's Repurposed Schools Committee is actively working to determine the highest and best use of Manchester's vacant schools. A developer has been selected through a public-private partnership to redevelop a former elementary school located in a CDBG-eligible neighborhood into multi-family housing. This redevelopment, located in a priority area

for CDBG investment, will also result in several neighborhood improvements, including a new playground and a pocket park accessible to both neighborhood residents and the general public. During the previous Consolidated Plan period, the Town invested CDBG funds to improve the surrounding area in anticipation of this redevelopment. While no specific redevelopment of publicly owned land is identified in this first-year Annual Action Plan, the Town has prioritized improvements to public infrastructure and to the existing affordable housing supply. Planned improvements to the Manchester Housing Authority's portfolio will support accessibility upgrades, addressing the housing needs of seniors and residents with disabilities.

## 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:

<b>DOE</b> Title 1 Grants to Local Educational Agencies Adult Education – Basic Grants to States	<b>DCF</b> Youth Service Bureau Youth Service Bureau Enhancement Community Based Prevention Program
<b>FCC</b> Universal Service E-Rate	<b>OEC</b> Early Care & Education Early Care & Education – School Readiness in Priority School Districts Head Start Services
<b>DOJ</b> Edward Byrne Memorial Justice Assistance Grant Services for Trafficking Victims	<b>OPM</b> Property Tax Relief for Veterans Reimbursement Property Tax – Disability Exemption

DHHS Head Start	<b>Judicial Branch</b> Youth Services Prevention
	<b>DSS</b> Medicaid
	<b>DOT</b> ADA Dial-A-Ride
<b>Approximate funding:</b> \$9,245,547	<b>Approximate funding:</b> \$3,907,484

### 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 50 - 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 entities, 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, and runs programs using CDBG funds. 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, OMB and other applicable 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**

<b>Homelessness Prevention Services</b>	<b>Available in the Community</b>	<b>Targeted to Homeless</b>	<b>Targeted to People with HIV</b>
<b>Homelessness Prevention Services</b>			
Counseling/Advocacy	X	X	X
Legal Assistance	X		
Mortgage Assistance	X		
Rental Assistance	X		
Utilities Assistance	X		
<b>Street Outreach Services</b>			
Law Enforcement	X	X	



Street Outreach Services			
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 51 - Homeless Prevention Services Summary**

While the above services remain technically available in the community, recent federal budget proposals could jeopardize funding for certain supportive services, including mental health counseling, substance use treatment, child care, and outreach to individuals living with HIV/AIDS. Local stakeholders have reported ongoing capacity challenges, particularly in accessing behavioral health services and housing navigation support.

**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 Services 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 service delivery system in Manchester benefits from strong collaboration among local providers and coordinated regional support through the Connecticut Balance of State Continuum of Care (CoC). The CoC has been effective in streamlining referrals, facilitating coordinated entry, and supporting data-informed strategies to reduce homelessness. Local partnerships, such as the Manchester Community Services Council (MCSC) and access to 2-1-1 navigation services, further strengthen system responsiveness. However, significant gaps remain—particularly in the availability of permanent affordable housing. The lack of deeply affordable units for extremely low-income households continues to be the primary structural barrier to stable housing. This is especially true for individuals with disabilities, survivors of domestic violence, and those exiting institutions.

While employment and training programs exist, including those provided by workforce partners and nonprofits, stakeholders identified gaps in accessibility, flexibility, and integration with supportive services. Consultation participants emphasized the need for programs that accommodate work schedules, provide wraparound supports like case management, and offer targeted workforce pathways for individuals with limited education or interrupted work histories.

Other key gaps identified during the 2025 consultation process include:

- Transportation: Lack of reliable and safe transportation continues to limit access to jobs, healthcare, childcare, and services—especially during evenings and weekends.
- Childcare and after-school care: The affordability and availability of care options prevent many from participating in job training or maintaining employment.
- Mental health and substance use services: Though available, these services are often under-resourced and difficult to access in a timely manner. Long wait times and provider shortages were cited as key concerns.

Recent federal budget proposals also raise concern about the stability of funding for key programs that support special needs populations. Potential reductions in behavioral health, Head Start, and other social service programs may impact the capacity of local systems to meet growing and complex needs, particularly for vulnerable households.

**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: Improve Quality of Affordable Stock	2025	2029	Affordable Housing Public Housing	Town-wide  Manchester Housing Rehabilitation Area	Housing	CDBG: \$1,320,400	Rental units rehabilitated: 11 Household Housing Units  Homeowner Housing Rehabilitated: 107 Household Housing Units
2	Public Services: Provide to Low/Mod Residents	2025	2029	Homeless Non-Homeless Special Needs	Town-wide	Public Services Housing	CDBG: \$370,016	Public service activities other than Low/Moderate Income Housing Benefit: 3,794 Persons Assisted
3	Public Facilities: Maintain, Improve or Repurpose	2025	2029	Public Housing Non-Homeless Special Needs Non-Housing Community Development	Town-wide	Public Facilities and Parks	CDBG: \$80,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 0 Persons Assisted  Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit: 4 Households Assisted
4	Public Improvements	2025	2029	Non-Housing Community Development	Town-wide	Public Improvements/ Infrastructure	CDBG: \$308,482	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 5,200 Persons Assisted
5	Economic Development	2025	2029	Non-Housing Community Development	Town-wide	Economic Development	CDBG: \$20,000	2 Businesses

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Planning and Administration	2025	2029	Housing Public Services Non-Housing Community Development Economic Development	NA	Housing Public Services Non-Housing Community Development Economic Development	CDBG: \$513,386	NA

Table 52 – Goals Summary

### Goal Descriptions

1	Goal Name	Housing: Improve Quality of Affordable Stock
	Goal Description	Increase availability of decent, safe, affordable housing that meets the needs of Manchester residents.
2	Goal Name	Public Services: Provide to Low/Mod Residents
	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: Maintain, Improve or Repurpose
	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 118 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 consistent priority. The limitations of the units - size and layout - often hinder full ADA compliance, but the MHA continues to improve the accessibility of its units address residents' individual needs for reasonable accommodations.

### **Activities to Increase Resident Involvements**

The Manchester Housing Authority (MHA) is committed to fostering resident engagement through a combination of strong governance, accessible communication, and community-focused initiatives. Resident representation is built into MHA's leadership structure, with a tenant commissioner serving on the Board of Commissioners.

To improve communication and access to services, the MHA provides a Tenant Portal where residents can submit maintenance requests, access important documents, and receive timely updates. This digital tool enhances transparency and empowers residents to manage housing-related matters more efficiently.

Although increasing participation can be challenging, MHA finds residents are eager to engage when they are passionate about an issue and have meaningful opportunities to get involved. The Authority encourages this engagement by creating a sense of community through proactive property management and resource utilization. MHA-hosted community events offer informal, inclusive settings for residents to connect, share feedback, and become more involved in their housing communities.

### **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

The Town of Manchester has demonstrated a strong commitment to expanding and preserving affordable housing. Manchester exceeds the state’s 10% affordable housing goal and continues to invest in improving housing quality and access, particularly for low-income residents, seniors, and individuals with disabilities. Despite these efforts, several structural and systemic barriers continue to limit the expansion of affordable housing opportunities:

- Limited Development Opportunities: 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 it 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 often 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.
- 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 zones typically either do not allow housing or require special permits as opposed to “as of right” processes for housing. Also, it can also be 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 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 continues to pursue the creation of mixed-income housing on underutilized former commercial and industrial properties, as well as vacant former schools, to expand housing and economic opportunity. A notable example is the redevelopment of the former Nathan Hale School into 41 mixed-income apartments. This project includes infrastructure enhancements such as a new pocket park and pedestrian improvements on Spruce Street, funded through the American Rescue Plan Act and Community Development Block Grant (CDBG) funds. The Town will continue to advocate for regional participation in expanding housing opportunities for diverse populations.

Cost to Produce: To address financial barriers to housing development, the Town supports applications for state and federal housing resources aligned with local needs and policy goals. Manchester also utilizes tools like tax assessment agreements, variable fee structures, and potential fee waivers to offset development costs, particularly in targeted redevelopment areas like the downtown core. Housing rehabilitation programs are supported to preserve and improve older housing stock, and the Town continues to assist the Manchester Housing Authority (MHA) in recapitalizing its public housing portfolio.

Manchester's Housing Rehabilitation Program provides financial assistance to owner-occupied and investor-owned properties, focusing on addressing lead-based paint hazards and other code violations. This initiative helps preserve existing housing stock and maintain affordability.

Infrastructure Limitations: The Town continues to make significant infrastructure investments in 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 sites, facilitating the safe and sustainable reuse of properties for housing and mixed-use developments.

Regulatory barriers: The Town assists proposed developments through a streamlined process initiated with a pre-application meeting to identify potential challenges and strategies. The Town has adopted form-based zoning regulations to promote a mix of commercial, residential, entertainment, civic, and recreational uses within pedestrian-oriented development patterns. This approach supports the creation of vibrant, walkable neighborhoods and simplifies the

development process. The Planning and Zoning Commission continuously assesses and updates regulations to streamline the permitting process and encourage development.

In addition to the actions detailed above, the Manchester Housing and Fair Rent Commission is dedicated to promoting 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 by 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**

The Town of Manchester collaborates closely with the Connecticut Balance of State Continuum of Care (CT BOS CoC) and local providers to engage unsheltered individuals and assess their unique needs. Outreach efforts are led by the Manchester Area Conference of Churches Charities (MACC), whose Outreach and Emergency Services team regularly connects with individuals residing in encampments, vehicles, and other locations not meant for human habitation. In the first half of 2024, MACC served 52 unique unsheltered individuals.

These efforts are coordinated through the CT BOS Coordinated Access Network (CAN), which utilizes the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) to assess vulnerability and prioritize referrals to shelters and housing. Local partners—including MACC, Community Health Resources (CHR), and Senior, Adult, and Family Services (SAFS) collaborate to provide engagement, assessment, and service connection.

Targeted outreach is also conducted for underrepresented populations such as unaccompanied youth and veterans. Youth are often missed in official counts due to unstable housing arrangements like couch-surfing, while veterans may require specialized services. Community Health Resources (CHR) and state-funded outreach programs supplement local engagement with behavioral health assessments, substance use counseling, and housing navigation support.

Manchester actively participates in the annual Point-in-Time (PIT) Count to identify and categorize both sheltered and unsheltered individuals experiencing homelessness.

### **Addressing the emergency and transitional housing needs of homeless persons**

Manchester does not have an emergency shelter, but the municipality supports emergency housing through innovative partnerships. Since 2021, the Town has collaborated with MACC to fund a non-congregate winter hotel model that offers overnight accommodations during the cold-weather months. Additionally, SAFS administers motel voucher programs in partnership with local first responders to address year-round emergencies.

The Town participates in CT BOS CoC's regionalized shelter system, accessed through the 2-1-1 coordinated entry system. Local providers assist households in navigating this system and identifying appropriate resources. Emergency shelter access is supported by prevention and diversion strategies designed to minimize entries into homelessness.

Transitional housing in Manchester is limited but essential. The Diyeso-Lewis House, operated by the TLC Foundation, provides transitional housing and support services for up to seven homeless adolescents. The Dinda House, which previously served veterans, no longer operates, representing a gap in transitional services for that population.

**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 Town of Manchester prioritizes rapid rehousing, coordinated access to permanent housing, and supportive services tailored to the needs of individuals and families experiencing homelessness. Through collaboration with partners such as Community Health Resources (CHR), MACC Charities, Senior, Adult, and Family Services (SAFS), and Veterans Inc., Manchester residents can access case management, housing search assistance, and stabilization supports.

Local supportive housing options include CHR-managed permanent housing and scattered-site units, which integrate access to behavioral health services, financial counseling, and life skills development. SAFS and MACC administer financial assistance and case management services that help households transition from temporary or unstable situations into long-term housing. Veterans Inc. connects eligible veterans and their families with HUD-VASH vouchers and related services to promote lasting housing stability.

These local efforts are coordinated through the Connecticut Coordinated Access Network (CAN) and the Balance of State Continuum of Care (BOS CoC), which prioritize individuals and families with the greatest needs for permanent housing placements.

Despite these efforts, Manchester continues to face a shortage of affordable rental units—particularly for extremely low-income households. Even with vouchers, some residents struggle to secure housing due to credit history, prior evictions, or other barriers. In this context, sustained case management and wraparound services are critical to ensuring housing retention and preventing returns to homelessness. ESG-funded rapid rehousing programs continue to play a central role, providing short-term rental assistance and stabilization services that help clients set goals, connect with resources, and maintain housing over time.

**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**

Manchester employs a comprehensive homelessness prevention strategy integrating financial assistance, case management, and proactive outreach through community-based partnerships. Residents at risk of homelessness may access support through local agencies such as the Manchester Area Conference of Churches (MACC), Senior, Adult & Family Services (SAFS), and Connecticut's 2-1-1 system. These organizations offer referrals, emergency assistance, and coordination of services that stabilize households before they enter the homelessness system. Security deposit assistance, provided by MACC and SAFS, offers one-time financial support to help eligible households obtain housing. The Town also supports shelter diversion efforts and rapid rehousing programs, which are now available to high-risk populations, including survivors of domestic violence and unaccompanied youth.

Veterans benefit from the U.S. Department of Veterans Affairs' Rapid Resolution program, which is designed to prevent homelessness among veterans by offering short-term assistance and quickly rehousing those who have entered the system. Seniors and people with disabilities benefit from municipal property tax relief programs, including the Senior Volunteer Tax Credit and the Homeowner's Program, which reduce annual property tax bills and free up limited household income for other critical needs. The Town coordinates with the Manchester Housing Authority (MHA) to help eligible renters apply for the Renter's Rebate Program, and with the Community Renewal Team (CRT) to assist households with high utility or fuel costs - expenses that often threaten housing stability.

For individuals discharged from publicly funded institutions or systems of care, such as mental health hospitals, discharge planning is essential in preventing homelessness. Facilities like Connecticut Valley Hospital (CVH) are responsible for creating discharge plans and collaborating with agencies like Community Health Resources (CHR) to ensure successful transitions into community-based care. CHR, the Local Mental Health Authority for Manchester, offers outpatient services, medication management, clinical outreach, crisis intervention, and case management to support individuals' housing and health stability. CHR also employs a liaison to assist clients transitioning from institutions into ongoing care systems.

To address the broader risks of housing instability, the Town supports various programs that reduce cost burdens and provide targeted assistance to low-income residents. In addition to rental assistance, SAFS and MHA provide application support for the Renter's Rebate Program at multiple locations, including MHA properties. CRT administers Energy Assistance, which helps income-eligible households manage the high costs of heating fuel and utilities—expenses that, if left unaddressed, can lead to arrears, foreclosure, or tax liens. Local nonprofit Journey Home, with financial support from the Manchester Interfaith Social Action Corporation (MISAC), assists renters in Manchester, East Hartford, and Vernon. Eligible households can receive help with back rent, utility arrears, or security deposits, enabling them to maintain housing.

Manchester's prevention strategy is grounded in cross-sector collaboration and data-informed decision-making. Outreach and prevention efforts aim to stabilize households before they enter emergency shelter or the broader homelessness system. According to recent 2-1-1 data, housing and shelter

concerns remain the most frequently cited needs in ZIP code 06040, with over 2,100 housing-related requests in the past year. This local data helps guide program investments and outreach priorities to reach those at highest risk. Through financial support, case management, and institutional partnerships, the Town continues to implement a coordinated response to homelessness prevention.

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

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

Addressing hazards, providing access to housing without LBP hazards, public awareness, and education remain cornerstones of Manchester's approach to addressing lead-based paint (LBP) hazards. The State Department of Public Health's Lead Poisoning and Prevention Program continues to serve as a primary resource, offering information on the risks of lead-based paint, safe remediation practices, and legal obligations for property owners. The Department tracks blood lead levels in children and works to increase awareness, particularly for housing built before 1978, which is common in Manchester. The Connecticut Children's Healthy Homes Program (CCHHP) offers financing to remediate lead hazards in older housing. Property owners receiving these funds must make a good faith effort to rent the units to low- and moderate-income families with young children, ensuring that the unit is made lead-safe.

Locally, the Town of Manchester continues to use CDBG funding to support its Housing Rehabilitation Program, which remediates lead-based paint hazards in both owner- and renter-occupied units. As a condition of participation, owners must ensure the housing unit (or at least 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.

Since the last Consolidated Plan, the Town's Health Department has expanded its capacity to address LBP hazards. As of 2025, the department has six certified lead inspector/risk assessors, including the recently certified Community Health Nurse. The Town no longer receives State DPH grant funding for lead poisoning prevention, heightening the importance of local coordination and resource sharing.

In January 2024, the State of Connecticut lowered the threshold for elevated childhood blood lead levels to 5 µg/dL, which is anticipated to triple the number of local lead cases. In response, the Health Department has enhanced its field presence, investigation efforts, and public outreach. Community education remains a top priority, with staff planning to attend local events throughout 2025 to distribute lead safety materials and increase awareness among families.

According to the Housing Needs Assessment (MA-20), nearly 17,000 housing units in Manchester were built before 1980, and over 3,200 of these are occupied by families with children under age six—highlighting the continued need for proactive prevention and remediation.

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

The Health Department actively investigates cases involving elevated blood lead levels, identifies sources of exposure, and works to address hazards before further harm occurs. By educating the public and providing outreach at community events, the department seeks to reduce exposure risks—especially for children under six, who are most vulnerable to lead poisoning.

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?**

Manchester's approach to LBP hazards is built on cross-agency coordination. In cases of elevated blood lead levels, the Health Department refers property owners to CCHHP and works collaboratively to ensure lead hazards are addressed. When additional funding is needed, the Housing Rehabilitation Program provides 'gap' financing. The Health Department maintains ongoing communication with CCHHP and monitors compliance throughout the abatement process.



## **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.

CT State Manchester (formerly Manchester Community College) offers programs supported by the Workforce Innovation and Opportunity Act (WIOA) to help job seekers access employment, education, training, and supportive services needed to succeed in the labor market. Manchester is also home to an American Job Center, operated by Capital Workforce Partners, which provides workforce development services including career counseling, job training referrals, and job placement support. The Summer Youth Employment and Learning Program (SYELP), also administered by Capital Workforce Partners, provides paid summer work experience and career exploration for youth ages 14 to 24.

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 eviction prevention, down payment assistance and other such programs.

SAFS runs a Renter's Rebate Program, for which applications are accepted between April and October 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 seven 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 following:

Manchester Area Conference of Churches (MACC) 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 childcare.

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**

Manchester's anti-poverty strategy is closely coordinated with its affordable housing goals, leveraging housing, public services, and economic development initiatives to stabilize low-income households and create pathways out of poverty. The Town funds affordable housing activities that preserve and improve housing conditions, which can lower long-term operating costs for residents. Public service programs supported through CDBG and other resources address urgent needs—such as housing stability, mental health, substance use, food insecurity, and domestic violence—while also promoting access to employment, education, and healthcare. In addition, Manchester invests in programs that expand job readiness, workforce training, and economic opportunity for lower-income residents. These efforts are integrated with services provided by local partners, including MACC, SAFS, CHR, CRT, and Journey Home, which together offer financial assistance, case management, and supportive services aimed at helping individuals and families achieve greater stability and self-sufficiency.

## **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;
- advertise projects through the State RFP process to encourage participation from a wide variety of businesses.
- conduct periodic monitoring reviews;
- collect and review reports that contain accomplishment and beneficiary data from all public service and housing assistance 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 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.

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 a 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 but does not receive HOME, ESG or HOPWA funding. The town's CDBG entitlement grant for program year 51 is \$566,960. This represents a 0.31% increase from the prior program year. In addition to our allocation from HUD, the Town plans to reprogram \$45,324.13 in PY46 funds to support projects in the upcoming year.

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

#### 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	\$566,960	0	\$45,324.13	\$612,284.13	\$2,000,000	Expected amount available assumes a reduction of about 12% for the remaining four years of this Con Plan.

**Table 53 - 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

Despite the rapid decrease in available funding for housing and public service programs, Manchester will continue to encourage CDBG sub-recipients to identify and secure such resources. Funding that directly contributes 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 Action Plan period:

**Town General Funds:** The annual Town budget commits resources for priority activities including economic development, code enforcement, housing safety, services for youth, families and seniors, and improvements to public parks, facilities and infrastructure. Town departments also pursue outside grants to assist low- and moderate-income residents and at-risk populations.

**Local Capital Improvement Program (LoCIP):** Each year, a portion of these funds are allocated to benefit lower-income neighborhoods for projects such as new sidewalks.

**CARES Act Funds:** Remaining CDBG-CV funds have been dedicated to a community technology and accessibility program for seniors and lower-income residents. We anticipate the program to expend all allocated funds as the 51st program year begins.

**Continuum of Care funds:** Federal CoC funds are awarded to non-profit human service providers to assist in housing and services to homeless persons. The Balance of State CoC requests Certificates of Consistency each year for vouchers used and housing units located in Manchester.

**Connecticut Children's Healthy Homes Program (CCHHP):** This nonprofit receives federal and state funds (Healthy Homes, ARPA, DOH) to support their efforts to address lead paint hazards in the state's older housing stock. CCHHP completes standalone lead abatement projects in Manchester, but resources are also sometimes leveraged to support Manchester's Housing Rehab Program to rehabilitate renter- and owner-occupied units.

**ARPA funds:** The Town extensively used ARPA funds to benefit CDBG-eligible neighborhoods and populations. Some ARPA-funded projects will not be completed by the start of this program year and will be beneficial to lower-income populations. These projects include park improvements, CDBG-eligible neighborhood enhancements and improvements and a new town library.

**If appropriate, describe publicly 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 publicly owned properties to further community development goals identified within the Consolidated Plan, opportunities will most likely be limited to vacant school buildings and properties taken for back taxes. The Town's Repurposed Schools Committee continues progress to identify the highest and best use for Manchester's vacant schools. A developer has been selected for a public-private partnership to redevelop a former elementary school into multi-family housing. Numerous neighborhood improvements are planned and underway as part of this redevelopment, which is in a priority area for CDBG investment. Components of the property, including a new playground and a pocket park, will be made available for use by neighborhood residents and the general public. Some neighborhood improvements have been (or will be) funded through the investment of CDBG funds. While specific projects are not identified during year 1 of the Consolidated Plan, the town may invest CDBG funds to support projects within this neighborhood during the

remaining four years of the Consolidated Plan.

## Discussion

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

<b>FEDERAL</b>	<b>STATE</b>
<b>USDA</b> School Breakfast Program National School Lunch Program Summer Food Service Program for Children	<b>DOE</b> Sheff Transportation Child Nutrition State Match Adult Education Priority School Districts Education Equalization Grant School Breakfast Program
<b>DOE</b> Title 1 Grants to Local Educational Agencies Adult Education – Basic Grants to States	<b>DCF</b> Youth Service Bureau Youth Service Bureau Enhancement Community Based Prevention Program
<b>FCC</b> Universal Service E-Rate	<b>OEC</b> Early Care & Education Early Care & Education – School Readiness in Priority School Districts Head Start Services
<b>DOJ</b> Edward Byrne Memorial Justice Assistance Grant Services for Trafficking Victims	<b>OPM</b> Property Tax Relief for Veterans Reimbursement Property Tax – Disability Exemption
<b>DHHS</b> Head Start	<b>Judicial Branch</b> Youth Services Prevention
	<b>DSS</b> Medicaid
	<b>DOT</b> ADA Dial-A-Ride
<b>Approximate funding:</b> \$9,245,547	<b>Approximate funding:</b> \$3,907,484



## 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: Improve Quality of Affordable Stock	2025	2029	Affordable Housing Public Housing	MANCHESTER HOUSING REHABILITATION AREA	Housing	CDBG: \$420,882	Rental units rehabilitated: 203 Household Housing Unit Homeowner Housing Rehabilitated: 28 Household Housing Unit
2	Public Services: Provide to Low/Mod Residents	2025	2029	Homeless Non-Homeless Special Needs		Public Services	CDBG: \$78,016	Public service activities other than Low/Moderate Income Housing Benefit: 842 Persons Assisted
3	Planning and Administration	2025	2029	Administration		Housing Public Facilities and Parks Public Improvements/Infrastructure Public Services	CDBG: \$113,386	Other: 1 Other

Table 54 – Goals Summary

#### Goal Descriptions



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

## AP-35 Projects – 91.220(d)

### Introduction

All projects funded during Program Year 51 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 Community Programs
4	Senior Denture Program
5	PEHT Transitional Housing Program
6	Leaded Water Line Replacement Program
7	MHA Westhill Gardens Emergency Generator
8	Empowering Youth Program
9	Planning and Administration

**Table 55 – Project Information**

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

This year's programs fall into two priority categories for Manchester's CDBG funding: housing and public services. The Housing Rehab Program and Rebuilding Together's roofing program are top priorities due to their impact on the welfare of families assisted and the overall positive impact on older, core neighborhoods. These two programs consistently receive support from residents.

The two other housing-related programs will ensure safer living conditions for residents of participating properties. The Leaded Water Line Replacement Program ensures that drinking water entering the property is lead-safe by preventing exposure through the water service line. Similarly, the MHA's emergency generator project at Westhill Gardens will ensure that complex's residents have electricity for oxygen, medical equipment, etc. during periods of power disruption.

Public service projects funded next program year focus on providing safety and opportunities to low/moderate-income children and families. The PEHT Transitional Housing Program and Interval House provide critical services and temporary housing to presumed benefit clientele at

great risk. The beneficiaries are in urgent need of assistance to escape dangerous situations (human trafficking and domestic violence) and the two sub-recipients running these programs have a strong track record of effective program delivery. The Senior Denture program aims to improve the health of Manchester seniors while the YSB's Youth Empowerment Program will help teens focus on areas of interest and hone their skills to prepare for future employment.

The primary obstacle to addressing underserved need is the lack of sufficient funding to meet demand for programs.

## AP-38 Project Summary

### Project Summary Information

1	<b>Project Name</b>	Housing Rehab Program/Emergency Replacements
	<b>Target Area</b>	MANCHESTER HOUSING REHABILITATION AREA
	<b>Goals Supported</b>	Housing: Improve Quality of Affordable Stock
	<b>Needs Addressed</b>	Housing
	<b>Funding</b>	CDBG: \$101,400
	<b>Description</b>	Address lead-based paint and property maintenance code deficiencies in Manchester homes. In the future, 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.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	We anticipate this year's funding will allow us to rehab 6 single-family homes and 2 multi-family properties. It is estimated that assistance will be provided to 2 rental units and 6 owner-occupied units. These figures represent the combined goals of the general Rehab Program and the Emergency Replacement Program.  The type of households assisted will depend on the applications received and the urgency with which we need to complete a project.

	<b>Location Description</b>	The Housing Rehab Program has an applicable "Rehab Program Eligible Area" to target program investment primarily in the Town's core neighborhoods. 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.
	<b>Planned Activities</b>	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.
<b>2</b>	<b>Project Name</b>	Rebuilding Together Roofing Program
	<b>Target Area</b>	
	<b>Goals Supported</b>	Housing: Improve Quality of Affordable Stock
	<b>Needs Addressed</b>	Housing
	<b>Funding</b>	CDBG: \$185,000
	<b>Description</b>	Funds roof repair/replacement and, if necessary, repair of chimneys of residential properties occupied by income eligible households.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Rebuilding Together proposes assisting approximately 12 households through the provision of roof (and possibly related chimney) replacements. Though they do assist some rental households (and we estimate one will be served next program year), 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.
	<b>Location Description</b>	This program will be available town-wide to income-eligible households.
	<b>Planned Activities</b>	Continue Rebuilding Together's supplemental program that funds roof replacements and chimney repairs for income-qualified households.
	<b>Project Name</b>	Interval House Community Programs

3	<b>Target Area</b>	
	<b>Goals Supported</b>	Public Services: Provide to Low/Mod Residents
	<b>Needs Addressed</b>	Public Services
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Fund satellite office staff who provide services and assistance to victims of domestic violence in Manchester.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Interval House East estimates 800 unduplicated survivors of domestic violence in Manchester will be served.
	<b>Location Description</b>	DV Safe House/Undisclosed location.
	<b>Planned Activities</b>	Provide free, individualized services to each participant in a confidential manner.
4	<b>Project Name</b>	Senior Denture Program
	<b>Target Area</b>	
	<b>Goals Supported</b>	Public Services: Provide to Low/Mod Residents
	<b>Needs Addressed</b>	Public Services
	<b>Funding</b>	CDBG: \$31,016
	<b>Description</b>	Mobile health program to provide seniors with dentures, oral health information and referrals.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	The Health Collective, the non-profit running this program, estimates 20 Manchester seniors will benefit from this program.
	<b>Location Description</b>	Manchester Senior Center, 549 Middle Turnpike East.

	<b>Planned Activities</b>	Improve low-income seniors' access to dentures and dental health information by providing on-site services at the Senior Center.
5	<b>Project Name</b>	PEHT Transitional Residential Program
	<b>Target Area</b>	
	<b>Goals Supported</b>	Public Services: Provide to Low/Mod Residents
	<b>Needs Addressed</b>	Public Services
	<b>Funding</b>	CDBG: \$27,000
	<b>Description</b>	Funding for transitional housing staff to provide holistic case management, assist clients in securing permanent housing, and develop life skills for long-term success.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	PEHT estimates that at least 12 individuals will be assisted during this program year.
	<b>Location Description</b>	Undisclosed locations for the safety of participants.
	<b>Planned Activities</b>	Help participants by providing temporary housing along with support services and assistance to identify and secure permanent housing.
6	<b>Project Name</b>	Leaded Water Line Replacements
	<b>Target Area</b>	
	<b>Goals Supported</b>	Housing: Improve Quality of Affordable Stock
	<b>Needs Addressed</b>	Housing
	<b>Funding</b>	CDBG: \$70,753
	<b>Description</b>	Fund replacement of resident-owned section of lead or galvanized water service lines to reduce property occupants' risk of lead exposure.

	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	This program aims to assist a minimum of 12 households.
	<b>Location Description</b>	This program will be available town-wide to income-eligible households.
	<b>Planned Activities</b>	Replace water service lines that have potential to expose property occupants to increased lead levels.

7	<b>Project Name</b>	MHA Westhill Gardens Emergency Generator
	<b>Target Area</b>	
	<b>Goals Supported</b>	Housing: Improve Quality of Affordable Stock
	<b>Needs Addressed</b>	Housing
	<b>Funding</b>	CDBG: \$63,729
	<b>Description</b>	Install a new natural gas emergency generator at Westhill Gardens.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	This project is expected to directly benefit 199 unduplicated low-income households. Based on the 25-year lifespan of the generator, many future occupants of the property will also benefit.
	<b>Location Description</b>	This project will be completed at Westhill Gardens, 24 Bluefield Dr., Manchester, CT
	<b>Planned Activities</b>	Replace existing emergency generator at Westhill Gardens that is original to the property and has exceeded its useful life. Install new emergency generator.
8	<b>Project Name</b>	Empowering Youth Program
	<b>Target Area</b>	
	<b>Goals Supported</b>	Public Services: Provide to Low/Mod Residents
	<b>Needs Addressed</b>	Public Services
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Engage 17-21 year olds in activities to improve their employability.
	<b>Target Date</b>	9/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	It is estimated that 10 youth will benefit from this program.
	<b>Location Description</b>	This project will be run out of the Youth Service Bureau, 63 Linden St., Manchester, CT



	<b>Planned Activities</b>	Participants will be exposed to various careers, collaboratively create a program that provides work experience, learn about financial literacy, resume development and more.
<b>9</b>	<b>Project Name</b>	Planning and Administration
	<b>Target Area</b>	
	<b>Goals Supported</b>	Planning and Administration
	<b>Needs Addressed</b>	Housing Public Services
	<b>Funding</b>	CDBG: \$113,386
	<b>Description</b>	Administration of CDBG funds.
	<b>Target Date</b>	9/30/2026



## 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 direct 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 are concentrated in this area.

Neighborhoods targeted for assistance from the Housing Rehab Program 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 most residential properties 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 duplexes, with some four-unit buildings and larger apartment projects dispersed throughout these neighborhoods.

### Geographic Distribution

Target Area	Percentage of Funds
MANCHESTER HOUSING REHABILITATION AREA	17

**Table 56 - Geographic Distribution**

### Rationale for the priorities for allocating investments geographically

Based upon 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. At last

count, the eligible area had approximately 9,102 housing units and of those, 80%, or 7,250, were built prior to 1980.

Despite this targeted investment, the program allows flexibility in spending rehab funds outside these boundaries when partnering with CCHHP or when performing emergency replacements. Additionally, Rebuilding Together's Roof Replacements Program is available town-wide to income-eligible households.

### **Discussion**

The target area percentage above only represents the town's investment through expenditure of Housing Rehab funds. Manchester's core neighborhoods, which make up the Housing Rehab area, are also where numerous other CDBG investments take place each year.

## Affordable Housing

### AP-55 Affordable Housing – 91.220(g)

#### Introduction

One Year Goals for the Number of Households to be Supported	
Homeless	12
Non-Homeless	20
Special-Needs	199
Total	231

**Table 57 - 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	20
Acquisition of Existing Units	0
Total	20

**Table 58 - One Year Goals for Affordable Housing by Support Type**

#### Discussion

PEHT's Transitional Residential Program will provide temporary (18-24 months) housing for homeless residents who were victims of human trafficking. They estimate approximately 12 residents will benefit from the program during the upcoming year. The CDBG-funded Rebuilding Together roofing program aims to assist at least 12 households through roof replacements. The Housing Rehab Program plans to assist at least 8 households with CDBG funds this program year. Installation of a new generator at a housing authority property will provide back-up electricity for 199 seniors and disabled persons living at the property. Though it is not a specific program goal, it is likely some households assisted by Rebuilding Together and the Rehab Program will also serve special needs populations.

As for rehab of existing units, 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 8 units with CDBG funds.

## **AP-60 Public Housing – 91.220(h)**

### **Introduction**

The Manchester Housing Authority (MHA) 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. MHA’s current portfolio includes 281 public housing units and 512 Housing Choice Vouchers for a combined total of 793 assisted units. As a “High Performer PHA”, the MHA was allowed to submit a Streamlined Annual PHA Plan for their fiscal year that began in October 2024.

The MHA continues to be recognized as a high-performing Public Housing Authority and has been a leader in public housing modernization and restructuring. They were the first New England housing authority to install a solar field array, which resulted in reduced utility costs. The Housing Authority continues to explore creative ways to reduce expenditures both for the housing authority and for its residents.

### **Actions planned during the next year to address the needs of public housing**

The MHA has been working with consultants to manage planned renovations at various sites. One such project is the emergency generator replacement at Westhill Gardens, funded by CDBG.

The housing authority continues the process of converting all of their public housing units to project-based vouchers through the use of the Section 18 Demolition/Disposition streamlined conversion, the Rental Assistance Demonstration (RAD) program and Streamlined Voluntary Conversion (SVC). The intent of this conversion is to position their housing stock to be eligible for additional funding. The process will also provide an opportunity to complete minor rehabilitation of the impacted units. There will be no change to the number or distribution of units through this conversion process.

Planned capital improvements for the upcoming program year focus primarily on a second phase of window replacements and external improvements at Westhill Gardens. Despite these plans, increased costs hinder necessary repairs at all Manchester Housing Authority sites.

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

The Manchester Housing Authority (MHA) is committed to fostering resident engagement through a combination of strong governance, accessible communication, and community-focused initiatives. Resident representation is built into MHA’s leadership structure, with a tenant

commissioner serving on the Board of Commissioners. This tenant is involved in the proceedings and decision-making processes of the commission. The housing authority also maintains a Resident Advisory Board (RAB), consisting of one representative from each property (including scattered site). The RAB was offered the opportunity to comment on the housing authority's 5-year Plan, but no comments were received.

To improve communication and access to services, the MHA provides a Tenant Portal where residents can submit maintenance requests, access important documents, and receive timely updates. This digital tool enhances transparency and empowers residents to manage housing-related matters more efficiently.

Although increasing participation can be challenging, MHA finds that residents are eager to engage when they are passionate about an issue and have meaningful opportunities to get involved. The Authority encourages this engagement by creating a sense of community through proactive property management and resource utilization. Community gardens and MHA-hosted events—such as Ice Cream Socials—offer informal, inclusive settings for residents to connect, share feedback, and become more involved in their housing communities.

**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**

The MHA is a critical partner in the provision of affordable housing, particularly to elderly and disabled persons but also to families. The Town and the MHA will continue to engage in open conversations and identify opportunities to improve the quality of life for these subpopulations.



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

### **Introduction**

Manchester has not had an in-town shelter since 2015. Despite the shelter closing, MACC continues to offer a soup kitchen, food pantry, showers, laundry and a thrift store at their complex - as well as counseling, housing assistance and other programs - to provide support and assistance to Manchester's homeless and at-risk populations.

MACC and CHR frequently coordinate outreach efforts to connect residents facing homelessness and/or dealing with mental health issues. These two organizations also frequently meet with SAFS to maintain coordination with the town. Broader conversations are continued within meetings, such as the Continuum of Care, where connections can be made with other agencies serving the Manchester community.

During the last four winters the Town, in collaboration with MACC, operated a winter warming initiative using hotel rooms with social service support to house the homeless. This operation has been quite successful, not only providing temporary shelter but also helping connect participants with necessary services and, in some cases, permanent housing. For the last two years, the state has not allowed their emergency winter shelter funds to be used for hotels. Parties involved in the local winter warming initiative found the hoteling approach to be the most beneficial to Manchester's homeless population and shared that opinion with the Board of Directors. As a result, the Board of Directors allocated ARPA funds to cover the lack of state financial support for this approach. Sufficient ARPA funding remains for one more year of implementing the hotel model for addressing the emergency housing needs for Manchester's homeless.

### **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**

MACC receives significant funding from the town's Human Services Department to cover the cost of homeless outreach and the provision of services. Their outreach case worker continues to investigate issues reported by the police, visit homeless encampments, engage business owners along Main St. (an area where homeless tend to congregate) and meet with visitors to MACC's Community Kitchen.

MACC staff work 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 continue to meet at least monthly to coordinate

efforts and connect homeless with housing and support services.

Interval House continues to provide housing, whether temporary or permanent (through vouchers) to individuals and families made homeless as a result of domestic violence. They operate a hotline to assess individuals' needs and connect them with resources. In Manchester, the organization operates a satellite office and staffs a Law Enforcement Advocate position within the Police Department.

The state also funds homeless outreach at the regional level. CHR holds the contract for the Manchester 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.

### **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, MACC and local and regional agencies serving the homeless provide direct assistance to those needing help navigating the system.

Interval House provides services to survivors of domestic violence through an office and shelter in Hartford. Their Safe House has operated at capacity for an extended period of time. Interval House continues to receive CDBG funds to support staff at their satellite office serving residents of Manchester.

As stated previously, the PEHT provides temporary housing and support services for victims of human trafficking to help them secure permanent housing, financial wherewithal and acquire daily living skills.

SAFS provides motel vouchers to the police department for distribution to homeless persons identified as needing emergency shelter during non-office hours. Additionally, SAFS provides assistance to households dislocated from their homes due to fire or building code violations. In FY 2024, the division was able to find safe, permanent housing for 90% of these residents within 60 days.

Conversations between the Human Services Department and MACC have already begun to plan for the upcoming winter warming season. The Board of Directors has been supportive of local efforts to assist the homeless during the winter months.

**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 an active presence in Manchester. Their work with homeless Vets is even more important since Dinda House – which formerly provided transitional housing to Veterans in Manchester – closed. 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. The Department of Veterans Affairs Hartford regional office remains connected to Manchester Veterans through organizations such as the Continuum of Care. Their involvement in the CoC helps maintain connections with other local organizations to collaborate in assisting Veterans with housing, medical and other needs. Community Renewal Team has SSVF vouchers to homeless Veterans and their families, however, the future of voucher programs such as this is uncertain.

CHR's Promise House provides housing and on-site social services for homeless youth that have aged out of the DCF system. The non-profit recognized the need for this type of housing to help prevent youth from becoming homeless. Additionally, Journey Home and the town's Youth Service Bureau continue efforts to determine the full extent of youth homelessness in Manchester and identify ways to assist these youth to secure housing and support services.

The town's Human Services Department maintains an online list of local rooming houses with their 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 collaborative efforts to prevent individuals and families from extended periods of homelessness. Staff work with residents to prevent evictions and help connect homeless families with temporary as well as long-term housing solutions.

**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 11 resources, including CHR's Jail Diversion Program, Manchester Alternative in the Community through

Community Partners in Action, the BEST Chance Employment Program and resources for dealing with substance abuse issues.

Second Chance Re-entry Program, or SCRIP, provides temporary housing and holistic wraparound services to formerly incarcerated homeless men to help them transition back into the community. Their Manchester residential facility provides 12 months of housing with support services that empowers participants to achieve a better sense of well-being, secure employment and find permanent housing.

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 these clients with resources to meet basic needs and refer them to services. The continued provision of such services also assists 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 Street Apartments I and II maintain three units for which the target population is child welfare-involved young adults 18+ aging out of DCF services, three units for veterans not eligible for VASH vouchers and three units for families who are homeless or are with unstable or unsafe housing with active DCF involvement. This fills a housing and service gap for these individuals. Together, both buildings offer 20 units that are supportive (including those mentioned above) for chronically homeless with mental health and substance abuse issues.

Rapid Rehousing funding is available for numerous groups in Connecticut, including survivors of domestic violence (DV). Each DV shelter has a housing advocate to assist with locating appropriate housing options. This responsibility has become increasingly challenging as the rental market remains very tight and rental costs are so high.

## **Discussion**

Local nonprofits and town departments employ numerous methods to assist the above-named groups. As federal funding is cut and/or faces future uncertainty, service providers continue discussions about how to address ongoing needs for additional financial, emotional, mental health and housing support.

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

### **Introduction:**

Manchester offers a wide variety of housing to persons at all income levels and all stages of life. 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. The current housing market has made it nearly impossible for lower-income families to find affordable rental or ownership options.

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 market is so tight, however, that even moderate-income households are challenged to pay for housing. Town departments and local agencies continue to discuss these challenges.

### **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. Both the town and private developers will likely have to primarily focus on opportunities for adaptive reuse or demolition and new construction for future affordable housing developments.

SAFS has remaining funds from MISAC to continue offering security deposit assistance to residents. 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.

In 2023, Manchester adopted an updated Plan of Conservation and Development (POCD), which included several recommendations for regulation and policy updates related to housing. The town continues to work on a comprehensive update to the zoning regulations that will consider many of the recommendations made in the POCD.

In 2024, a zoning regulation amendment was approved that allows the conversion of former schools to multi-family housing. This has been crucial to the redevelopment of the Nathan Hale School in a CDBG-eligible neighborhood. Plans are underway to make improvements to the property and surrounding area that will benefit the entire neighborhood.

### **Discussion:**

Over the past few years, there has been a noticeable trend of out-of-state landlords scooping up affordable rental properties in Manchester. Unfortunately, this has led to (many times unjustifiable) rent increases for existing tenants, who were dependent on the previously affordable rent. The Town Attorney and the Housing and Fair Rent Commission have handled numerous cases in the past four years, mediating between landlords and tenants. Residents have expressed gratitude that such a Commission exists to assist tenants and prevent unfair rent hikes.

Even prior to the Covid-related housing market constriction, the supply of quality affordable housing in Manchester did not meet demand. The Town must continue efforts to identify housing opportunities for those in need as well as maintain and improve the existing affordable housing stock to increase opportunities for low and moderate-income households.

## **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. Along with CDBG funds, town departments and local organizations will also use other available resources to meet resident needs and provide an improved quality of life.

### **Actions planned to address obstacles to meeting underserved needs**

Given the unstable funding climate, the number of obstacles to meeting underserved needs have increased significantly. Organizations face uncertainty as to whether federal funding and state pass-throughs will be available as they grapple with community needs that are increasing exponentially. Local governments are challenged by a lack of funds for community programs, infrastructure improvements, public services, public health programs and more. As programs and departments are cut at the federal level, the negative impacts will ripple throughout communities nationwide.

Identifying affordable housing options – whether to own or rent - is now more challenging than ever. MACC offers rental and eviction assistance and the demand for these services remains very high. MISAC has provided funding to SAFS for rental assistance, but demand is much higher than available funding can cover. SAFS assists residents made homeless due to fire or building code violations to secure safe, affordable and permanent housing in a very challenging housing market. Repair and replacement costs – roofing materials, heating systems, contractor pricing, etc. - continue to be out of reach for so many. This emphasizes the importance of the Emergency Replacement Program, Rebuilding Together’s roofing program and the Water Line Replacement Program as resources for low-income Manchester households.

Families face additional challenges as the cost of food and other goods and services remains high and, for many items, has increased. The town and local nonprofits continue to monitor impacts on residents and discuss ways to help individuals and families as needed.

Food security remains a significant concern. Foodshare runs a mobile pantry at New River Community Church every two weeks. A weekly food pantry is offered at 2<sup>nd</sup> Congregational Church and MACC offers food pantry appointments four days per week. The Spruce St. Farmers Market provides double SNAP benefits (up to \$30) for eligible residents, which helps increase the appeal to lower-income residents. All children visiting the market receive a \$3.00 “Power of Produce” voucher to encourage healthy eating. Seniors aged 60+ are eligible for a weekly \$5.00 voucher for fresh produce at either of the town’s two farmers markets. These programs increase the accessibility of food, including fresh fruits and

vegetables, for lower-income residents.

When underserved needs are discussed at a forum such as a CoC meeting, member organizations 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, affordable housing and residents needing assistance to apply for state programs. 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 partners with CCHHP, when appropriate, to improve the quality and safety of affordable units. The emergency replacement portion of the Housing Rehab program assists owners and renters in situations (such as a failed boiler or water heater) that threaten occupants' health or safety. Additionally, CDBG continues to fund Rebuilding Together's roof replacement program to improve the safety and quality of affordable housing in Manchester.

MHA continues the conversion of units to the Rental Assistance Demonstration (RAD) program. This program is intended to enable housing authorities to address the backlog of deferred maintenance nationwide and finance capital improvements. The Executive Director is also pursuing Section 18 demolition/disposition and repositioning of some scattered site and elderly MHA units.

Nonprofit developers continue to pursue opportunities for new construction, rehabilitation, and acquisition of additional vouchers to increase the supply of affordable housing. Habitat for Humanity has finally secured funding for required infrastructure improvements that will enable construction of two affordable single-family homes. Several other developers have proposed projects over the next few years that would either increase or rehab and maintain the number of affordable rental units in town.

Rebuilding Together works year-round to rehabilitate and provide modifications to seniors and disabled residents to enable them to remain in their homes. They perform yard clean-ups, renovate bathrooms, install grab bars and chair lifts and install temporary ramps for persons who require an accessible means of entering and leaving their home.

### **Actions planned to reduce lead-based paint hazards**

The Town will continue to allocate CDBG funding to the Housing Rehabilitation Program that focuses on remediation of lead paint



hazards. CCHHP also funds lead projects in Manchester and the town's program will partner with CCHHP, as needed, to leverage funds and expand the capacity of both programs. In 2024, CCHHP received a \$15 million state grant from the Department of Public Health for lead remediation. The state of CT chose to allocate ARPA funds to address the prevalence of lead paint and related hazards in the state's pre-1978 housing stock. These funds are being used to make homes lead safe by covering the expense of environmental testing and lead abatement. These funds provide assistance to eligible properties statewide, including in Manchester.

The Health Department will continue to send Environmental Health Inspectors into the field for lead inspections and to investigate lead orders. There are currently 6 certified lead inspector/risk assessors within the department. The department also educates the public about the dangers of lead paint and ways to prevent exposure. The Community Nurse and other department members attend events to share information and education about lead-based paint and other health and safety issues.

As of January 1, 2025, the CT Department of Public Health again reduced the threshold for blood lead levels, this time to 5 ug/dL. This is expected to lead to an increase in cases because more children will fall within the threshold. On a positive note, this change should also result in reduced hazards as communities and families are required to address identified lead hazards. So far, the Housing Rehab Program has not noticed an uptick in applications related to this regulatory change, but the Health Department has coordinated with the Rehab Program and CCHHP to prepare for an increase in lead abatement applications.

### **Actions planned to reduce the number of poverty-level families**

During this program year, Interval House and the Partnership to End Human Trafficking will use CDBG funds to assist victims of domestic violence and human trafficking (respectively) with temporary housing and support services. The goal is to help individuals get back on their feet by securing permanent housing, employment and connecting them with services that will assist on their journey.

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 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.

The Planning and Human Services Department Directors, as well as the Executive Director of the housing authority, serve as ex-officio members of the Housing and Fair Rent Commission. They participate in meetings to share updates and information with Commission members. As the intermediary before cases are sent to the Fair Rent Commission, the Town Attorney's office attempts to build relationships and negotiate with landlords to identify terms that both the property owner and renter can agree to.

The Squire Village subsidized housing complex is privately owned but the property 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 Resident Services Coordinator also participates in CoC meetings.

MISAC is a local nonprofit that owns numerous affordable housing properties in Manchester. They are fortunate to have paid off their mortgages and generously use their profits to support affordable housing (as well as other worthwhile efforts) in the region. The town and local nonprofits are very grateful for MISAC's support and involvement in efforts to preserve and expand affordable housing options and support services for Manchester residents.

The Human Services Department maintains a list of local landlords that have housed special needs populations and/or have been willing to rent

to persons with poor credit or an eviction record in the past so they can be contacted when potential new tenants are identified.

**Discussion:**

Much of Manchester's success in serving low and moderate-income residents is attributable to continuous efforts to improve coordination and collaboration. 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(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
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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: 2024, 2025, 2026.

## Appendix - Alternate/Local Data Sources

1	<b>Data Source Name</b>
	CT Homelessness Point-in-Time Data (2024)
	<b>List the name of the organization or individual who originated the data set.</b>
	State of Connecticut / Connecticut Coalition to End Homelessness (CCEH)
	<b>Provide a brief summary of the data set.</b>
	The Point-in-Time Count is an annual statewide count of individuals and families experiencing homelessness, including those in emergency shelters, transitional housing, safe havens, and unsheltered locations such as cars, streets, and encampments. The 2024 PIT Count integrates data from the Homeless Management Information System (HMIS), allowing for a demographic and needs-based profile of those served.
	<b>What was the purpose for developing this data set?</b>
To document the scope of homelessness, assess the level of need among unhoused individuals and families, and inform planning, funding, and service delivery at the state and local levels.	
<b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b>	
The dataset provides statewide coverage, including both sheltered and unsheltered persons experiencing homelessness. Data is collected from programs participating in HMIS and supplemented by street outreach.	
<b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b>	
PY 2024	
<b>What is the status of the data set (complete, in progress, or planned)?</b>	
The data set is complete.	

2	<b>Data Source Name</b>  CDBG 2025-2029 Consolidated Plan Survey
	<b>List the name of the organization or individual who originated the data set.</b>  The survey was created by the Principal Comprehensive Planner and reviewed by other members of the Planning Department for quality assurance. Extensive research was carried out on Con Plan surveys nationwide to create a thorough survey to cover issues of relevance to our specific community as well as CDBG funding.
	<b>Provide a brief summary of the data set.</b>  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.
	<b>What was the purpose for developing this data set?</b>  The purpose of this survey was to provide residents with different means of participating 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.
	<b>Provide the year (and optionally month, or month and day) for when the data was collected.</b>  The survey was created in January 2025 and was available through the beginning of March 2025.

	<p><b>Briefly describe the methodology for the data collection.</b></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 available for local housing authority properties, the senior center and to the managers of affordable housing for low-income and formerly homeless residents.</p>
	<p><b>Describe the total population from which the sample was taken.</b></p> <p>The survey targeted a broad cross-section of Manchester residents. It was distributed through multiple channels to ensure wide representation, including social media, the town’s verified public engagement platform, flyers posted at grocery stores and community facilities with high foot traffic, and outreach through town departments, the housing authority, and local service agencies. Efforts were made to engage populations that may be less likely or less comfortable participating in public meetings. The survey was also shared via contact networks of numerous community organizations. To increase accessibility, a QR code was created for easy smartphone access. Additionally, the survey was featured in a local digital publication and covered by the <i>Journal Inquirer</i>, helping to reach residents who rely on traditional print media.</p>
	<p><b>Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.</b></p> <p>Surveys were distributed to Manchester residents at large and, as mentioned above, we received 305 completed surveys. Two hundred sixty two of these participants were residents, 22 were local business owners and 150 represented local community organizations. We received completed surveys from 150 seniors and 33 people with disabilities. Of respondents, 209 were homeowners and 26 were renters. Not all participants completed this section (271 of 305) but we did receive responses from the vast majority which provides a sense of the types of people who participated.</p>
3	<p><b>Data Source Name</b></p> <p>CT Counts: 2024 Report on Homelessness in CT</p> <p><b>List the name of the organization or individual who originated the data set.</b></p> <p>CT Coalition to End Homelessness (CCEH)</p>

	<p><b>Provide a brief summary of the data set.</b></p> <p>This data set includes information on persons experiencing homelessness.</p>
	<p><b>What was the purpose for developing this data set?</b></p> <p>Development of appropriate programs and community response.</p>
	<p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>Participating providers report</p>
	<p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>This data reflects the most current information available for 2024.</p>
	<p><b>What is the status of the data set (complete, in progress, or planned)?</b></p> <p>The data set is complete.</p>
4	<p><b>Data Source Name</b></p> <p>American Community Survey – Updated Data Sets</p>
	<p><b>List the name of the organization or individual who originated the data set.</b></p> <p>United States Census Bureau</p>
	<p><b>Provide a brief summary of the data set.</b></p> <p>When available, updated ACS data was used instead of pre-populated data.</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.

**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.

**What time period (provide the year, and optionally month, or month and day) is covered by this data set?**

2016-20120 ACS data

2018-2023 ACS data

**What is the status of the data set (complete, in progress, or planned)?**

The data set is complete.

5	<b>Data Source Name</b>
	Manchester Housing Authority Data (2024)
	<b>List the name of the organization or individual who originated the data set.</b>
	Manchester Housing Authority
	<b>Provide a brief summary of the data set.</b>
	Data on households served, waitlists, demographics, income, and unit characteristics across public housing and Section 8 HCV programs.
	<b>What was the purpose for developing this data set?</b>
To monitor and report on the demographics, housing needs, and service utilization of low-income households served through public housing and Section 8 programs, and to inform planning, funding, and program evaluation efforts.	
<b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b>	
The data set covers all households served by the Manchester Housing Authority, including those in public housing and those using Housing Choice Vouchers. It focuses on low-income residents of Manchester, including families, seniors, and people with disabilities.	
<b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b>	
2024	
<b>What is the status of the data set (complete, in progress, or planned)?</b>	
The data set is complete.	
	<b>Data Source Name</b> 2024 MHA Five-Year/Annual Plans

6	<b>List the name of the organization or individual who originated the data set.</b> Manchester Housing Authority
	<b>Provide a brief summary of the data set.</b> Strategic documents outlining MHA's priorities, goals, and program updates.
	<b>What was the purpose for developing this data set?</b> To outline strategic goals, policy initiatives, capital improvements, and service priorities for the Manchester Housing Authority, in compliance with HUD regulations and to guide long-term planning.
	<b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b> The plans focus on the geographic area of Manchester and are specific to residents served by the Manchester Housing Authority, including current tenants and households on waitlists.
	<b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b> 2024
	<b>What is the status of the data set (complete, in progress, or planned)?</b> The data set is complete.
	<b>Data Source Name</b> Human Services Reports & Presentations
	<b>List the name of the organization or individual who originated the data set.</b> Town of Manchester Human Services Department

7	<b>Provide a brief summary of the data set.</b>  Reports to the Board of Directors outlining program goals, performance metrics, client needs, and service gaps.
	<b>What was the purpose for developing this data set?</b>  To communicate departmental goals, client needs, performance metrics, and identified service gaps to the Town's Board of Directors, and to inform decision-making and budget planning.
	<b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b>  Data pertains to residents of Manchester who interact with the Human Services Department, including individuals and families accessing housing, mental health, food, youth, and other social support services.
	<b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b>  2024
	<b>What is the status of the data set (complete, in progress, or planned)?</b>  The data set is complete.
	<b>Data Source Name</b> 2-1-1 CT Data Dashboard
	<b>List the name of the organization or individual who originated the data set.</b>  United Way of Connecticut / 2-1-1
	<b>Provide a brief summary of the data set.</b>  Call volume and referral data for housing, shelter, mental health, food, and other basic needs services in Manchester.

8	<p><b>What was the purpose for developing this data set?</b></p> <p>To track service needs and unmet demand in Connecticut communities, including Manchester, based on real-time call volume and referral data. The data informs state and local planning and resource allocation.</p>
	<p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>The dashboard includes data for all 2-1-1 calls originating from Manchester, reflecting a diverse population in need of housing, shelter, food, behavioral health, and other basic services. Coverage is comprehensive for residents seeking assistance via 2-1-1.</p>
	<p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>May 2024 – May 2025</p>
	<p><b>What is the status of the data set (complete, in progress, or planned)?</b></p> <p>The data set is complete.</p>
9	<p><b>Data Source Name</b> Internal Review - Vacant Residential Properties</p>
	<p><b>List the name of the organization or individual who originated the data set.</b></p> <p>Town of Manchester – Building Inspection Division and Fire Marshall's Office</p>
	<p><b>Provide a brief summary of the data set.</b></p> <p>Review of vacant and abandoned properties.</p>
	<p><b>What was the purpose for developing this data set?</b></p> <p>To identify properties with potential safety issues, neighborhood impacts, or redevelopment opportunities, and to support strategic planning around code enforcement and housing revitalization.</p>

	<p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>The review focuses on residential structures in the Town of Manchester identified as vacant or abandoned, based on local inspections and enforcement records. It reflects current conditions as assessed by Town officials.</p> <p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>Current building status as of May 2025</p> <p><b>What is the status of the data set (complete, in progress, or planned)?</b></p> <p>The data set is complete.</p>
10	<p><b>Data Source Name</b> Town Plans</p> <p><b>List the name of the organization or individual who originated the data set.</b></p> <p>Town of Manchester</p> <p><b>Provide a brief summary of the data set.</b></p> <p>Includes guiding documents such as the Plan of Conservation and Development (POCD), and the Affordable Housing Plan. These plans outline townwide goals, housing strategies, service coordination efforts, and community priorities.</p> <p><b>What was the purpose for developing this data set?</b></p> <p>To establish long-term goals, policy priorities, and implementation strategies across multiple domains including housing, land use, and public services.</p> <p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>The plans provide comprehensive townwide coverage, with elements tailored to specific populations including low-income residents, seniors, people with disabilities, and those experiencing housing instability.</p>

	<p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>2023–2033 (POCD), 2022 - 2027 (Affordable Housing Plan), 2024–2025 (Human Services Directory)</p>
11	<p><b>Data Source Name</b> Hazard Mitigation and Climate Adaptation Plan</p>
	<p><b>List the name of the organization or individual who originated the data set.</b></p> <p>Capitol Region Council of Governments (CRCOG) / Connecticut Institute of Resilience and Climate Adaptation (CIRCA)</p>
	<p><b>Provide a brief summary of the data set.</b></p> <p>This data set supports hazard mitigation and climate adaptation planning for the Capitol Region, including town-level assessments of climate-related risks such as flooding, extreme heat, and severe storms. It includes vulnerability assessments of critical infrastructure, community assets, and housing, along with recommended mitigation strategies.</p>
	<p><b>What was the purpose for developing this data set?</b></p> <p>The purpose was to identify and address regional vulnerabilities to natural hazards and climate change, guiding municipalities in implementing strategies to improve resilience and reduce risk to people, property, and infrastructure.</p>
	<p><b>How comprehensive is the coverage of this administrative data? Is data collection concentrated in one geographic area or among a certain population?</b></p> <p>The data set covers the entire Capitol Region of Connecticut, including Manchester. It is geographically comprehensive within the region and focuses on municipal assets, infrastructure, and populations vulnerable to climate impacts, including low-income households and those in flood-prone areas.</p>
	<p><b>What time period (provide the year, and optionally month, or month and day) is covered by this data set?</b></p> <p>August 21, 2024 – August 20, 2029</p>
	<p><b>What is the status of the data set (complete, in progress, or planned)?</b></p> <p>The data set is complete.</p>

