

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

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

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

The Town of Hamden is an entitlement community under the Community Development Block Grant (CDBG) program, administered by the U.S. Department of Housing and Urban Development (HUD). The primary objective of the CDBG Program (24 CFR 570) is to develop "viable urban communities, by providing decent housing and a suitable living environment and expanding economic opportunities, principally for persons of low and moderate income." The Town receives an annual allocation of CDBG entitlement funds. The allocation for Program Year (PY) 45 (2019-2020) was \$480,319. The total amount expended during PY45, as indicated in the Integrated Disbursement and Information System (IDIS) reports included, was \$321,004, which includes the expenditures of funds carried over from prior years. In addition, \$3,200 in Program Income was generated during the PY.

The Town is committed to providing assistance to residents and within its target neighborhoods in a timely and efficient manner. All activities undertaken during PY45 addressed needs and goals established in the 2015-2019 Consolidated Plan. 15% of the allocated funds were used for program administration. Program administration funds were primarily used to fund half of the CD Program Manager position; a part-time position to assist with program implementation and reporting; travel and fees for HUD training; printing and publishing; and funds for consultant assistance.

Over the PY the town expended its CDBG funds in a manner that ensured decent, safe and accessible housing for low and moderate income residents through its rehabilitation and first-time homebuyer downpayment assistance programs. First-time homeownership education was also supported with CDBG funding. CDBG funds supported the provision of shelter for homeless individuals; public service programming with a focus on youth, the elderly and disabled populations; upgraded community infrastructure; and eliminated blighting conditions in the target area. The town provided accessibility improvements; sidewalk improvements; and sign grants to local business owners in its target areas. Public service programming provided meals, food delivery and food bank support to address food insecurities of low income and isolated populations; youth programming to provide mentorship, education, recreation and afterschool programs; literacy training; and senior programming to assist with adult day care, food insecurity and medical needs.

The final quarter of PY 45 brought unique challenges to the Town's implementation of its CDBG program as the Coronavirus Pandemic (COVID-

19) altered many aspects of program delivery and redefined community service needs as adjustments were made in regards to social distancing and shelter in place mandates. Many physical activities, rehabilitation projects, and facility and infrastructure improvements were put on hold as local focus shifted to respond to the pandemic. Social service programs also experienced changes to meet the needs of the community as it sheltered in place. Because of this, actual outcomes and beneficiaries varied from the proposed accomplishments.

During PY 45, the Town continued its program of citizen-based involvement to ensure that the services and programs offered, truly meet the needs and desires of the community and residents in need. The Community Development Citizen's Advisory Commission (CDCAC), is a group of citizen volunteers appointed to two-year terms to oversee and give guidance, from a community perspective, for Community Development program management.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Administration	Administration	CDBG: \$	Other	Other	5	5	100.00%	1	1	100.00%
Blight Removal	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	13700	13700	100.00%	5875	13700	233.19%
Blight Removal	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	25	0	0.00%			

Blight Removal	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	10	2	20.00%			
Child Care and Youth Programs and Services	Non-Homeless Special Needs	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		0	0	
Child Care and Youth Programs and Services	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	45315	16301	35.97%	1058	999	94.42%
Combat Cost Burden	Affordable Housing	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	350	0	0.00%			
Combat Cost Burden	Affordable Housing	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	69				
Combat Cost Burden	Affordable Housing	CDBG: \$	Rental units rehabilitated	Household Housing Unit	15	20	133.33%	5	0	0.00%
Combat Cost Burden	Affordable Housing	CDBG: \$	Other	Other	0	0		0	0	
Economic Development	Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	15	5	33.33%	3	2	66.67%

Emergency Shelter Assistance/Supportive Services	Homeless	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	200	54	27.00%	20	11	55.00%
Housing and Support Services to Special Needs	Non-Homeless Special Needs	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	11		0	0	
Housing and Support Services to Special Needs	Non-Homeless Special Needs	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	100	0	0.00%			
Housing and Support Services to Special Needs	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	18075		8118	8110	99.90%
Housing and Support Services to Special Needs	Non-Homeless Special Needs	CDBG: \$	Other	Other	0	1		1	1	100.00%
Improve and Increase Housing Supply	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	45		12	11	91.67%
Improve and Increase Housing Supply	Affordable Housing	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	200	0	0.00%			
Increase affordable homeownership opportunities.	Affordable Housing	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	49		125	49	39.20%

Increase affordable homeownership opportunities.	Affordable Housing	CDBG: \$	Direct Financial Assistance to Homebuyers	Households Assisted	40	38	95.00%	9	4	44.44%
Infrastructure and Facility Improvements	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	1		10	7	70.00%
Infrastructure and Facility Improvements	Non-Housing Community Development	CDBG: \$	Other	Other	20	14	70.00%	3	8	266.67%
Short-Term Transitional Housing	Affordable Housing Homeless	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	200	0	0.00%			

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

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

Overall, the Town of Hamden achieved most of its goals and priorities for the Program Year. After more than a full year of program implementation by a new Community Development Program Manager, the Town is now successfully expending resources and completing programs assumed from prior program years. The new CD Program Manager has increased community outreach, developed improved working relationships with housing and service providers, and has improved recordkeeping and program implementation over the term of his employment. The Program Manager is also charged with management and oversight of all community services and employees located at the Keefe Community Center. While these responsibilities can be time consuming they also provide collaborative opportunities and insight into the needs of some of the Town’s lowest income and most needy residents. During the program year the Town created a new part-time position in the Office of Community Development to assist with community outreach, program implementation and reporting and recordkeeping. Annual accomplishment include:

- Single Family Rehabilitation: Rehabilitation including emergency roof repairs, furnaces & fuel assistance, lead-based paint code violation

correction, accessibility improvements, and energy upgrades. Eleven (11) housing units received assistance.

- ADA Improvements: Funds were utilized to provide handicap ramp and entry improvements to one (1) household.
- Commercial Rehabilitation: Funds were used to provide sign grants in the CD target areas. Grants were provided to 2 businesses.
- Downpayment Assistance – First-Time Homebuyer: Funds were expended for lead-based paint testing, legal fees, and downpayment and closing cost assistance. Seven (7) units were tested for lead-based paint and four (4) first-time homebuyers received downpayment and closing cost assistance loans.
- Public Facility & Infrastructure Improvements: Provided sidewalk and streetscape improvements in the target area. Sidewalk replacement and repairs were made on Shelton Ave. , Goodrich St., Scott Street, Grafton Road, Woodin Street and Fairview Avenue.
- Anti-Blight Efforts – Purchased equipment & supplies needed to address blight in target area neighborhoods. CDBG funds supported the neighborhood clean-up campaign in the target area.
- Fair Housing: Provided support for fair rent counseling, referrals and hearings.
- Columbus House: Provided counseling & emergency shelter for homeless Hamden residents at the Columbus House Shelter in New Haven. 11 households benefitted.
- BH Care provided domestic violence awareness education to 931 Hamden High School students.
- Arts for Learning hosted two family arts engagement sessions at the Keefe Community Center, Two hundred (200) families participated in the programming.
- Partnership Center for Adult Day Care used CDBG funding to support the provision of a nutritious lunches to Hamden residents in the adult day care program. Eighteen (18) individuals benefitted from the program.
- Hamden Community Services utilized CDBG funding to support its community food bank. 7,526 residents were serviced by the food bank.
- Hamden Youth Services used CDBG funding to provide weekly chess instruction to 36 afterschool students.

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

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

91.520(a)

	CDBG
White	6
Black or African American	17
Asian	2
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
<b>Total</b>	<b>25</b>
Hispanic	2
Not Hispanic	23

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

### Narrative

The table above provides statistics for the number of families/households assisted over the program year. The only projects where household data was collected over the program year were the Residential Rehabilitation, ADA Improvements and the First-time Homebuyer Downpayment and Closing Cost Assistance program. IDIS Table PR-23, CDBG Summary of Accomplishments, provides the racial and ethnic statistics for the program. Of the families assisted, approximately 26% of the families assisted were White, 65% were Black/African American, and 9% were Asian. Near 9% were Hispanic.

Statistics for non-housing activities provided counts for the number of individuals served. According to the PR-23 report, 9,169 persons were assisted with CDBG funds. Of these, 32% (2,925) were White, 47% (4,294) were Black/African American, 12% (1,063) were Asian and 10% were other/multi-racial. Again, near 9% (798) were Hispanic.

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

### Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	480,319	321,004

Table 3 - Resources Made Available

### Narrative

Hamden's greatest obstacle to meeting its community development needs is limited financial resources. The leveraging of other resources is critical to providing the variety of programs and services demanded by the residents of Hamden. In addition, the Office of Community Development has been working with various non-profit agencies and the Town's dedicated grantwriter to bring additional resources into Hamden to specifically address Housing and Community Development needs.

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
CENSUS TRACT 1655 AND 1656, STATE STREET REVITALIZATION AREA		5	see below
CENSUS TRACT 1655, 1656			
CENSUS TRACT 1655, 1656, AND 1651			

Table 4 – Identify the geographic distribution and location of investments

### Narrative

The Town offers housing rehabilitation, emergency housing assistance, accessibility improvements, downpayment assistance, and environmental hazard remediation assistance to income-eligible residents townwide with a focus on Census Tracts 1655, 1656, and portions of the State Street Revitalization Zone (Census Tract 1651- Block Groups 3 and 4). Several programs are designed to occur *only* in the CD target areas to improve physical conditions and improve livability of the neighborhoods. They include the Commercial Rehabilitation Program, Infrastructure Improvements and Anti-Blight efforts. During PY45, 19% of the funds allocated were for these target area programs. Of the funds expended over the year, 7% were expended to improve living conditions in target area neighborhoods. The expenditures were near 5% of the annual allocation as reflected in the table above.

The town's Emergency Housing Rehabilitation Assistance Program, funded with CDBG, is designed to provide emergency housing assistance to address code violations, lack of heating, accessibility, or conditions threatening the health and safety of residents. It is offered on a town-wide basis as long as the applicants meet HUD determined income guidelines. Access to the Fair Rent and Fair Housing



assistance and Housing Code Enforcement is offered to all Town residents regardless of their income.

## Leveraging

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

The Town utilizes a variety of resources in addition to its CDBG entitlement funding to address housing and community development needs. Some include:

- CT Department of Economic & Community Development (DECD): DECD provides economic development, infrastructure and community revitalization programs. DECD has a variety of housing and community development related programs available throughout CT. Census Tract 1655 the Highwood neighborhood has been designated as an Opportunity Zone (OZ) by DECD. OZs are created to attract private investment to improve economic growth, housing opportunity and infrastructure while creating jobs in economically distressed areas.
- CT Department of Mental Health and Addiction Services (DMHAS): DMHAS administers various housing and supportive services programs to address mental health and addiction needs.
- CT Housing Finance Authority (CHFA): CHFA offers a variety of downpayment, mortgage and housing rehabilitation loan programs for income eligible applicants.
- Capital for Change, Inc. (C4C): C4C offers a variety of housing rehabilitation and energy efficiency loans for income eligible applicants. C4C funds can provide gap financing needed to complete rehabilitation projects that cannot be fully funded by the CDBG Rehabilitation Program.
- Neighborhood Revitalization Zone Program: Hamden has two Neighborhood Revitalization Zones, empowered by the Town and the State to create strategic plans of improvement for their respective communities. NRZ designation, and the completion of the planning process, makes these areas eligible to receive funding preference from State agencies in support of neighborhood revitalization efforts.
- CT Department of Housing (DOH): Various affordable housing programs and funding opportunities are available through CT DOH. Coordinated Access Networks (CAN)/Homeless Assistance Programs are implemented through DOH.
- CT Department of Social Services (DSS): DSS administers support programs for very-low income and special needs residents, including the State Rental Assistance and the State Section 8 Programs. Programs address health and home care; food and nutrition; the service needs of children, families and the elderly; and employment and financial stability. DSS also offers funding for the development of service facilities, transitional

housing facilities and homeless shelters.

The Town has used land and property to address the housing and community development needs identified in its plan. In past program years, Town-owned property was identified for acquisition by Habitat for Humanity which allowed a low-income family to purchase the home at a price below market value. Hamden also worked with Neighborhood Housing Services (NHS) to acquire a blighted vacant 2-family property in the target area and provided CDBG funds to complete the rehabilitation. The Town has sold vacant properties to Neighborworks New Horizons to build affordable housing units in the Newhall neighborhood. Hamden is receptive to identifying and using publicly-owned property to meet housing and community development needs and is working to create additional affordable housing opportunity through the development of partnerships with non-profit and not-for-profit housing agencies. The Town will continue to collaborate with non-profit housing developers on projects that result in affordable housing units for all citizens. The CD Manager has been working with Columbus House and the Yale School of Architecture to identify town-owned properties for possible new housing targeted toward lower income households transitioning from homelessness. The Town will also seek to leverage additional funding for housing related programs.

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

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	9	4
Number of Special-Needs households to be provided affordable housing units	0	0
<b>Total</b>	<b>9</b>	<b>4</b>

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	17	11
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>17</b>	<b>11</b>

Table 6 – Number of Households Supported

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

During Program Year 45, the town had two CDBG Residential Rehabilitation Program Activities available (PY 2018 and PY 2019). The Office of Housing and Neighborhood Development estimated it would serve 12 households with its residential rehabilitation program funded in 2018. Eight (8) units were rehabilitated with 2018 funds. The town estimated it would serve 17 households with its residential rehabilitation program funded in 2019. To date, with 2019 funding, three (3) housing units were

rehabilitated. Using both accounts, in total, the town provided residential rehabilitation assistance to 11 households.

Although funded from a separate ADA Improvements account, one (1) homeowner was assisted with an accessibility ramp and entryway improvements during the program year.

The First-time Homebuyer Program anticipated nine (9) closings for the Program Year. Using funds from both FY 2018 and FT 2019, four (4) households were assisted with downpayment and closing cost assistance. Pre-purchase lead inspections were also conducted over the program year with this funding. It is likely that the Coronavirus Pandemic had a direct affect on the Homebuyer Program as the State and the Town were essentially shutdown during the Spring and Summer.

Hamden does not currently have programs funded with CDBG that support households through rental assistance, producing new units, or acquiring units.

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

The Community Development Advisory Commission (CDAC), a group of citizen volunteers appointed to oversee and offer guidance to the Office of Community Development from a community perspective, has been very successful in providing the program with a regular opportunity to solicit feedback on programs and philosophical direction for the program. The Commission meets on a monthly basis, and will use these outcomes to shape future annual action plans. At this time, there are no plans to revise or amend proposed program outcomes. The Coronavirus Pandemic greatly affected program implementation over the past year. The Town is using a “wait and see” approach to determine how activity will resume once the pandemic is over.

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

<b>Number of Households Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	4	0
Low-income	8	0
Moderate-income	3	0
<b>Total</b>	<b>15</b>	<b>0</b>

**Table 7 – Number of Households Served**

#### **Narrative Information**

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

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

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

The Hamden Community Services Department utilizes funds from both the Town of Hamden, the Community Development Block Grant (CDBG) Program, and the United States Federal Emergency Management Agency (FEMA) to administer several programs designed to assist homeless and near homeless persons of extremely low income and persons who experience an emergency. The Community Services Department assists both traditionally homeless individuals and individuals who are temporarily without shelter due to a crisis situation, such as a fire.

The Town of Hamden places priority on continued assessment of homeless needs through its various social service agencies. The emphasis of this approach will be to prevent homelessness by early intervention and the provision of necessary supportive services to at-risk populations, as well as consultation with service providers. Research has shown the critical role that comprehensive social services play in eliminating chronic homelessness.

In 2019 and 2020, the Town provided an Overnight Winter Warming shelter, however there is no year-round shelter. The year-round shelter needs of the Town's homeless population are now primarily met by facilities in New Haven, although shelters in Milford and Wallingford have also reported serving Hamden residents. The Community Services Department is the primary source for locating shelter for the homeless. Healthcare outreach to homeless is provided through the Cornell Scott Hill Health Center (CSHHC). Both CSHHC and Columbus House Outreach and Engagement Teams offer shelter intake and case management services to Hamden's homeless. The town also works with the Continuum of Care and Yale Behavioral Health Services of Hamden.

The Office of Community Development (OCD) has increased efforts to address homelessness over the past several years. The OCD works closely with the Columbus House, Inc. Outreach and Engagement Team to offer those experiencing homelessness shelter intake and case management services. In addition, they work closely with the Cornell Scott Hill Health Center Homeless Healthcare Program to offer physical health, mental health, and substance abuse services to Hamden's homeless. These partnerships will be continued and expanded in the coming years. Over the program year the CD Program Manager hosted a virtual town meeting session on homelessness and local efforts to address it at a CT Coalition to End Homelessness conference. A link to a video recording of the session can be found at [https://youtu.be/Ui8S9d\\_Gql8](https://youtu.be/Ui8S9d_Gql8).

The Town has also become a more active participant in the New Haven Continuum of Care network to gain better knowledge of the needs of the homeless and special needs populations and the programs

and activities available to address them. As part of this, the Town plans to continue to be in direct contact with the Greater New Haven Coordinated Access Network (CAN), Columbus House, New Reach, Cornell Scott Hill Health Center Homeless Healthcare Team, the CT Coalition to End Homelessness, Yale Behavioral Health Services of Hamden, and Homeless Coordinator for the City of New Haven. Involvement with these groups allows for a better understanding of the needs of the region and the various programs and projects with which they are addressed.

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

Over the past program year the Town of Hamden allocated CDBG resources to Columbus House to provide emergency shelter support to residents in need. The Town also provided CDBG funding to support BHCare Domestic Violence Services to provide counseling to battered women and their families and to provide outreach and community awareness programming. Several Programs to provide food pantry/ nutritional services to homeless individuals and at-risk households were also supported with CDBG funding. Participants in these programs also receive referrals to additional supportive services and assistance.

In 2019 and 2020, the Town provided an overnight winter warming center from January through March. Once at the warming center individuals/households were offered case management and assistance in obtaining emergency shelter. The Community Services Department is the primary source for locating shelter and supportive services for the homeless and households at risk of homelessness. Healthcare outreach to the homeless is provided through the Cornell Scott Hill Health Center (CSHHC). Both CSHHC and Columbus House Outreach and Engagement Teams offer shelter intake and case management services to Hamden's homeless. The town's Community Services Department refers at-risk households to housing and supportive services organizations such as CSHHC, Liberty Community Services, New Reach, Continuum of Care, and Yale Behavioral Health Services of Hamden and collaborates with Columbus House's Street Outreach and Engagement Team.

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

In addition to increasing the availability of affordable housing, providing assistance for emergency housing and promoting the creation of transitional units, the Town also assists the homeless and those threatened with homelessness through the provision of support services. Increased educational programming, job skill development, child care and English as a Second Language programs are all methods in which the Town can assist unemployed or underemployed persons in obtaining better employment. Life skill training, budget counseling and tenant/landlord mediation activities can also

reduce the level of evictions. For households threatened with homelessness due to housing cost burden, energy efficiency and weatherization programs, fuel assistance programs, and tax-reduction programs for the elderly are all means to help reduce cost burden. Many of these programs are operated in the same building as OCD and providers undertake a team approach to delivering these critical services. In fact, the Community Development Manager is also charged with oversight of the Community Services and Youth Services Departments.

Also, in addition to helping to provide shelter and providing referrals to supportive services, the Town focuses on the employment needs of the homeless or near homeless by developing a direct relationship between economic development and work force development or job training. The Office of Community Development (OCD) has a good working relationship with Workforce Alliance, HPS Adult Education, and Hamden Economic Development. The OCD also offers basic computer classes and financial empowerment classes. The Town will continue to strengthen these partnerships and programs.

**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**

There is a need in Hamden for short-term transitional housing to provide shelter for families and individuals who have become homeless and are looking for permanent housing. Changes in the local hospitality market have reduced the number of affordable short-term units available to Hamden families who, for reasons relating to work, child care, or education, require proximity to resources and transportation. A variety of formats have been discussed locally. Length of stay could vary between a few weeks for families temporarily relocated due to lead abatement activities or other emergency housing conditions to up to 24 months for families transitioning due to domestic violence issues or economic hardship. Community Services provides relocation assistance under the Uniform Relocation Assistance Act.

A new hotel is being built in Hamden. Town staff will have conversations with the new owners to investigate the potential for short term temporary housing.

The Community Development Manager, on behalf of the Town, has been working with both Columbus House and the Yale School of Architecture to identify town-owned properties for possible new housing targeted toward lower income households transitioning from homelessness.

The Town of Hamden will continue to address homeless needs through its various social service agencies and through partnerships and relationships with Columbus House, New Reach, and CSHHC, among others. The emphasis of this approach will be to prevent homelessness by early intervention and the provision of necessary supportive services. The Community Services Department working cooperatively



with the local police department and other social service providers is the Town's main provider of outreach, counseling and referral services to homeless families and individuals. Some of the services provided include eviction prevention, referrals to agencies which provide rental and/or fuel assistance, counseling, food and household items, job skill development to increase household income and in some instances provision of 1 month's payment to prevent eviction or foreclosure.

The Town also continues to focus on the employment needs of the homeless or near homeless through the OCD which offers basic computer classes and financial empowerment classes. The Town will continue to strengthen these partnerships and programs, developing a direct relationship between economic development and work force development or job training.

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

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

No Federally-funded public housing units exist in the Town of Hamden. The Hamden Housing Authority's public housing units are State-funded. The HHA received notification from HUD recognizing them as a High Performer for the Federal Programs they manage. The goals and objectives for the Hamden Housing Authority PHA 5 year plan include expanding the supply of assisted housing, improving the quality of assisted housing, promoting self-sufficiency of families and individuals, and continuing to maintain its high performer SEMAP status.

Residents of public housing, like other low- and moderate-income residents, are eligible for programs and services offered through the Town. They also benefit from the physical improvements made within the community development target areas and improvements to public facilities such as neighborhood or community centers. The creation of affordable rental and homeownership opportunities will also increase the housing resources available to public housing residents, particularly Section 8 recipients. There is a need for additional Section 8 assistance to meet demands within the community.

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

The Housing Authority has a Resident Advisory Board that encourages resident participation in management and policy development. The Hamden Housing Authority will continue to promote programs, and expand its efforts, to encourage resident involvement and homeownership opportunities.

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

PHA is not troubled, N/A.

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

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

**Partnerships with Non-Profits:** The Town is working to create additional affordable housing through the development of partnerships with non-profit and not-for-profit housing agencies. The Town will continue to collaborate with non-profit housing developers such as NHS, Neighborworks/New Horizons, Habitat for Humanity, and New Haven Home Recovery on projects that will result in affordable housing units for all citizens. The Town will explore partnerships with other housing organizations to increase housing opportunity and will seek to leverage additional funding for housing related programs.

**Hamden Homeownership Initiative & Homebuyer/Homeowner Training:** The Downpayment and Closing Cost Assistance Program, funded with CDBG funds, assists income eligible applicants with the purchase of their first home. In addition, the Town supports Pre-Purchase Homebuyer Training offered by Neighborhood Housing Services with CDBG. In CD45, forty-nine (49) Hamden households participated in the training.

**Partnership with the Hamden Housing Authority:** The Town has increased its support for the HHA's plan to create additional affordable homeownership and rental housing units for elderly, disabled and low- to moderate- income individuals and can assist with identifying available properties.

**Fair Rent Process:** The Town of Hamden has a Fair Rent Commission and Fair Rent complaint process for residents who have been given what they believe is an unreasonable rent increase by their landlord.

**Fair Housing Plan:** The Town of Hamden has created and implemented a Fair Housing Plan as a way to provide formal guidelines consistent with federal affordable housing standards. The Plan is intended to be consistent with and meet the requirements and objectives of the Civil Rights Act of 1968, Title V or the National Housing Act (as amended), and all legislation related to non-discrimination in housing.

**Zoning:** Hamden has also implemented zoning regulations that help to promote affordable housing. Examples of some of these new regulations include:

- Requirement that multi-family housing developments containing 5 or more units shall set aside a minimum of 20% of the units as Affordable Housing
- Determining the maximum price for all affordable housing units
- Building requirements for all affordable housing units

**Barriers and Impediments:** A potential barrier to affordable housing is the lack of convenient access to public transportation, which can directly impact the availability of homes to certain residents. While

Hamden's diversity of residents and commercial opportunities is one of its greatest strength, the general limitation of public transportation to north-south corridors (specifically Dixwell Avenue, Winchester Avenue, Whitney Avenue, and State Street) serves to restrict the residential options of those without personal automobiles.

***Fair Housing:*** The Town has proactively established both a Human Rights and Human Relations Commission and a Commission on Disability Rights and Opportunities to ensure that Hamden's diversity is both celebrated and promoted, and everyone is treated with dignity and respect. These citizen organizations, as well as Hamden's Department of Elderly Services, Department of Community Services, and New Haven Legal Assistance collaborate to ensure that Hamden residents (and potential residents) understand the law as it pertains to fair housing and have opportunities through a number of channels to protect their rights.

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

The Town has worked to improve coordination of its social services for individuals with special needs by taking a more comprehensive approach to Human Services and the Continuum of Care. Collaboration between the Department of Economic and Community Development, the Office of Community Development, Community Services, Elderly Services and various Regional Continuum of Care service providers has resulted in a more efficient and effective delivery of service. In fact, the Community Development Manager is responsible for oversight of the Keefe Community Center which houses the majority of the Town's community services departments. This oversight has led to a streamlined working relationship between the various town departments located in the Center and partner agencies also operating out of the center.

Through Keefe Center agencies and departments, the Town collaborates with numerous agencies and organizations that meet the housing and community development needs of Hamden residents. As an example, working relationships exist with the CT Association for Human Services, the Hispanic Health Council, Husky Health, the United Way, and the Quinnipiak Valley Health District to name a few. These partnerships have proven fruitful in providing Hamden residents with additional opportunities for funding and services.

Partnerships established over the past year have proven fruitful in providing Hamden residents with additional opportunities for funding and services.

#### **Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)**

As required by the Connecticut's Lead Poisoning Prevention and Control regulations, Sections 19a-111 -1 through 19a-111 -11, the Town of Hamden code enforcement entities, the Quinnipiak Valley Health District, and the Housing Code Enforcement Officer, are responsible for enforcing appropriate lead paint abatement, where applicable. These regulations are considered, applied, and adhered to throughout all rehabilitation projects.

The Quinnipiac Valley Health District (QVHD) provides educational counseling and distribution of materials to extremely low- to moderate-income families with children six years of age and younger, who have been identified through a cooperative effort between QVHD, the Community Services Department and daycare programs conducted in the M.L. Keefe Community Center located in southern Hamden.

In the administration of its CDBG-funded Rehabilitation Program, the Town assures that all units are rehabilitated in compliance with applicable lead-based paint regulations. All units rehabilitated where children under the age of six are or are expected to be present will be tested for lead-based paint and abated where necessary. Through the CDBG First-Time Homebuyer program, homes being considered for purchase are also tested for the presence of lead-based paint.

The Town supports the Quinnipiac Valley Health District's applications for lead grant funding as a means to continue to extend its lead awareness program and offer assistance to property owners seeking to reduce lead hazards in homes. Where feasible, Community Development Block Grant funds are used to assist extremely low- to moderate-income households in the reduction/abatement of lead paint hazards. Likewise, the Office of Community Development and the Quinnipiac Valley Health District (QVHD) will apprise homeowners of any State or Federal loan programs available for the removal of hazardous materials.

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

The Town of Hamden attempts to address the issue of poverty in its population through the use of social and supportive services. The Town supplements State and Federal resources with local funds and CDBG funds for activities that meet specific identified needs. The private sector is a key resource for addressing poverty in its ability to create employment opportunities with a resultant increase in income.

In order to address poverty among groups where the incidence of poverty is highest, the Town has utilized local funds and its limited CDBG funds for public service programs through the community services and elderly services departments. These departments work with families and individuals in poverty by providing referrals and assistance for shelter, fuel, food, utility costs, etc.

Job training and employment assistance to unemployed and underemployed individuals is key to helping them to obtain "living wage" employment. By connecting job training to economic development and providing supportive services the Town can move more families out of poverty. The Town promotes workforce development and job training efforts by partnering with the local Adult Education program and referring those seeking assistance to the "Steps to Success Jobs Program". The Keefe Community Center also provides educational programs and resources, including GED, literacy and ESOL training, to individuals looking to improve their employment and life skills. The provision of affordable childcare to working families is an important component in their transition from welfare or poverty to self-support.

The provision of affordable housing and the reduction of housing cost burden also address the issue of

families in poverty.

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

The Town's Office of Community Development (OCD), the Hamden Housing Authority, the Community Services Department, Elderly Services, the Office of Planning and Zoning, and the Quinnipiack Valley Health District, function cooperatively to identify, evaluate and address the housing and community services needs of the various populations within the town.

Through OCD, the Town of Hamden combats cost burden and other housing problems of its extremely low- to moderate-income populations. The Residential Rehabilitation Program is the primary program used to expand the number of affordable units available in Hamden. Where feasible, the town works to promote the creation of affordable housing through outreach and collaborative efforts with area non-profit developers. As part of this, the Town of Hamden supports the efforts of non-profit and private developers who come forth with viable proposals to expand the Town's affordable stock. The Town actively seeks additional funding opportunities and appropriate properties to support the development of affordable housing.

OCD administers the CDBG program with funding received from the U.S. Department of Housing and Urban Development (HUD). It plays a major role in encouraging and supporting the activities of private and non-profit developers interested in the construction and rehabilitation of affordable housing units. OHND provides assistance for housing rehabilitation to extremely low- to moderate-income homeowners and owners renting to low- to moderate-income families. The office also administers a first-time homebuyer assistance program. The CD Program Manager works to expand collaborations with realtors, bankers, mortgage brokers and non-profit housing developers to generate more interest in the first time homebuyer program and create new opportunities to expand affordable housing resources.

The Hamden Housing Authority manages the public/elderly housing complexes for the Town of Hamden. The Hamden Housing Authority also administers its Section 8 Voucher and Certificate programs and works to expand its Rental Assistance Program as a means of promoting housing opportunities for low-income/elderly populations. Over upcoming program years. The Housing Authority will also continue to investigate the possibility of creating additional housing resources. The Town has an active and supportive relationship with the Hamden Housing Authority.

The Community Services Department is the primary source for locating shelter for the homeless and special needs households. The Elderly Services Department provides care to elderly residents to prolong their ability to remain self-sufficient and independent. The Quinnipiack Valley Health District is instrumental in identifying lead paint hazards relative to housing issues, and Planning and Zoning approves the location of new construction and offers technical assistance to prospective developers. The Town's Department of Economic Development supports community development by its oversight of commercial and neighborhood revitalization projects.

Many of the supportive services offered to Hamden's extremely low- to moderate-income, and elderly/disabled populations, are delivered by non-profit organizations and agencies that receive funding through the CDBG program. The Town of Hamden offers a wealth of supportive services that provide needy residents with appropriate support. The system currently in place has been successful in regards to housing extremely low- to moderate-income populations. While the elderly and populations with special needs are currently being served adequately, a gap exists between requests for affordable housing and available units.

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

The Town of Hamden will continue to assist and work with the Hamden Housing Authority, non-profit and private developers, and private industry in a cooperative effort to maximize resources directed to affordable housing. The development of this type of relationship will strengthen coordination between the Town, the community, and prospective developers in pursuit of affordable housing construction and rehabilitation.

The Office of Community Development will continue to collaborate with local social service agencies to maximize efforts directed to the expansion of affordable housing and supportive services. Through its Community Services Department, the Town of Hamden will maintain its involvement with the State Department of Social Services to address common issues and concerns and work toward programs to address identified needs.

To benefit the town, the Community Services Department along with the Economic Development Department will maintain an active role in Regional Workforce Organizations, to develop strategies to enhance job training efforts, provide workforce development opportunities, and promote the creation of a jobs. The Town will also become a more active participant in the New Haven Continuum of Care network to gain better knowledge of the needs of the homeless and special needs populations and the programs and activities available to address them. Likewise, through its participation on the South Central Regional Council of Governments (SCRCOG), the Town of Hamden is working with other jurisdictions to address the issues of housing, homelessness, and social services.

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

The Town of Hamden continues to remain active in the promotion of Fair Housing within the community. In a concerted effort to affirmatively further fair housing in Hamden, the Office of Housing and Neighborhood Development refers interested individuals to the CT Fair Housing Center for information on tenant and landlord rights and responsibilities. Information on tenant and landlord rights is also provided to individuals with questions or concerns. While the coordination of Fair Rent activities by the Community Development Program Manager remains the most significant activity, several municipal departments, local non-profits, and the independent Hamden Housing Authority offer

programs and services that further Fair Housing opportunities.

**Fair Rent Process:** The Fair Rent Commission receives complaints, inquiries, and other communication regarding charges of excessive rent or dangerous conditions in housing accommodations within the Town. The Fair Rent Commission can conduct hearings on complaints or requests for investigations submitted to it by aggrieved persons. If, after a hearing, the Fair Rent Commission determines rent for a housing accommodation is excessive or “unconscionable”, it can order a reduction of excessive rent to an amount that is “fair and equitable”, or make other such orders as authorized.

**Residential Rehabilitation Program:** Over the program year, 11 households received residential rehabilitation assistance. This program improved owner-occupied properties for residents of low- to moderate-income, and increased the number of safe, decent housing units available to Hamden residents. The Residential Rehabilitation program increases the affordable housing stock and increases the number of affordable housing units available to rent.

**Hamden Homeownership Initiative & Homebuyer/Homeowner Training:** This program assists income-eligible citizens to purchase their first home in Hamden. The Town requires Pre-Purchase Homeownership Training as a part of the Downpayment Assistance Program. Training is offered in partnership with the New Haven Homeownership Center and Neighborhood Housing Services. This program trains new homebuyers on anti-discrimination laws in homebuying and mortgage lending, how to fix their credit, how to understand what homes they can afford, the importance of identifying lead hazards (particularly for families with young children), how to manage the budgetary requirements of home ownership and maintenance; and what applicants can expect at closing. In CD 45, forty- nine (49) Hamden households received homeownership training through the New Haven Homeownership Center funded with CDBG funds.

Four (4) households received Downpayment Assistance over the program year. In addition, eighteen (18) applicants were pre-approved for the Downpayment assistance program over the program year and will be assisted in purchasing a home in upcoming program years.

Hamden recently completed an update to its Analysis of Impediments to Fair Housing which will guide actions over the upcoming Consolidated Plan strategy period 2020-2024.



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

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

The Town of Hamden's Office of Community Development (OHND) is the local agency charged with administering the Town's Community Development Block Grant (CDBG) allocation. The Office employs a full-time Community Development Program Manager, who is responsible for the coordination, oversight, and general monitoring of all program activities. The Town is currently seeking resources to add an additional staff position to assist with community outreach, program implementation, and recordkeeping and reporting. Over the past program year this additional staff position was only a partial part-time position.

OCD staff keeps detailed records and requires careful documentation for each program, especially with regard to low- to moderate-income status.

The Community Development Program Manager reviews reports submitted by Public Service Agencies and non-profits to ensure proper documentation of expenditures. Additionally, agencies are provided availability electronically to OMB Circular A-122 to review allowable cost principles.

The Town also provides additional program oversight through a Community Development Advisory Commission (CDAC), made up of resident volunteers. The CDAC, works in cooperation with the OCD to ensure the success of the CDBG program implementation and to provide citizen oversight. The group assists the OCD by identifying needs, advising on program guidelines, ensuring compliance with HUD regulations and overseeing activities funded by the CDBG program. They also review applications, and interview all applicants seeking Public Service Agency funding. As a Commission, they then make recommendations on which agencies to fund and how much they should be funded.

The CDAC reviews and approves the budget contained in the Annual Action Plan prior to its submission to the Hamden Legislative Council and the U.S. Department of Housing and Urban Development (HUD). The CDAC has nine (9) citizen members of mixed political affiliation, who are appointed by the Mayor and approved by the Legislative Council. The CDAC meets monthly with the Community Development Program Manager and the public to conduct their business, and also meet regularly in smaller sub-committees to work on specific duties.

Procurement: All financial and purchasing transactions are conducted through the Town of Hamden Finance and Purchasing Departments. The Office of Housing and Neighborhood Development follows the Town's purchasing procedures, and in doing so, complies with 24 CFR 85.36.

In instances where HUD regulations present additional purchasing requirements, OCD requests such

from the Purchasing Department. All purchase orders utilized to conduct program activities are signed by OCD's Community Development Program Manager, the Purchasing Agent, the Finance Director and the Mayor. These layers of oversight ensure compliance with municipal fiscal and purchasing policies. All financial transactions are also subject to the annual audit of the Town's municipal finances.

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

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

As a result of the Coronavirus Pandemic, HUD issued several requirement waivers under a Mega Waiver to allow for continued implementation and citizen outreach in a new virtual environment. In relation to these waivers, the Town of Hamden revised its Citizen Participation Plan in mid-2020 to allow for virtual meetings and online access to documents for public review and comment.

The Town advertised the availability of the Draft Consolidated Annual Performance and Evaluation Report (CAPER) in the New Haven Register and online on the Town's website on Monday December 7, 2020. The comment period closed at close of business on December 22, 2020. No comments were received during the comment period.

The Draft document was available on the Town website at <http://www.hamden.com/communitydevelopment>

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

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

No changes were made.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

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



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

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

No changes were made.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

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

### CR-58 – Section 3

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

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
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Table 8 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
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Table 9 – Qualitative Efforts - Number of Activities by Program

Narrative