

Town of West Hartford 2021 DRAFT Annual Action Plan

Below is the current **DRAFT** of the Town of West Hartford's annual plan for use of its annual Community Development Block Grant from the Department of Housing and Urban Development. Community outreach is underway, and community comment will be incorporated into our final draft, which will be submitted to HUD in mid-May.

Expected Resources

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

Introduction

West Hartford receives CDBG Program funds on an annual basis through HUD. The table below shows the Town's CDBG allocation for the **2021/2022 (July 1, 2021 to June 30, 2022)** Program Year and the expected amount available over the remainder of the Five Year Plan Strategy Period. For purpose of estimation, the assumption is that the annual allocation over the next four years would be level with the current year's allocation.

Projects included in the Annual Action Plan **(July 1, 2021 to June 30, 2022)** are chosen in response to the priority needs identified in the Five Year CDBG Consolidated Plan **(July 1, 2020 to June 30, 2024)**. The priority needs are as follows:

- Provide affordable rental housing opportunities to cultivate affordable homeownership opportunities, to increase supply of special needs housing, to promote ADA accessibility improvements, and to improve lead-based paint education and remediation – this need is reflected in the Housing Rehab Program, which provides funding to improve residential properties for eligible residents.
- Support code enforcement efforts – this need is reflected in funding of housing and neighborhood stabilization.
- Provide support to homeless and at-risk populations and to support continuation/expansion of public services – this need is reflected in

the funding of the Hillcrest Area Neighborhood Outreach Center (HANOC), volunteer services, and the food pantry.

- Maintain and improve public facilities and infrastructure – this need is reflected in the funding of public & private partnerships.
- Continue administrative and planning activities – this need is reflected in the funding of CDBG administration and fair housing activities.

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	1,017,696	150,000	80,345	1,248,041	3,020,556	For purposes of estimating expected amount available for the remainder of ConPlan, an average of Year 1 and Year 2 grant allocations was multiplied by 3.

Table 1 - 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

Each year the Town of West Hartford seeks and receives community development-related funding from several other sources; i.e. State of CT-DOT, North Central Regional Mental Health Board; Greater Hartford Transit District, and private donations. West Hartford will continue to seek opportunities to leverage funds such as:

- The CDBG funded Housing Rehabilitation Program continues to offers flexible funding opportunities to income eligible property owners

(including grants and extremely low-interest loans).

- West Hartford utilizes \$7,000 of CDBG Funds for Greater Hartford Legal Aid (GHLA). GHLA provides free legal services to low-income persons whose assets or resources meet the attached GHLA guidelines for eligibility. GHLA abides by the provisions of nondiscrimination under Title VI of The Civil Rights Act of 1964.
- The Town of West Hartford coordinates and offers several transportation services to the community. Dial-a-Ride provides transportation assistance to West Hartford residents who are age 60+ OR who are over 18 years old and have a qualifying disability. Residents can use this service up to three times per week for medical appointment, grocery shopping and social activities. West Hartford subsidizes the cost of this service with a state transportation grant. The fee for residents is limited to \$50 per year. Those with ongoing or urgent medical treatment can utilize the Medical Assistance Program (MAP) Program. There is a separate application for this program, including a physician's statement but there is no additional charge for current Dial-A-Ride clients.

This funding, both CDBG and state grants, in conjunction with Town resources, complements the Town budget and reduces the tax burden for services per taxpayer.

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

West Hartford does not have a land bank program.

Discussion

In order to liquidate older assets, West Hartford will utilize funds held from 2017, 2018 and 2019 to fund portions of HANOC, Food Pantry, Volunteer Services, and West Hartford-Bloomfield Health District. The remainder of 2020 funds used complies with Grant Fund Accounting Principles for the total annual disbursement.

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	Public & Private Partnerships	2021	2022	Non-Housing Community Development	HUD-approved LMI areas	Maintain and improve public facilities	CDBG: \$284,390	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 2 Persons Assisted
2	Volunteer Services	2021	2022	Non-Housing Community Development	West Hartford	Support continuance/expansion of Public Services	CDBG: \$35,136	Public service activities other than Low/Moderate Income Housing Benefit: 225 Persons Assisted
3	Food Pantry	2021	2022	Non-Housing Community Development	West Hartford	Support continuance/expansion of Public Services	CDBG: \$35,136	Public service activities other than Low/Moderate Income Housing Benefit: 725 Persons Assisted
4	HANOC	2021	2022	Non-Homeless Special Needs Non-Housing Community Development	Hillcrest Avenue neighborhood	Support continuance/expansion of Public Services	CDBG: \$76,839	Public service activities other than Low/Moderate Income Housing Benefit: 350 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	Housing & Neighborhood Stabilization	2021	2022	Affordable Housing Non-Housing Community Development	HUD-approved LMI areas	Provide affordable rental housing opportunities Improve Lead-based Paint Education & Remediation Promote ADA Accessibility Improvements	CDBG: \$150,000	Housing Code Enforcement/Foreclosed Property Care: 700 Household Housing Unit
6	Fair Housing Activities	2021	2022	Fair Housing	West Hartford	Continue Administrative/Planning Activities	CDBG: \$7,000	Public service activities other than Low/Moderate Income Housing Benefit: 25 Persons Assisted
7	CDBG Administration	2021	2022	Administration	West Hartford	Continue Administrative/Planning Activities	CDBG: \$215,358	Other: 1 Other
8	Housing Rehab Program	2021	2022	Affordable Housing	West Hartford	Provide affordable rental housing opportunities Cultivate affordable homeownership opportunities Increase Supply of Special Needs Housing Improve Lead-based Paint Education & Remediation Promote ADA Accessibility Improvements	CDBG: \$422,494	Homeowner Housing Rehabilitated: 10 Household Housing Unit

Goal Descriptions

1	Goal Name	Public & Private Partnerships
	Goal Description	Under this activity West Hartford seeks out, develops, funds and completes projects in conjunction with community organizations and private groups throughout town. Focus is on public facility improvements situated in HUD-designated LMI areas or projects that qualify under other national objective criteria. During the fiscal year period 2010 to 2022 the goal for this activity is the completion of a minimum of 2 projects.
2	Goal Name	Volunteer Services
	Goal Description	Volunteer Services strives to fulfill the social service needs of the most at-risk residents including the elderly, persons with disabilities, and children and families with low incomes, through the provision of screened and trained volunteers who assist with town-wide volunteer programs. Programs include Medical Escort, Friendly Visiting, Grocery Shopping, Telephone Reassurance, Tutoring of Adults and Children and the Food Pantry. During the fiscal-year period 2021 to 2022 the goal for this activity is: 250 individuals will be served through a variety of volunteer programs.
3	Goal Name	Food Pantry
	Goal Description	West Hartford's Division of Community Partnership operates a food pantry to meet the needs of low-income residents with emergency needs. Each year, hundreds of low-income households are assisted through the distribution of approximately 4,000 bags of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources: school and church groups, businesses, families, individuals, community organizations, etc. During the fiscal year 2021-2022 the goal for this activity is: 1500 persons will be served through the Food Pantry.

4	Goal Name	HANOC
	Goal Description	<p>The Hillcrest Area Neighborhood Outreach Center (HANOC) is a collaborative effort of the Town of West Hartford, the West Hartford Public Schools, the West Hartford Housing Authority and other community agencies. HANOC serves a culturally diverse, low-income population in the southeastern section of West Hartford. Programs and services assist families of limited economic means to become more financially independent and involved in the schools and community by coordinating resources to meet their needs.</p> <p>HANOC's community partnership approach provides youths and adults with the opportunity to improve the quality of their lives through educational, social, health and wellness programs in a safe and supportive environment. During the fiscal year 2021-2022 the goal for this activity is: 450 individuals served through a variety of adult and youth programming.</p>
5	Goal Name	<p>Housing & Neighborhood Stabilization</p> <p>In order to avoid deterioration of West Hartford's older housing stock and older neighborhoods it is critical to implement strategic stabilization efforts throughout town, but especially in West Hartford's older, lower-income neighborhoods. To this end West Hartford uses a significant portion of its CDBG entitlement grant to fund code compliance activity throughout the town's HUD-Designated LMI neighborhoods, including: (1) the State Health Code (2) West Hartford Property & Maintenance Code and (3) the State Building Code.</p> <p>During the fiscal-year period 2021 to 2022 the goals for this activity are: (1) Health Code Inspections combined with West Hartford Property & Maintenance Code inspections, in HUD-designated LMI areas: 330 per year; (2) Building Code Inspections in HUD-designated LMI areas: 900 per year;</p>

6	Goal Name	Fair Housing Activities
	Goal Description	<p>West Hartford engages several ongoing programs targeting the improvement of fair housing conditions. Annually West Hartford conducts workshops aimed at better educating the public on issues related to fair housing, including landlord and tenant rights and responsibilities, predatory lending, home ownership opportunities, etc. By funding the position of fair housing officer each year many households are able to avoid or postpone eviction, lessening the negative impact such an event has on the residents. By working with tenants “at-risk” of eviction or for whom final eviction execution papers have been served the fair housing officer is often able to mediate a better solution than eviction.</p> <p>West Hartford provides CDBG funding through annual grants to (1) Legal Aid of Greater Hartford (GHLA) for the provision of free legal services to West Hartford residents who are above GHLA’s usual income guidelines but within CDBG guidelines.</p> <p>During the fiscal-year period 2021 to 2022 the goals for this activity are: (1) 2 workshops; (2) 30% ratio when comparing eviction execution notices served to evictions that are carried out, (3) GHLA will provide free legal services to 7 clients.</p>
7	Goal Name	CDBG Administration
	Goal Description	<p>West Hartford has a long-standing tradition of compliance with all HUD requirements for CDBG entitlement communities. Over the years a few findings have been issued by HUD CPD staff. During the fiscal-year period 2021 to 2022 the goal for this activity is to have no findings or sanctions issued against West Hartford by HUD.</p>
8	Goal Name	Housing Rehab Program
	Goal Description	<p>Maintaining quality housing is a high priority in West Hartford, and funding to improve residential properties is available to eligible residents through the town's Housing Rehabilitation program. Grants and low interest loans can be obtained to correct housing code violations, to remove hazardous materials from the structure and to eliminate architectural barriers that restrict the mobility of household members with disabilities. Funds are also available to improve energy efficiency. Owners who sell or transfer any portion of the property within a 10-year period will be required to repay all or a portion of the funding. For the fiscal-year period 2021 to 2022 the goal for this activity will be the completion of 10 projects.</p>

Projects

AP-35 Projects – 91.220(d)

Introduction

The projects included in West Hartford's 2020 AAP reflect those identified in the 2020 Five-Year CDBG Consolidated Plan.

Projects

#	Project Name
1	CDBG Administration
2	West Hartford Bloomfield Health District
3	Building Code Enforcement
4	Housing Rehab Admin Services
5	Housing Rehab Grants & Loans
6	HANOC
7	Volunteer Services
8	Public & Private Partnership
9	Food Pantry
10	Fair Housing Activities

Table 2 – Project Information

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

Funds are allocated to projects that are in line with the priority needs identified in the Five Year CDBG Consolidated Plan (July 1, 2020 to June 30, 2024). These needs are:

- Provide affordable rental housing opportunities for extremely low and very-low income renters by increasing the supply and maintaining the availability of affordable rental housing in the Town. Cultivate affordable homeownership opportunities through finance of housing for first time homebuyers, preserve existing home ownership of housing through rehabilitation, and improve the availability of supportive social services to homeowners. Increase the level and delivery of support services to the homeless and those at- risk of becoming homeless. Increase the supply of housing that meets the special accommodation and support service needs of population groups with special housing needs. Support the continuance and/or expansion of

existing public service programs including services to persons with disabilities, youths, seniors and/or substance abusers or which offer transportation services and employment training. Maintain and improve existing public facilities. Encourage the development of upgraded facilities, particularly with regard to parks/recreation facilities and parking facilities serving low-income populations. Encourage the continued maintenance and improvement of the Town's infrastructure, including street and sidewalk improvements, as well as storm drain improvements. Enhance and expand other community development efforts, particularly with regard to lead-based paint remediation/education and code enforcement activities. Expand existing efforts to meet the needs of the Town's physically disabled population by supporting projects designed to make current facilities accessible or to provide new ADA compliant facilities/equipment. Continue existing administrative and planning activities necessary for the implementation of the objectives, actions and programs outlined in this Strategic Plan including fair housing counseling, tenant-landlord counseling and/or public awareness activities.

AP-38 Project Summary
Project Summary Information

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1	Project Name	CDBG Administration
	Target Area	West Hartford
	Goals Supported	CDBG Administration
	Needs Addressed	Continue Administrative/Planning Activities
	Funding	CDBG: \$215,358
	Description	Funds will cover the cost of the administration of all CDBG funded programs. This includes applications for funding; reporting to HUD on program and expenditure issues, etc. The Town of West Hartford personnel execute these activities.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	This activity is for CDBG program administration.
	Location Description	This activity is for CDBG program administration, and is administered town-wide.
	Planned Activities	This activity is for CDBG program administration.
2	Project Name	West Hartford Bloomfield Health District
	Target Area	Hillcrest Avenue neighborhood West Hartford
	Goals Supported	Housing & Neighborhood Stabilization
	Needs Addressed	Improve Lead-based Paint Education & Remediation Support Code Enforcement Efforts
	Funding	CDBG: \$100,000
	Description	Health Code Inspections
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Estimated to benefit 330 families annually living in potentially substandard housing.
	Location Description	In LMI-areas throughout West Hartford, with a focus on the Hillcrest Avenue neighborhood.

	Planned Activities	In order to avoid deterioration of West Hartford's older housing stock and older neighborhoods, it is critical to implement strategic stabilization efforts throughout town, but especially in West Hartford's older, lower-income neighborhoods. To this end, West Hartford uses a significant portion of its CDBG entitlement grant to fund code compliance activity throughout the town's HUD-Designated LMI neighborhoods, including: (1) the State Health Code (2) West Hartford Property & Maintenance Code and (3) the State Building Code.
3	Project Name	Building Code Enforcement
	Target Area	Hillcrest Avenue neighborhood West Hartford
	Goals Supported	Housing & Neighborhood Stabilization
	Needs Addressed	Support Code Enforcement Efforts
	Funding	CDBG: \$50,000
	Description	To support a program where building code inspectors/compliance officers perform initial and follow-up inspections. The process includes referrals from eligible property owners to the West Hartford Division of Housing for possible participation in the Housing Rehabilitation Program.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	An estimated 900 families annually will benefit from inspections.
	Location Description	In LMI-areas throughout West Hartford, with a focus on the Hillcrest Avenue neighborhood.
	Planned Activities	To support a program where building code inspectors/compliance officers perform initial and follow-up inspections. The process includes referrals from eligible property owners to the West Hartford Division of Housing for possible participation in the Housing Rehabilitation Program.
4	Project Name	Housing Rehab Admin Services
	Target Area	Hillcrest Avenue neighborhood West Hartford
	Goals Supported	Housing Rehab Program

	Needs Addressed	Provide affordable rental housing opportunities Improve Lead-based Paint Education & Remediation
	Funding	CDBG: \$222,494
	Description	To provide program delivery and project oversight for West Hartford's residential rehabilitation program.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	This activity provides administration services for the Housing Rehab Program.
	Location Description	In LMI-areas throughout West Hartford, with a focus on the Hillcrest Avenue neighborhood.
	Planned Activities	This activity provides administration services for the Housing Rehab Program.
5	Project Name	Housing Rehab Grants & Loans
	Target Area	Hillcrest Avenue neighborhood West Hartford
	Goals Supported	Housing Rehab Program
	Needs Addressed	Provide affordable rental housing opportunities Improve Lead-based Paint Education & Remediation Promote ADA Accessibility Improvements
	Funding	CDBG: \$200,000
	Description	Maintaining quality housing is a high priority in West Hartford, and funding to improve residential properties is available to eligible residents through the town's Housing Rehabilitation program.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	An estimated 10 families annually will receive rehabilitation funds to improve their homes.
	Location Description	In LMI-areas throughout West Hartford, with a focus on the Hillcrest Avenue neighborhood.

	Planned Activities	Grants and low interest loans are available to correct housing code violations, to remove hazardous materials from the structure and to eliminate architectural barriers, which restrict the mobility of household members with disabilities. Funds are also available to improve energy efficiency.
6	Project Name	HANOC
	Target Area	Hillcrest Avenue neighborhood
	Goals Supported	HANOC
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG: \$76,839
	Description	HANOC is a neighborhood community center providing a comprehensive array of social, educational and vocational services in West Hartford's lowest income neighborhood. Funding covers the salaries and related expenses of professional social work staff and operating expenses.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	450 low-income families annually.
	Location Description	The Hillcrest Avenue Neighborhood.
	Planned Activities	Adult and youth programming.
7	Project Name	Volunteer Services
	Target Area	West Hartford
	Goals Supported	Volunteer Services
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG: \$35,136
	Description	Volunteer Services provides support services for at-risk residents including the frail elderly and persons with disabilities; educational enrichment services for low-income adults and children and manages the Town's food pantry. Delivery of services is through the provision of screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.

	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	250 low-moderate income persons.
	Location Description	Town-wide volunteer program.
	Planned Activities	Volunteer Services provides support services for at-risk residents including the frail elderly and persons with disabilities; educational enrichment services for low-income adults and children and manages the Town's food pantry. Delivery of services is through the provision of screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.
8	Project Name	Public & Private Partnership
	Target Area	West Hartford
	Goals Supported	Public & Private Partnerships
	Needs Addressed	Support maintenance/improvement of Infrastructure Promote ADA Accessibility Improvements
	Funding	CDBG: \$284,390
	Description	Public improvement projects including the maintenance and expansion of existing infrastructure, public facilities and/or public improvements as determined by a need-based application process. Projects must benefit LMI populations. Goal is 2 projects annually.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Public improvement projects are determined by a need-based application process; number of families that will benefit will vary.
	Location Description	Projects may be town-wide, but must benefit LMI populations.
	Planned Activities	To correct deficiencies in facilities and public improvements serving the Town's lower income populations. Two projects will be assisted annually.
9	Project Name	Food Pantry
	Target Area	West Hartford

	Goals Supported	Food Pantry
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG: \$35,136
	Description	West Hartford's Division of Community Partnership operates a food pantry to meet the needs of low-income residents with emergency needs. Assistance to low-income households is through the distribution of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources; school and church groups, businesses, families, individuals, community organizations, etc.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	1,500 families in need of food assistance annually.
	Location Description	West Hartford Food Pantry.
10	Planned Activities	West Hartford's Division of Community Partnership operates a food pantry to meet the needs of low-income residents with emergency needs. Annually, assistance to hundreds of low-income households is through the distribution of approximately 6,300 bags of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources: school and church groups, businesses, families, individuals, community organizations, etc.
	Project Name	Fair Housing Activities
	Target Area	West Hartford
	Goals Supported	Fair Housing Activities
	Needs Addressed	Continue Administrative/Planning Activities
	Funding	CDBG: \$7,000

[illegible]

[illegible]

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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

West Hartford's 2021 Annual Action Plan will follow the same guidelines and objectives as outlined in its 2020 CON-Plan submission.

As described in the Needs Assessment section of this Five-Year Consolidated Plan, the composition and characteristics of West Hartford's population and its housing stock is very mixed. Persons and families with the lowest incomes and the neighborhoods having the highest numbers of low- and moderate-income households are highest priority for the receipt of Consolidated Plan funding in all activity areas. In West Hartford, rental and housing fair-market values are high. It is often difficult for low-mod income households to maintain housing for themselves. The contributing causes of this condition include a short supply of available land for development, a shortage of new housing stock affordable to low-mod households, and a shortage of funds available to assist those in need.

West Hartford prides itself it its unique neighborhoods, which includes families from all income levels, age groups, and religious and ethnic backgrounds. However, the southeast quadrant of town has a pronounced concentration of racial/ethnic minorities living at low and extremely low-income levels. Due to the age of the housing stock and the lack of private funds invested in this area, the Town has made a concerted effort to revitalize these neighborhoods. These efforts will continue throughout the Consolidated Plan strategy period to strengthen the Town as a whole and its low and moderate-income neighborhoods, in particular. These efforts will also ensure that the living environment in the town's most urban areas meets the standards for safety and quality as is reflected in other parts of the community.

The Hillcrest Avenue neighborhood remains the lowest income neighborhood in West Hartford with the largest percentage of Low and Moderate Income (LMI) households, the largest number of non-white households and the largest number of female head-of- households. The Hillcrest Area Neighborhood Outreach Center (HANOC) assists LMI families residing in the Hillcrest Avenue neighborhood facilitates through programs such as promotion of financial independence, and acculturation, integration and engagement into the schools and community. HANOC is the result of a collaborative partnership between the Town of West Hartford, the West Hartford Housing Authority and the West Hartford Public School System. Programs offer individuals and families the opportunity to enhance their lives through self-determination, personal responsibility, commitment and collaboration. The community center, a West Hartford Housing Authority property, offers and houses services and is leased and operated by the Town of West Hartford.

Geographic Distribution

Target Area	Percentage of Funds
Hillcrest Avenue neighborhood	11
West Hartford	19

Target Area	Percentage of Funds
HUD-approved LMI areas	70

Table 3 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The geographic areas selected for Consolidated Planning activities are the Town's low and moderate-income areas. The Town also supports those projects or activities, which serve a limited clientele defined as low and moderate-income.

Discussion

None.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The Town of West Hartford refers homeless individuals or households in need of shelter assistance to a regional 211 (United Way). The 211 contact completes an intake assessment and may direct persons to one of the several area shelters in Hartford or the surrounding municipalities. Hartford-based organizations are the lead participants in the Continuum of Care (CAN) planning and application process. West Hartford has established increased participation in the regional Continuum of Care process as its overall objective to meet its homeless needs. This participation will complement the services provided through the Department of Leisure Services and Social Services and the Town's non-profit services providers. The Town of West Hartford participates in the Connecticut Balance of State (BOS) Continuum of Care. As part of its participation, representatives from the Town administration, the West Hartford Housing Authority, the West Hartford Public School System and the West Hartford Police Department all participate on the Continuum of Care Planning Committee. The Department of Social Services manager serves as the Town of West Hartford's liaison to the regional Continuum of Care network of providers.

The Housing Rehabilitation Program assists qualified owners to reduce and abate hazardous materials (e.g. lead based paint and asbestos), eliminate health and safety concerns, remove handicapped barriers, and improve the energy efficiency of the structure. The funding is provided in a combination of a grant and a low interest loan with a \$25,000 cap for a single family home. All programs require the gross household income to be at or below 80% of median income (e.g. family of 3, \$71,900) for Hartford PMSA as prescribed by the United States Department of Housing and Urban Development (HUD).

The Elderly Assistance Program is available to qualified owners, age 65 years and older, who own and reside in single-family homes. This streamlined program enables residents to address a single failed building system (e.g. leaking roof or heating system replacement) or provide a single handicapped accommodation (e.g. access ramp or stair glide). The funding is provided in the form of a grant (50%) and a zero percent (0%) interest loan (50%) in the amount of the failed building component or handicapped accommodation.

The West Hartford Housing Authority (WHA) has an objective within their Major Agency Goals & Objectives Five Year Rolling Plan (included in Appendix) concerning Supportive & Resident Services. Short term goals for this objective are:

1. Partner with multiple West Hartford-area organizations to align and focus resources on WHA and analogous local populations. This alignment will leverage individual (i.e. 'siloed') interventions and produce a 'multiplier' effect. The result will be improved capacity to measure outcomes and sustainability.
2. Continue to be a catalyst for resident initiatives at all WHA managed communities.

3. Conduct collaborative workshops with Resident Service Coordinators (RSC) and Property Management team to exchange knowledge of policy and practices in order for the RSC's to better serve residents.

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

Table 4 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	20
The Production of New Units	0
Rehab of Existing Units	82
Acquisition of Existing Units	0
Total	102

Table 5 - One Year Goals for Affordable Housing by Support Type
Discussion

The CAN Network manages outcome data on homeless in the Greater Hartford region. Published data does not provide projections specifically for West Hartford.

West Hartford Housing Authority (WHHA) established Trout Brook Realty Advisors (TBRA), a separate non-profit corporation, to acquire, develop, manage, and rehabilitate affordable housing, and to develop and operate programs for recipients of affordable housing. Currently, TBRA owns and manages five apartment complexes. One complex, The Elms, is in a reconstruction phase for its 72 units. The West Hartford Housing authority provides property management services to persons, elderly and families who utilize the 670 housing Choice Vouchers, inclusive of these five apartment West Hartford complexes. WHHA does not track specific goals regarding households supported for homeless, non-homeless and special needs.

For those who need support in the prevention of homelessness, including families, elderly, veterans, disabled residents and those with mental illness, the West Hartford Department of Social Services (WHHS) accepts referrals from residents, community members and from other sources. In addition, WHHS consistently supports residents who face evictions. On average, Social Services supports approximately 30 persons or families annually once the Housing Court sets the formal eviction process in motion. With CDBG Funding, West Hartford also provides a Grant program for qualified low-income and elderly residents who need assistance with major home renovations. This year, renovation and code compliance is anticipating 10 housing units.

While there is currently no set outcome goals to assist the homeless, in the coming year, West Hartford

Social Services, along with other town departments, including Police, Fire and Public Health, is piloting an initiative supporting those who may face eviction or ejection, and those who resort to panhandling for income and substance abuse concerns. This program will reorganize the department to a proactive stance on homelessness activities. Results of this new program will be included in the 2020-2024 CAPER reports.

For those who need rental assistance, West Hartford has access, if residents qualify, to a private fund, The Town That Cares Fund (TTC). With financial support from TTC, social workers were able to support 16 persons or families (including 3 elderly and 4 children) who were facing a loss of residence or eviction. With the current economic environment, the number of evictions could likely increase during the coming year. West Hartford has set 20 persons or families as its goal.

AP-60 Public Housing – 91.220(h)

Introduction

Since July 1, 2011, West Hartford Housing Authority no longer owns any housing units under the Public Housing program. But the Housing Authority still collaborates and works in conjunction with West Hartford (especially West Hartford Social Services). Each of the management offices bring a variety of programs to their sites. Activities includes holiday gift and meal programs, emergency food deliveries, Rent Rebate, Health screenings, etc.

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

Effective July 1, 2011, West Hartford Housing Authority completed its re-organization and no longer owned any housing units under the Public Housing program.

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

Effective July 1, 2011, West Hartford Housing Authority completed its re-organization and no longer owned any housing units under the Public Housing program.

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

NA

Discussion

None.

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

Introduction

West Hartford Social Services (WHSS) is the lead agency in town, which deals with individuals and families who are homeless or at risk of becoming homeless. WHSS has a relationship with the current emergency shelter coordination program - 211-Infoline - and assists in connecting those clients needing sheltering services.

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

West Hartford Social Services receives direct referrals from clients as well as from the police and fire department. The department social workers will reach out to individuals and families to assess needs and will direct families to the appropriate services. The department is aware of evictions and ejections and ensures that families receive homeless services in those situations. In addition, in cases of fire and natural disasters, the Town will enact the Relocation Act.

Addressing the emergency shelter and transitional housing needs of homeless persons

The Town of West Hartford has no emergency shelters, transitional housing, permanent supportive housing or permanent housing for homeless persons and/or families within its municipal borders. Like most of the communities within the Capitol Region, West Hartford relies upon homeless facilities and services in the City of Hartford to meet the needs of the homeless population within West Hartford. The size, scope and characteristics of the West Hartford homeless population exists but is not defined. This lack of definition limits the ability to determine the exact needs of any homeless persons or families in the Town, and to discern whether any additional homeless facilities or services needed in West Hartford.

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 attainment of permanent housing and self-sufficiency by previously homeless persons or families is the desired goal of all service providers. The need for permanent housing relates to the homeless population in general. Persons or families need permanent affordable housing options to transition to as

a step toward self-sufficiency and independence. Rental housing stock is the primary need to achieve this objective, although for some families, the move to affordable homeownership models may also be a potential option.

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

Through active participation in the Hartford Area Continuum of Care and, wherever feasible, the support of programs and projects within its borders that meet the objectives of its Consolidated Plan, the Town will work to address the needs of the homeless and near homeless.

Discussion

The Town will work collaboratively with the regional Continuum of Care system of providers to help people who are homeless through a process for prevention; outreach and assessment; and the support of emergency shelter, transitional housing, and permanent supportive housing activities. The Continuum of Care serves as a consortium of agencies working together to provide services for homeless persons and strategies for ending homelessness in the region. West Hartford will participate in the Continuum planning and strategy development process during the Program Year and support its application efforts for competitive funding as appropriate.

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

Introduction:

Within the Town of West Hartford, identified barriers to affordable housing include the cost and availability of land development; high residential development costs in the State of Connecticut; high rehabilitation and code compliance costs; strength of the private market out-pricing affordable housing program efforts; and reductions in funding and limited housing and community development resources. The Town does not have its own resources overcome the identified affordable housing barriers. However, the town will, when practical and in keeping with the Town's long-range plans, encourage, support and assist efforts by others as they address the identified needs.

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

West Hartford will support legislation at the state level when the opportunity presents itself. Examples include:

- Petition Legislators to support new authorizations of housing development funds
- Attend and present evidence at budget hearings to increase housing fund allocation,
- Petition DECD (Department of Economic and Community Development) to broaden its pool of housing programs
- Discuss and offer local assistance on streamlining DECD applicant review process in an effort to reduce processing time and not jeopardize project viability

West Hartford will continue to support and create regulatory solutions to broaden affordable housing opportunities with the existing zoning structure of the Town

- Attend meetings and present evidence of opportunities available, which are not harmful to the integrity of current zoning standards.
- Utilize renovation or rehabilitation of the Town's older existing housing stock as a resource for affordable home ownership. Home rehabilitation can span a wide spectrum from minor fix-up, through remodeling and renovation, all the way to total "gut" rehabilitation, with each action presenting technical and financial issues requiring regulatory flexibility. Given the wide range of conditions and choices, home rehabilitation entails difficult regulatory challenges.
 - Review building code requirements. In general, building codes require that when a given percentage of a structure was replaced, the entire building has to be brought up to new construction code requirements. New requirements in areas such as lead-based paint abatement, asbestos removal, energy efficiency, fire safety, and protection from natural hazards represent further constraints to cost-effective home rehabilitation.

- Zoning restrictions and design rules. Other new requirements involve off-street parking accommodations and zoning restrictions intended for new construction. There are also design rules more appropriately applicable to new construction than rehabilitation. Although many of these requirements protect public health and safety, they can add to costs, deter rehabilitation, and inadvertently lead to abandonment or disinvestment rather than improvement of existing structures.
- Change conventional methods of design and building less expensive houses will enable many more low- and moderate-income families to purchase homes.
- Regulatory reform to allow developers and builders to reduce the costs of land assembly, housing construction, and home rehabilitation, making homeownership more affordable for willing homebuyers who are now priced out of the housing market.
- Across all income levels, African-American and Hispanic American households have lower homeownership rates compared to other groups with comparable incomes. At the same time, low- and moderate- income households are much less likely than higher income households to own homes. Breaking down racial and ethnic barriers and increasing access for other underserved households will extend homeownership opportunities to families and enable minority households to own homes.
- In the Town's Plan of Conservation and Development completed and adopted in 2009, the Town set as one of its housing policies to "Encourage the availability of a range of housing types and affordability levels to meet the diverse needs of the community." Under this policy, three (3) actions listed as follows:
 1. Consider the establishment of a Housing Trust Fund to create affordable housing.
 2. Consider revisions to zoning regulations to permit greater diversity of housing types and cost.
 3. Continue to support the efforts of nonprofit groups and for profit developers to expand housing choice options in the community.

Discussion:

See narrative above.

AP-85 Other Actions – 91.220(k)

Introduction:

The Consolidated Plan refers to needs within the Town, which may continue to be underserved. The primary obstacles to meeting all these needs are the fiscal constraints presented by reasonable taxing limitations and lack of other funding sources.

Actions planned to address obstacles to meeting underserved needs

HANOC is a neighborhood community center providing a comprehensive array of social, educational and vocational services in West Hartford's lowest income neighborhood. The funding will be utilized to cover the salaries and related expenses of professional social work staff and operating expenses.

Actions planned to foster and maintain affordable housing

Maintaining quality housing is a high priority in West Hartford. Funding to improve residential properties is available to eligible residents and to investor/owners through the town's Housing Rehabilitation program. Grants and low interest loans are available to correct housing code violations, remove hazardous materials from the structure or to eliminate architectural barriers that restrict the mobility of household members with disabilities. Funds are also available to improve energy efficiency.

Actions planned to reduce lead-based paint hazards

The Health Code, Housing & Property Code Enforcement project will support a program where health code inspectors/compliance officers perform initial and follow-up inspections. The West Hartford Social Services Department or other municipal can refer eligible property owners for possible participation in the Housing Rehabilitation Program.

Actions planned to reduce the number of poverty-level families

Volunteer Services provides support services for at-risk residents including the frail, elderly and persons with disabilities. Volunteer Services also provides educational enrichment services for low-income adults and children and works in conjunction with the Town of West Hartford Food Pantry. The Volunteer Services coordinator vets screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.

West Hartford's Department of Social Services operates The West Hartford Food Pantry to meet the needs of low-income residents with emergency needs. Low-income households receive distribution of

non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources including school and church groups, businesses, families, individuals, community organizations, etc.

Actions planned to develop institutional structure

To ensure the program implementation process continues to meet the needs of the Town's low- and moderate-income constituents, West Hartford will enhance citizen participation and community outreach and further develop inter-agency or departmental cooperation, including:

1. Provide in-house technical assistance to those participating or those interested in participating in the Consolidated Planning process.
2. Facilitate transparency of information among the various bodies to maintain informed participation.
3. Serve as a liaison between the Town and the public to provide support services as appropriate.
4. Facilitate quarterly forums to better coordinate service delivery between/among public and nonprofit agencies.

In addition to these actions, if needed over the upcoming strategy period, various actions to eliminate any gaps that may occur in the Town's service delivery system and/or to strengthen, coordinate or integrate into the institutional structure or into the process can be taken. In particular, if there is an unfulfilled need and any current service levels can fill the gaps.

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

Public improvement projects including the maintenance and expansion of existing infrastructure, public facilities and/or public improvements as determined by a need-based application process. Projects must benefit LMI populations.

Discussion:

As is stated by HUD, The Consolidated Plan and process assists West Hartford in assessing its affordable housing and community development needs and market conditions in order to make data-driven, place-based investment decisions.

The allocation of CDBG funds to various activities defined in the Town's Action Plan for the 2020-2021 Program Year Plan will assist the Town to accomplish the following:

1. Foster and maintain affordable housing.
2. Remove barriers to affordable housing.
3. Evaluate and reduce lead-based paint hazards.
4. Reduce the number of poverty level families.

5. Support neighborhood revitalization.

During FY 2021, the Town will support efforts and funding applications by the West Hartford Housing Authority to foster improvements to the properties that they manage and resident initiatives.

Through administration of the HUD Programs, the Department of Leisure Services and Social Services will coordinate activities with other Town departments and between public and private housing and social services.

West Hartford will monitor performance to meet the goals and objectives as set forth in the Consolidated Plan with programmatic and fiscal review of all project expenditures and accomplishments, including all sub-recipient activities.

Program Specific Requirements

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

Introduction:

The Project Table identifies projects planned with all CDBG funds expected to be available during the year. The following identifies program income, which is included in projects, that is available for use.

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(l)(1)

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

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	0
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	80345
5. The amount of income from float-funded activities	0
Total Program Income:	150000

Other CDBG Requirements

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