

CITY OF NORWICH

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Community Development Annual Action Plan Program Year 2016 (PY42)

September 1, 2016 – August 31, 2017

Executive Summary

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

1. Introduction

Based on 24 CFR 91.200(c) and 91.220(b), the Executive Summary is provided to assist in the facilitation of the citizen review and comment. This concise executive summary includes the objectives and outcomes identified in the plan as well as an evaluation of past performance. The plan shall also include a concise summary of the citizen participation process, public comments, and efforts made to broaden public participation in the development of the consolidated plan.

The purpose of the City of Norwich's 2016 Annual Plan is to develop a viable community by 1) providing decent, affordable and safe housing; 2) creating a suitable living environment; and 3) expanding economic opportunities, principally for low and moderate-income persons. The plan sets forth how HUD Community Development Block Grant funding will be used with investment priorities to achieve specific HUD objectives and outcomes performance measures mentioned in the 2015-2019 Consolidated Plan. Norwich does not receive HOME Investment Partnership and Emergency Solution Grant funding.

2. Summarize the objectives and outcomes identified in the Plan

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

The City will focus on three main priorities that have multiple objectives and outcomes:

1.) Providing Decent, Affordable and Safe Housing: includes conserving & improving existing housing; provide homeownership assistance; assisting in the development of affordable housing; removing barriers related to accessibility; improving housing specific to shelters, homelessness prevention and/or rapid rehousing and/or permanent supportive housing.

2.) Create a Suitable Living Environment: includes programs that focus on self-sufficiency, health and safety. These objectives and outcomes include providing funding for financial education, outreach, access to benefits, removing barriers around transportation related to medical/health, reducing

domestic violence; providing funding for education and/or training related to residents under the age of 18, that may lead to improved employment opportunities; providing funding for projects that create neighborhood or infrastructure improvements, including community facilities/infrastructure in income qualified census tract/block groups.

3.) Expanding Opportunities for Low-to-Moderate Income Persons: includes services associated with job creation, job training and increasing employment opportunities for Norwich residents.

3. Evaluation of past performance

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

The City of Norwich will not complete PY 2015 until September 2016. Therefore, the 2014 Year-end Review Letter provided by HUD is the governing evaluation document. According to the letter, "HUD has determined that the City has the continuing capacity to administer HUD CPD programs. The City has no current findings and its expenditure level on HUD funded grants meet the requirements of each program."

While many goals and objectives have been achieved, The City fire department project had funding recaptured by the Council, creating a need to do a substantial amendment and re-allocation in PY 2015. The substantial amendment projects are in process and are on-track to be achieved prior to August 31, 2015. Otherwise, all PY 2014 projects were completed.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

The City of Norwich's citizen participation process followed the City of Norwich's Citizen Participation Plan and included community forums and public outreach hearings for the public, surveys designed to encourage input from PHA residents, neighborhood associations, minorities, non-English speaking, predominantly low and moderate income neighborhoods, the disabled, and the continuum of care, and mailings to gain input from entities with specific expertise in the areas of housing, non-housing, community development, homelessness and the near homeless. This effort met and exceeded the requirements of the Citizen Participation Plan and provided meaningful input in establishing goals and strategies for the 2015-2019 Consolidated Plan and activities for the 2015 Annual Action Plan.

The citizen participation process included a public hearing held on June 1, 2015 to obtain citizen comments on issues related to the housing, non-housing and community development needs in the City of Norwich. A public notice for the hearing was published in the Norwich Bulletin. The public hearing also allowed the public to comment on the development of the 2015-2019 Consolidated Plan and 2015 Action Plan.

The City of Norwich's 2015-2019 Consolidated Plan and 2015 Annual Action Plan was made available for public review and comment from May 25, 2015 to June 26, 2015. Notice of the 30 day comment period was published in the Norwich Bulletin. Copies of both the 2015-2019 Consolidated Plan and 2015 Annual Action Plan were available for review. See the Citizen Participation Section PR-15 for more information.

5. Summary of public comments

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

The City of Norwich's citizen participation process followed the City of Norwich's Citizen Participation Plan and included outreach hearings available to the public, attendance at neighborhood associations, presentations to organizations that focus on predominantly low and moderate income neighborhoods, the disabled, and the continuum of care. These organizations have specific expertise in the areas of housing, non-housing, community development, homelessness and the near homeless.

In addition to the lengthy citizen participation process created last year as part of the 2015-2019 Consolidated Plan, the PY 2016 Annual Action Plan included a Request for Proposals (RFP), and two meetings open to the public regarding proposals. The public meetings were held on March 22 and March 23, 2016. A public hearing with the Council will be held on June 20, 2016. Lastly, an additional opportunity for citizen's comments will occur prior to the Council vote; estimated to be July 5, 2016. A public notice for the hearing will be published in the Norwich Bulletin.

The City of Norwich's 2016 Annual Action Plan was made available for public review and comment from June 5, 2016 to July 6, 2016. Notice of the 30 day comment period will be published in the Norwich Bulletin. Copies of the 2016 Annual Action Plan were available for review. See the Citizen Participation Section PR-15 for more information.

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

N/A - will be included once citizen comment period has ended.

7. Summary

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

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

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

Agency Role	Name	Department/Agency

Table 1 – Responsible Agencies

Narrative (optional)

The lead agency responsible for overseeing the development of the Consolidated Plan and administering programs covered by the Plan is the City of Norwich, a State of Connecticut municipality. The City of Norwich's Community Development Department is responsible for administering the Consolidated Plan.

The primary public and private agencies that may be utilized in implementing Consolidated Plan programs include, but are not limited to, the City of Norwich, Continuum of Care agencies, the Norwich Housing Authority, neighborhood associations, faith-based organizations, governmental entities, and non-profit service and housing providers.

Consolidated Plan Public Contact Information

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AP-10 Consultation – 91.100, 91.200(b), 91.215(l)

1. Introduction

The City of Norwich realizes the importance of collaboration and coordination between public and private housing as well as health and social service agencies. The city has adopted a Citizen Participation Plan for its Consolidated Plan and Annual Action Plan that identifies when public hearings and other consultations are to take place. This Plan was used in preparing this 2015-2019 Consolidated Plan and 2016 Annual Action Plan. The City of Norwich's Consolidated Plan and Action Plan were also prepared to comply with the consultation requirements of the CDBG, including consultation with the local Continuum of Care agencies.

Consultation on the development of the plan began in January 2016 and was accomplished through a variety of strategies, including public notices, public and community meetings, and direct correspondence. All efforts were made to contact appropriate parties and obtain their input for the content of this plan. These consultations, coupled with citizen participation, provided the direction for the plan development.

HOME, HOPWA and ESG programs consultations are not a component since the city does not receive said funding.

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

Coordination will continue to be strengthened through regular interaction and meetings. Local networks address several priorities outlined in the CDBG plan. The CD staff and key municipal leaders participate on boards and commissions that represent these agencies. Connectivity to the subject matter provides for access to data and organizational trends. Example: the CD Director is a board member for the Connecticut Housing Coalition, a state-wide agency that focuses on expanding housing opportunity and the quantity and quality of affordable housing available to people with low and moderate incomes in Connecticut. The Director of Norwich Human Services, another city department, is chairperson of the CT Coalition to End Homelessness (CCEH). CCEH is a statewide advocacy group that focuses on the most at-risk population and provides the Point-in-Time count for homelessness. Several employees and team members are associated with Continuum of Care (CoC) organizations. The CoC is a group of public and private agencies who meet monthly to coordinate and discuss services to address and prevent homelessness in New London County. - includes representatives from mental health/social service agencies. The City participates in a Coordinated Access Network (CAN) plan to increase preventative measures around homelessness, mental health and human service needs. This provides

for a streamlined process to ensure fewer people “slip through the cracks” – higher level of attention ensures greater outcome. The City met with service providers, the Norwich Housing Authority and other assisted housing providers several times during the creation of this document. The City identified needs, conditions, programs, and activities. The discussion and data provided during the meeting is detailed in the Market Analysis section, MA-25, under Public and Assisted Housing in our 5-Year Consolidated Plan. From 2009-2014 and in the AAP 2015, the City partnered with the PHA in updating PHA facilities by providing CDBG funds for renovations and improvements. Other assisted housing providers include Thames Valley Council for Community Action (TVCCA). Among other things, these agencies received CDGB funds in order to provide rapid rehousing, shelter diversion and temporary housing subsidies.

Coordination between the City and private and governmental health, mental health and service agencies is primarily accomplished through the Norwich Human Services (NHS) department.

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

The coordination between the City and homeless service providers, agencies and shelters is primarily accomplished through the Norwich Human Services (NHS) department. The city does not receive or allocate ESG funds, but the City of Norwich 2015-2019 Consolidated Plan and the PY 2016 Action Plan is available to all Continuum of Care (CoC) providers within the city’s jurisdiction. The CoC does meet regularly and provides an annual update to the city and the CDBG administrator. The NHS Director participates in the CoC meetings and is a lead partner in the Coordinated Access Network (CAN) which focuses on high level process to provide holistic services to CoC related participants. The CDBG office reviews meeting minutes and attends partner agency meetings as schedules allow in order to better determine if any additional collaborations need to be encouraged. This process is on-going and will continue.

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

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

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Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	NORWICH HOUSING AUTHORITY
	Agency/Group/Organization Type	Housing PHA Services - Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Market Analysis
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	A public forum/consultation was held on February 11 and 24, 2015. The City received considerable input on the public housing needs, plans, goals and programs of the PHA. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and FY 2016 Annual Action Plan and coordination between the City of Norwich and the PHA.
2	Agency/Group/Organization	ALLIANCE FOR LIVING, INC.
	Agency/Group/Organization Type	Housing Services - Housing Services-Persons with HIV/AIDS Services-homeless Service-Fair Housing Regional organization

<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy Non-Homeless Special Needs HOPWA Strategy</p>
<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>A site visit with an in-person interview with staff took place on April 10, 2015. As a result, the City received considerable input on the housing and community development needs, plans, goals and programs associated with this organization. Improved coordination and need focused on the need for counselor training in order to better impact behavior and circumstances of those affected/effectuated by HIV/AIDS and the general population as a whole. Additional outreach and education opportunities would also work to decrease risk as treatments are available that will increase prevention. Additional dollars are required in order to improve outcomes. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich and the needs of Norwich residents.</p>
<p>3 Agency/Group/Organization</p>	<p>Southeastern Mental Health Authority</p>

Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Health Service-Fair Housing Services - Victims Regional organization
What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy Non-Homeless Special Needs HOPWA Strategy Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	An in-person interview with staff took place on April 13, 2015. As a result, the City received considerable input on the public housing and community development needs, plans, goals and programs. Discussed in detail use of Housing First Model and use of CAN (single point of entry) in order to improve coordination and outcomes. It was stressed that case management is necessary in order to change behavior and circumstances - and funding is needed for case management. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich, neighborhoods, residents and at-risk populations.
4	Agency/Group/Organization	Norwich Community Development Corporation
	Agency/Group/Organization Type	Regional organization Planning organization Business and Civic Leaders
	What section of the Plan was addressed by Consultation?	Market Analysis Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	A public forum/consultation was held on February 11, 2015. The City received considerable input on the non-homeless needs of community. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich, the business community, residents and neighborhoods.
5	Agency/Group/Organization	United Community Family Services

Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-Health Services - Victims Health Agency Regional organization Medical service provider	
What section of the Plan was addressed by Consultation?	Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Non-Homeless Special Needs Anti-poverty Strategy	
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	An in-person interview with staff took place on April 13, 2015. As a result, the City received considerable input on basic as well as medical needs of Norwich residents. Improved coordination includes connectivity to regional council of governments to address transportation issues related to health/medical professions. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich and its residents.	
6	Agency/Group/Organization	NORWICH HUMAN SERVICES

Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Health Services-Education Services-Employment Service-Fair Housing Services - Victims Other government - Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy Non-Homeless Special Needs HOPWA Strategy Market Analysis Economic Development Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	An in-person interview with staff took place on April 10, 2015. As a result, the City received considerable input on market needs and general zoning/planning regulations that impact development decisions as well as an anti-blight strategy. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich, future developments and Norwich residents
7	Agency/Group/Organization	Norwich Planning and Neighborhood Services
	Agency/Group/Organization Type	Housing Services - Housing Other government - Local Planning organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Non-Homeless Special Needs Market Analysis Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	An in-person interview with staff took place on April 10, 2015. As a result, the City received considerable input on market needs and general zoning/planning regulations that impact development decisions as well as an anti-blight strategy. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich, future developments and Norwich residents
8	Agency/Group/Organization	NORWICH RECREATION DEPARTMENT
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Health Other government - Local

	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs Market Analysis
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	An in-person interview with staff took place on April 14, 2015. As a result, the City received considerable input on quality of life issues related to suitable living environments and impacting youth, adults and seniors living in Norwich. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich and future quality of life program for Norwich residents.
9	Agency/Group/Organization	THAMES VALLEY COUNCIL FOR COMMUNITY ACTION, INC.
	Agency/Group/Organization Type	Housing Services - Housing Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Health Services-Education Services-Employment Services - Victims Health Agency Child Welfare Agency Regional organization

<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Public Housing Needs Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy Non-Homeless Special Needs Market Analysis Economic Development Anti-poverty Strategy</p>
<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>An in-person interview with staff took place on April 9, 2015. As a result, the City received considerable input on quality of life issues related to suitable living environments and impacting housing, homeless needs, workforce development programming, needs of seniors, adults and children living in Norwich. This information will be considered to improve programming and outcomes of the 2015-2019 Consolidated Plan and 2016 Annual Action Plan and coordination between the City of Norwich and future quality of life program for Norwich residents.</p>

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

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

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Continuum of Care	The goals of the Strategic Plan have been coordinated with those of the Continuum of Care to make sure that areas of need such as homelessness, housing, case management and programming are addressed.
Plan of Conservation and Development	City of Norwich Department of Planning and Neighborhood Services	The goals of the Strategic Plan have been coordinated with those of the POCD. The POCD and the Comprehensive plan are the housing/business development regulations for the City as they relate to land use as well as the protection/advancement of neighborhoods. Overlapping these plans allows for positive, fair and measured growth for our community in a way that benefits the population as a whole.
City of Norwich Housing Needs Assessment	City of Norwich Community Development Department	The goals of the Strategic Plan have been developed in concert with those contained in the Needs Assessment.
City of Norwich Economic Development Plan	Mayor of Norwich	The goals of the Strategic Plan have been developed in concert with those contained in the Mayor's Economic Development Strategic Plan in order to ensure priorities of both plans are addressed. Both plans have been created based on review of Economic Development Market Analysis and an understanding of growth capacity.
Comprehensive Economic Development Strategy	Southeastern CT Enterprise Region	The goals of the Strategic Plan have been developed in concert with the regional CEDS in order to ensure priorities of job creation and economic stabilization are addressed.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

The City works closely with a number of state and regional organizations in the implementation of the Consolidated Plan. These entities include the State Departments of Housing, Economic & Community Development, Mental Health and Addiction Services, and Veterans Affairs. These organizations coordinate with us on anti-poverty strategies, homelessness prevention, protection of youth and adults and programs that benefit

special needs populations. Regionally we participate with multiple municipalities through our Southeastern Connecticut Regional Council of Government (SCCOG) and Southeastern Connecticut Enterprise Region (seCTer). These organizations allow us to coordinate regional planning and economic development initiatives that help benefit the region. This includes increasing employment opportunities for low-to-moderate income people, development of affordable housing projects, and regional transportation initiatives.

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AP-12 Participation – 91.105, 91.200(c)

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

The citizen participation process follows HUD's guidelines and regulations to afford all citizens, particularly those living in low income neighborhoods and other special needs populations, with the opportunity to participate in CDBG planning.

In keeping with the aforementioned participation plan from pages 4 and 5, the City of Norwich held two public meetings prior to the CDAC's deliberation:

- March 22nd, 3:00 P.M. at 23 Union Street
- March 24th, 3:00 P.M. at 23 Union Street

A notice was posted in the Norwich Bulletin (regional newspaper) of the request for citizen's comments during a 30-day comment period. The notice of the meetings were posted.

The City of Norwich is scheduled to provide two opportunities for the public to comment at a Council meeting prior to the Council's final vote on the recommended allocation

- June 20th , 7:00 Council Chambers, City Hall
- July 5th, 7:30 Council Chambers, City Hall – followed by a vote of the Council.

Public notices of the hearings, deliberations and the vote will be published in advance in the Norwich Bulletin (regional newspaper), the Norwich Town and City Clerk's Office and online at www.norwichct.org. Comments received from public hearings will be in the appendix. A notice regarding the final Council decision will be posted online at www.norwichct.org. Information will be sent to the Norwich Bulletin and the New London Day through a press release.

From application creation, to monitoring, to close-out of programs, the CD office continues to engage community-members at all levels of the CDBG process. Public service groups remain heavily engaged in discussions. The development of the PY 2016 application and the focus on outcomes is a result of these conversations.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
1	Public Meeting	<p>Minorities</p> <p>Non-English Speaking - Specify other language: Haitian Creole, Spanish, Chinese</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	<p>Organizational meeting was held to generate the RFP for the 2016 Annual Action Plan. A cross section of residents, non-profits, businesses and elected officials were invited to participate. The Community Development Advisory Commission members and CD department staff were in attendance.</p>	None	None	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
2	Public Meeting	Minorities Non-English Speaking - Specify other language: Haitian-Creole, Spanish, Chinese Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	Two meetings inviting all interested parties, including residents, applicants, and elected officials. A total of 24 people attended over these two days	Comments focused on advocacy of programs and benefit to LMI residents. Most focused on the needs for services related funding programs that helped create financial self-sufficiency.	All comments were received and reflected in the minutes.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
3	Public Hearing	Minorities Non-English Speaking - Specify other language: Haitian-Creole, Spanish, Chinese Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	DRAFT - Public Hearing is scheduled for June 20th			

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
4	Newspaper Ad	<p>Minorities</p> <p>Non-English Speaking - Specify other language: Haitian-Creole, Spanish, Chinese</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	<p>DRAFT - Notice Regarding Public Hearing and opportunity for public comment at June 20th Council Meeting.</p> <p>Advertisement will also provide information on vote anticipated to by July 5th</p>			

Table 4 – Citizen Participation Outreach

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Expected Resources

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

Introduction

The City of Norwich is a CDBG (only) entitlement jurisdiction and anticipates receiving approximately \$778,804 in CDBG funds and no HOME funds for FY 2016. Norwich does not receive funding under the Emergency Solutions Grant (ESG) or Housing Opportunities for Persons with AIDS (HOPWA) programs.

In recent years, the levels of CDBG funds for Norwich have fluctuated but have been primarily trending downward. In estimating the amounts of funding available over this Consolidated Plan period, the City took a conservative approach to assume an annual reduction of three percent.

The City does not run programs that generate program income, however, the Property Rehabilitation Program does generate return of loan funds. During the past five years, the level of return of loan received was approximately \$75,000 annually. Return of loan and any program income that might be received from the repayment of any future (CDBG) grants/loans will automatically be re-programmed for grant activities in those same or similar programs from which the funds were originally provided to the extent possible. If additional program income funds are received that are not automatically reprogrammed, specific projects will be identified during the Action Plan process.

Priority Table

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder 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	778,804	0	796,995	1,575,799	2,365,000	Available remainder of funds based on average of awards forecasted for 5 years.

Table 5 - Expected Resources – Priority Table

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

The city encourages matching or leveraged funds with any CDBG award it makes to any non-profit requesting funding. The city typically leverages \$4 for every \$1 of CDBG.

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

The City may acquire property through tax foreclosure during the 5-year period. If financially feasible and approved by Council, the City will make efforts to address needs identified in the plan, including creating open space, reducing blight, preserving affordable housing, and taking steps to improve income of residents. Any actions will work to meet national objectives and/or eligible activities associated with CDBG

requirements.

Discussion

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Annual Goals and Objectives

AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e)

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Decent, Affordable and Safe Housing	2015	2019	Affordable Housing Public Housing	City-wide	Affordable Housing Promotion of Self-Sufficiency, Health & Safety	CDBG: \$306,159	Rental units rehabilitated: 12 Household Housing Unit Homeowner Housing Rehabilitated: 5 Household Housing Unit
2	Decent, Affordable and Safe Housing 2	2015	2019	Affordable Housing Public Housing Non-Homeless Special Needs	City-wide	Affordable Housing Promotion of Self-Sufficiency, Health & Safety	CDBG: \$5,000	Homeowner Housing Rehabilitated: 30 Household Housing Unit
3	Decent, Affordable and Safe Housing 3	2015	2019	Affordable Housing Public Housing Homeless Non-Homeless Special Needs	City-wide	Affordable Housing Promotion of Self-Sufficiency, Health & Safety	CDBG: \$15,000	Tenant-based rental assistance / Rapid Rehousing: 48 Households Assisted Homelessness Prevention: 95 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Creating a Suitable Living Environment	2015	2019	Affordable Housing Public Housing Homeless Non-Homeless Special Needs	City-wide	Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development	CDBG: \$15,000	Public service activities other than Low/Moderate Income Housing Benefit: 100 Persons Assisted
5	Creating a Suitable Living Environment 2	2015	2019	Non-Homeless Special Needs Non-Housing Community Development	City-wide	Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development	CDBG: \$233,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 25903 Persons Assisted
6	Economic Opportunity	2015	2019	Public Housing Homeless Non-Housing Community Development	City-wide	Affordable Housing Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development	CDBG: \$48,885	Public service activities other than Low/Moderate Income Housing Benefit: 170 Persons Assisted
7	Administration	2015	2019	Administration	City-wide	Affordable Housing Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development	CDBG: \$155,761	

Table 6 – Goals Summary

Goal Descriptions

1	Goal Name	Decent, Affordable and Safe Housing
	Goal Description	Homeowner and Rental Units Rehabilitated
2	Goal Name	Decent, Affordable and Safe Housing 2
	Goal Description	This program provides ADA accessibility improvements to private residences/units.
3	Goal Name	Decent, Affordable and Safe Housing 3
	Goal Description	N/A 2016
4	Goal Name	Creating a Suitable Living Environment
	Goal Description	Prevention and reduction of domestic violence
5	Goal Name	Creating a Suitable Living Environment 2
	Goal Description	Taftville sidewalks, Taftville Playground, Norwich Fire Department Storage Facility
6	Goal Name	Economic Opportunity
	Goal Description	Job training and self-sufficiency counseling
7	Goal Name	Administration
	Goal Description	

Table 7 – Goal Descriptions

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b):

This Consolidated Plan has established the following objectives:

- Provide rehabilitation assistance to 5 single-family units, and 40 rental units **extremely low-income**
- Provide rehabilitation assistance to 5 single-family units, and 40 rental units **low-income**
- Provide rehabilitation assistance to 15 single-family units, and 20 rental units **moderate-income**

Due to a reduction in funding from the HUD Office of Healthy Homes and from the CDBG funds, we anticipate 0 extremely low, 2 low and 3 moderate single family units; In addition, we anticipate 2 extremely low, 6 low, and 4 moderate income rental units from Program Year 42.

AP-35 Projects – 91.220(d)

Introduction

The Annual Action Plan process produced a number of projects to address priorities stated in the Consolidated Plan. Those priorities included provided: 1) decent housing; 2) a suitable living environment; and 3) economic opportunities, principally for low and moderate-income persons. The following 9 CDAC approved programs/projects cover at least one of the three priorities.

#	Project Name
1	CD Administration
2	Safe Futures - Norwich Domestic Violence Response Team
3	Norwich Human Services - Norwich Works
4	Norwich Community Care Team - Shelter Diversion/Rapid Rehousing
5	Norwich Fire Department - Headquarters Storage Facility
6	Norwich Public Works - Taftville Sidewalk Phase I
7	Norwich Public Works - Playground Phase II
8	CD Office Property Rehab
9	Disabilities Network of Eastern CT - ADA improvements

Table 8 – Project Information

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

Priorities and Obstacles are defined within the Market and Need Analyses as well as Strategic Plan components of 5-Year Consolidated Plan. All projects work to achieve priorities while addressing obstacles outlined in the plan.

Job Training – Access to employment is a barrier to self-sufficiency. Training for individuals in fields that have shortages, such as medical technology, manufacturing and CNAs, where they will make a living wage.

Single/Multi-family Rehab/Energy Efficiency/Handicap Accessibility- Rehabilitation program provides energy efficiency upgrades for 17 eligible properties receiving lead/rehabilitation work. Improves property values, lowering housing cost burden, aids residents in preserving scarce resources. This helps to protect and maintain our affordable housing stock.

The City will continue efforts to improve accessibility. Providing handicap improvements to houses aids residents who are restricted from leaving their home. Due to the financial burdens associated with assisted living and nursing homes, many Norwich residents are aging in place. In many cases, the property is not handicap accessible and residents find themselves unable to fully utilize the property.

Homeless Services- Norwich Community Care Team, (made up of 19 agencies) providing services across an array of disciplines, will provide temporary rapid re-housing vouchers to allow individuals to remain housed instead of being accepted into a shelter. Individuals receive counseling and self-sufficiency information that will increase personal stability. Assistance will not exceed more than 3-months per CDBG regulations. Sheltering is a temporary solution proven to be less cost effective than permanent housing. This program will work to reduce the single/individual population needing shelter and increase permanent housing opportunities.

Domestic Violence Prevention - The City assists victims of domestic violence by addressing this issue at the time of the incident, providing support services during the criminal court cases and providing crisis intervention as well as on-going support.

Recreation Facilities and Sidewalks –Per the 5-Yr Plan, The Taftville section of Norwich has limited recreational access within walking distance that is safe for the residents. This issue will be addressed through multiple phases of infrastructure development. Phase II of a park improvement and Phase I of pedestrian access improvement (sidewalks) will take place.

Other Public Facilities - The need to invest in improvements that protect the health, life and safety of residents as well as commercial and residential housing stock exists. The Fire Department storage facility will remove fire protection equipment from exposure to elements as well as reduce the potential of being vandalized. This will allow equipment to be in proper working order as well as increase the

ease of mobilizing the equipment thereby increasing response time.

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Projects

AP-38 Projects Summary

Project Summary Information

Table 9 – Project Summary

1	Project Name	CD Administration
	Target Area	
	Goals Supported	Administration
	Needs Addressed	Affordable Housing Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development
	Funding	CDBG: \$155,761
	Description	Administration
	Target Date	8/31/2017
	Estimate the number and type of families that will benefit from the proposed activities	Administration
	Location Description	City-wide
	Planned Activities	Administration.
2	Project Name	Safe Futures - Norwich Domestic Violence Response Team
	Target Area	City-wide

	Goals Supported	Creating a Suitable Living Environment
	Needs Addressed	Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development
	Funding	CDBG: \$15,000
	Description	Expansion of office as well as Crisis Counselor position in Norwich.
	Target Date	8/31/2017
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	Assess degree of danger, create a safety plan and provide information and referrals that can best meet victim's needs.
3	Project Name	Norwich Human Services - Norwich Works
	Target Area	City-wide
	Goals Supported	Economic Opportunity
	Needs Addressed	Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development
	Funding	CDBG: \$48,885
	Description	Comprehensive employment, job training and support program
	Target Date	8/31/2017
	Estimate the number and type of families that will benefit from the proposed activities	

	Location Description	
	Planned Activities	Provide assessments on barriers to employment, gain access to supports that reduce/remove barriers and receive training on specific goal and certificate oriented job skills.
4	Project Name	Norwich Community Care Team - Shelter Diversion/Rapid Rehousing
	Target Area	City-wide
	Goals Supported	Decent, Affordable and Safe Housing 3
	Needs Addressed	Affordable Housing
	Funding	CDBG: \$15,000
	Description	Secure housing for chronically homeless single adult residents and help those that are housed from needing shelter through financial assistance.
	Target Date	8/31/2017
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	Provide rental subsidies to support permanent housing. Divert people who are housed from needing shelter by assisting with rent owed or by immediately placing someone in a housing unit.
5	Project Name	Norwich Fire Department - Headquarters Storage Facility
	Target Area	
	Goals Supported	Decent, Affordable and Safe Housing 2
	Needs Addressed	
	Funding	CDBG: \$85,000

	Description	Replace deteriorated portable tent that has been used to protect fire apparatus/equipment for 20 years and has exceeded life use, as well as become a hazard, with a permanent structure.
	Target Date	8/31/2018
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	10 North Thames Street, Norwich, CT
	Planned Activities	Construct foundation and lightweight storage structure in place of dilapidated and dangerous tent.
6	Project Name	Norwich Public Works - Taftville Sidewalk Phase I
	Target Area	
	Goals Supported	Creating a Suitable Living Environment 2
	Needs Addressed	Promotion of Self-Sufficiency, Health & Safety Non-Housing Community Development
	Funding	CDBG: \$83,000
	Description	Installation of sidewalks along Route 97, a major vehicle through-way in a heavy pedestrian travelled area in LMI neighborhood.
	Target Date	8/31/2018
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	Route 97 between North B Street and River View Lane

	Planned Activities	Installation of new sidewalks on Route 97 between North B Street and River View Lane. This will connect housing to parks and local food venues while ensuring pedestrian safety.
7	Project Name	Norwich Public Works - Playground Phase II
	Target Area	
	Goals Supported	Creating a Suitable Living Environment 2
	Needs Addressed	Non-Housing Community Development
	Funding	CDBG: \$65,000
	Description	Continuation of multi-phase park renovation project in densely settled LMI area with limited recreation facilities.
	Target Date	8/31/2018
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	Taftville - approximately Providence Street and South B Street.
Planned Activities	This represents Phase II of park renovation project in densely settled LMI area with limited recreation facilities – will include purchase and installation of a playscape for youth ages 0-4 and 5 and over. Facilities will have ADA accessible options to ensure inclusion of all residents.	
8	Project Name	CD Office Property Rehab
	Target Area	City-wide
	Goals Supported	Decent, Affordable and Safe Housing

	Needs Addressed	Affordable Housing Promotion of Self-Sufficiency, Health & Safety
	Funding	CDBG: \$306,158
	Description	Program provides no interest loans to eligible homeowners and investor owned properties with income eligible tenants
	Target Date	8/31/2019
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	Code compliance correction, structural, roof, windows, energy efficiency upgrades and lead paint remediation repairs and associated project delivery costs.
9	Project Name	Disabilities Network of Eastern CT - ADA improvements
	Target Area	City-wide
	Goals Supported	Decent, Affordable and Safe Housing 2
	Needs Addressed	Affordable Housing Promotion of Self-Sufficiency, Health & Safety
	Funding	CDBG: \$5,000
	Description	Provide ADA improvements for residents of Norwich who have reduced mobility or safety issues in their homes due to a disability.
	Target Date	8/31/2018
	Estimate the number and type of families that will benefit from the proposed activities	

	Location Description	
	Planned Activities	Applicants will be screened for eligibility and those that are approved will be assisted by DNEC in obtaining ADA improvements to their home.

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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

Geographic Distribution

Target Area	Percentage of Funds
City-wide	100

Table 10 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

Programs are City-wide. There are areas with minority and/or low income concentrations:

Census Tract 6964:

55% of units are single family residences (SFR). 49.8% of units are rentals -25% of SFRs being used as rentals. The remaining are multi-family: 50% are 2-4 family and 50% are 5+ units. Fewer than 80% of units are built prior to 1979. The tract has the highest number of 2 or 3 bedroom units and may have the fewest occupants per room (crowding versus overcrowding). This tract has residents with the longest length of time in their existing housing unit. It has the 2nd highest values above the 2013 median home value, the 2nd to lowest median rent costs and the lowest number of residents that pay greater than 30% of their income on housing costs. (Housing Cost Burden).

Census Tract 6967:

54% of units are single family residences (SFR). 51.9% of all units are rentals - 22% of SFRs being used as rentals. The remaining are multi-family: one-third are 2-4 family and three-quarters are 5+ units. Approximately 80% of properties were built prior to 1979. This tract contains the 3rd highest number of 2 or 3 bedroom units and the 2nd fewest occupants per room (crowding versus overcrowding). The homeownership rental rate is 7.1% and rental vacancy rate is 4.1%. The tract has the 2nd most residents with the longest length of time in their existing housing unit. It contains the highest values above the 2013 median home value, the 2nd highest median rent costs and number of residents that pay greater than 30% of their income on housing costs (Housing Cost Burden).

Census Tract 6968

21% of units are single family residences (SFR). 78.3% of all units are rentals -18% of SFRs being used as rentals. The remaining are multi-family: 50% are 2-4 family and 50% are 5+ units. This tract contains the

oldest housing stock with 92% being built prior to 1979 and 76% being built prior to 1940. The area contains the lowest number of 2 or 3 bedroom units but the highest number of 1 bedroom units and the 2nd highest occupants per room (overcrowding). The ownership vacancy rate is unknown, but the rental vacancy rate is estimated at 17% - the highest in the city. It also contains the greatest number of units with incomplete plumbing and/or kitchen facilities. The tract has the fewest number of properties valued above the 2013 median average home value, the highest median rent costs, and the greatest number of residents paying more than 30% of their income on housing costs (Housing Cost Burden).

Census Tract 6970:

46% of units are single family residences (SFR). 60.25% of all units are rentals - 19.4% of SFRs being used as rentals. The remaining are multi-family: 50% are 2-4 family and 50% are 5+ units. Fewer than 70% of properties were built prior to 1979. This tract contains the highest number of 2 or 3 bedroom units and the lowest vacancy rate of rental units. It has the most occupants per room (overcrowding). This tract has the lowest median rent and has the second lowest housing cost burden for targeted census tracts

Discussion

Most projects are City-wide. The description of the geographic areas of entitlement listed above provides a detailed analysis of why many projects are focused City-wide, but mainly within 5 Census Tracts. During the 5-Year Consolidated Plan Needs Assessment and Market analysis, the city confirmed these areas as having the highest: unemployment rates, cases of overcrowding, cost burden, incomplete facilities; vacancy rates, poverty rates, and special needs populations.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The U.S. Department of Housing and Urban Development (HUD) defines "affordable" as housing that costs no more than 30 percent of a household's monthly income. That means rent and utilities in an apartment or the monthly mortgage payment and housing expenses for a homeowner should be less than 30 percent of a household's monthly income to be considered affordable.

One Year Goals for the Number of Households to be Supported	
Homeless	143
Non-Homeless	17
Special-Needs	30
Total	190

Table 11 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	48
The Production of New Units	0
Rehab of Existing Units	17
Acquisition of Existing Units	2
Total	67

Table 12 - One Year Goals for Affordable Housing by Support Type

Discussion

Norwich will continue the funding of property rehabilitation projects that work to reduce the housing cost burden of low-to-moderate income individuals. Through the Rehabilitation/Lead Program, the City will aid homeowners in bringing properties "up-to-code" while making the home "lead safe" when lead funding is available. Units receive energy efficiency upgrades helping to reduce utility costs which increases available income. Reduced cost burden, increase in property values and reduction in crime are a few consequential outcomes. The program will benefit 17 units of housing. An estimated 2 properties will be acquired, renovated and sold to first-time, LMI homeowners.

The Norwich community works hard to reach out to homeless and those at risk of being homeless on a year-round, non-stop basis. During warmer months, residents find "homes" in unexpected and

sometimes unpleasant places. During the winter months, however, housing for this at risk population becomes difficult. It has sadly become lethal over the last several years. During the next program year, the City will address the issue of homelessness by continuing to implement a non-shelter strategy. Instead of providing temporary shelter for this most at-risk population, the Norwich Community Care Team will stabilize residents through permanent housing. CDBG funds will be used to provide temporary rental subsidies to prevent homelessness. These subsidies will not exceed 3 months. This program will benefit approximately 48 people with subsidies and 95 individuals will receive shelter assistance as well as counseling. The City will also work with programs to provide domestic violence intervention; youth education and mentoring; English language education; and job training.

All housing development partners are encouraged to work closely with the TVCCA family shelter, transitional living facilities and Norwich Human Services to identify eligible tenants to work to benefitting low-to-moderate income individuals. Please also see information in the next section under public housing.

AP-60 Public Housing – 91.220(h)

Introduction

The Norwich Housing Authority (NHA) owns/manages 686 units of public housing of which 177 are federal and 509 are state. NHA also administers 514 Section 8 Vouchers that are tenant based. The mission of the NHA is to develop and operate each development solely for the purpose of providing decent, safe and sanitary housing for eligible individuals and families in a manner that promotes the serviceability, economy, efficiency and stability of the developments, and the economic and social well-being of the residents.

To effectuate the above, the Authority places a high priority on maintaining and rehabbing existing developments. The Authority strives to balance the needs of residents versus the economic realities facing all public housing authorities. The goal is to retain the existing affordable housing stock.

The Authority focuses on reducing the cost burden for extremely low income and very low income renter households and improving energy efficiency of its housing stock. Through the efforts of the property managers and resident services coordinators, the Authority tries to be more than just a landlord by meeting the overall requirements of its residents.

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

As of this draft, CDBG funds are not be allocated directly for the Norwich Housing Authority (NHA). NHA will be working independently to obtain funding to replace 5 flat roofs covering a total of 20 units. In the previous allocation, CDBG covered the cost of renovating the first set of 5 flat roofs. According to the NHA 5-year plan, completed December 2015, the authority will look to increase Section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction. At the same time, the plan states that their active participation with municipal entities and nonprofits has worked to improve affordable housing alternatives within the jurisdiction. There are approximately 2,912 assisted housing units, which includes 686 public housing units and 514 Section 8 Housing Choice Vouchers under the housing authority with an additional 268 from other agencies.

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

In order to encourage public housing residents to become more involved in homeownership opportunities, it is necessary to increase individuals earning potential. In order to purchase a home, residents must improve credit, decrease debt and save. This can only be accomplished through increasing income. This requires greater employability. To promote employment opportunities for

very-low to moderate income residents, when appropriate, all subrecipients will be required to sign the Section 3 Certification which states the purpose of Section 3 and that work performed under this contract is subject to the requirements of Section 3. The documentation lists requirements for recruiting Section 3 residents, which includes: where job notices/advertisements should be listed to ensure Section 3 residents have an opportunity to apply; maintaining a list of Section 3 residents who have previously applied for job opportunities; and that the contractor must certify that vacant employment and training positions were not filled to circumvent the contractor's obligation under 24 CFR Part 135. Contractors must sign that they will make every effort to "...comply to the greatest extent feasible with the objectives and percentage goals established in the Section 3 Plan for Housing and Community Development Assistance of the City of Norwich."

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

The PHA is not designated as trouble.

Discussion

Maintaining decent housing for low-income and disabled individuals is much less expensive than having to maintain the same individuals in shelters, hospitals or at assisted living facilities at the government's expense. The maintenance of this housing at affordable levels keeps the cost of this service within reasonable limits for the government.

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

Introduction

The Director of Norwich Human Services is on the Executive Committee of the Southeastern Connecticut Regional Partnership to End Homelessness. This group is responsible for the drafting and implementing of the region's Ten Year Plan to End Homelessness. The group is also responsible for submitting the region's Continuum of Care Application to HUD for funds to address homeless prevention and supportive Housing. In 2015, HUD awarded approximately \$1.6 million dollars for multi-year activities to the various non-profits and municipal agencies listed in the Continuum of Care application for serving residents in the Norwich-New London area.

The service providers funded by the Continuum of Care grant include a wide variety of service providers. The vast array of services offered through these programs include two-year transitional housing for homeless women and women with children, a family homeless shelter, supportive housing for single adults, security deposit, rental assistance, utility assistance and food assistance programs for populations at risk for homelessness, landlord-tenant mediation programs, mobile and stationary medical care for homeless individuals and individuals with HIV, case management services, mental health services, life skills counseling and transportation for residents of supportive housing. Currently, the combined services provide 36 beds of supportive housing in the City of Norwich and 123 beds for Transitional housing.

CDBG funds administered through Norwich Department of Human Services will do several things to support homeless individuals in their quest to become housed and to prevent homelessness for individuals on the edge. Support of a winter shelter and case management services for homeless will be provided. The partners of the Continuum of Care also receive funding from the State of Connecticut Mental Health and Addiction Services, Federal PATH Funds, grants from private entities such as Pfizer, Dime Bank, People's Bank, local churches and private fundraisers.

The Norwich Public Schools uses the McKinney-Vento assistance to provide transportation to the school of origin of clients, to the staff salary for a paraprofessional who helps homeless children and to provide partial payment of a salary for the coordinator of homeless services at the Norwich Public Schools. The City of Norwich Housing Authority, Department of Human Services and Office of Community Development work closely together on retaining vouchers for residents living in subsidized complexes that have been privatizing. The local shelter, TVCCA, also administers additional vouchers to place families in permanent affordable housing. The Norwich Housing Authority managed 514 housing choice vouchers for Norwich residents in the past year.

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

Norwich Community Care Team, a group made up of 19 agencies that provide services across an array of disciplines, will provide temporary rapid re-housing vouchers to allow individuals to remain housed instead of being accepted into a shelter. These individuals will receive counseling and financial self-sufficiency information that will work to increase personal stability. This assistance will not exceed more than 3-months per CDBG regulations. Sheltering is a temporary solution and has proven to be less cost effective than permanent housing. This program will work to reduce the single/individual population needing shelter and increase permanent housing opportunities. Approximately 48 individuals will receive rapid rehousing vouchers, while 95 individuals may be referred to a shelter, housed with family or friends and/or receive a housing management plan to decrease homelessness in the future.

A number of activities and services are funded to help the needs of the homeless and other special needs populations. Overall, these services address the high priority of reducing homelessness and the threat of becoming homeless. The allocations to alleviate homelessness include working with the Continuum of Care to ensure that Emergency Shelter Grant funds provide stability to those that are transitioning from a shelter to their own apartment; energy assistance; meals; food staples; and counseling.

Addressing the emergency shelter and transitional housing needs of homeless persons

Norwich participates in the Coordinated Access Network (CAN). A CAN provides people facing housing crises a single access point to community resources. All continuums of care (CoC) must establish a comprehensive and standardized coordinated access system for shelter, prevention, rapid rehousing, transitional housing, and permanent supportive housing. (A CoC is a geographical administrative unit through which HUD funds are distributed. Each CoC serves as an area's lead agency for community-wide initiatives related to homelessness.)

In a CAN, the 2-1-1 Infoline serves as the gateway to a streamlined process for helping clients facing homelessness. The 2-1-1 Infoline is a single telephone source for information about community services, referrals to human services programs, and crisis intervention. The 2-1-1 website (www.211ct.org) also provides information for individuals and families facing homelessness, including information about mortgage and rental payment assistance programs.

CAN PROCESS includes an initial screening over-the-phone to assess issues and other immediate resources available. If these options do not meet the client's needs, the screener refers the client to meet with a CAN intake team.

CAN Intake: the team first attempts shelter diversion, which may include (1) mediation between the client/landlord or (2) financial assistance. If shelter diversion efforts are not successful, the team completes a full assessment and refers the client (1) to a shelter or, (2) if a shelter is not available, to the homeless outreach team (HOT).

Housing Placement: focus is to move clients into a permanent living situation as quickly as possible through “rapid rehousing.” Rapid rehousing means moving clients “from shelter or emergency situations into housing quickly and creating stability once they are housed.” If a client needs more intensive assistance, a referral to CAN Housing Team occurs. The team, in collaboration with a community care team, assigns the client to housing. The care team provides community-level accountability for all housing placements, including:

1. permanent supportive housing (i.e., affordable housing linked to community based services such as case management and employment support);
2. critical time intervention (i.e., assistance is provided to individuals with mental illness transitioning from hospitals, shelters, prisons, or other facilities);
3. treatment and recovery housing (i.e., housing associated with intensive substance abuse recovery programs); and
4. transitional housing (i.e., short term supportive housing, generally from two to 24 months).

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

There are multiple levels of homelessness and multiple activities used to reduce and potentially end homelessness. The City is adjusting its current strategy to end homelessness by increasing permanent housing solutions through temporary rental subsidies and other means. The City closed its winter overflow shelter in 2013 to expend resources on the strategies of rapid re-housing and shelter diversion. (Shelter services were provided by the regional, state funded shelter, the New London Homeless Hospitality Center under the HUD mandated process of coordinated access to shelter.) At the same time, individuals are paired with resources that include: job training and job creation (incentives for businesses to hire LMI residents); shelters; mental health and addiction related services, financial counseling; utility assistance; and resources to reduce food scarcity concerns.

As previously mentioned, the City participates in the Continuum of Care and shares services along a broad array of providers. Homelessness Prevention Services are provided by several members including Norwich Human Services, the United Way, Catholic Charities, Bethsaida Community Inc., DCF, Child and Family Agency, Reliance House, Salvation Army, Sound Community Services, SMHA, Stonington Institute, TVCCA, Thames River Family Program, the Women's Center. In addition, Norwich Human Services will provide emergency rental assistance to a greater number of individuals in order to increase permanent housing opportunities. Extremely low income individuals receive free or reduced legal assistance, counseling and advocacy assistance, job training opportunities, and emergency funds for food as well as shelter support.

The City works with the Southeastern Partnership to End Homelessness and the other providers to meet the need and connect the most vulnerable of populations with supportive services that allow individual to achieve as much independency and self-sufficiency as possible. The Partnership is now a sub-continuum of care as it has merged with the Balance of State Continuum for better efficiencies.

Case management teams will look to create a community profile to uncover city-wide needs that are not being addressed adequately or efficiently. Conversations with residents include a focus on barriers to stability as well as income, emotional, physical, and educational needs of the clients. Norwich was the first to implement the Community Care Team model which is a recognized state best practice and is incorporated into many towns Ten Year Plans for coordinating care within this population

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.

The State of Connecticut mandates that discharges from foster care, health care, mental health facilities and the Department of Corrections be done in such a way as to minimize risk of homelessness. The Continuum of Care partners ensure that the proper steps are taken with regard to discharge planning. The following narrative is from the Continuum of Care Application:

Foster Care

Connecticut has built in an Independent Living Program that offers young people a continuum of independent living services along with specialized case management to ensure a successful transition to productive community life. The Community Housing Assistance Program provides youth aging out of Foster Care with a subsidy to cover living expenses.

Health Care

The two local hospitals, Lawrence and Memorial (New London) and Backus Hospital (Norwich) verbally confirmed that current discharge practice includes providing case management services. With the exception of extreme situations, local hospitals do not discharge into emergency shelters, the street or HUD McKinney–Vento funded beds. The New London Hospitality Center had 7 respite shelter beds funded by L&M Hospital for homeless people discharged from the hospital. These beds are monitored by Community Health Center medical staff.

Mental Health

The State of Connecticut Department of Mental Health and Addiction Services have policies in place that dictate that every attempt shall be made to verify discharge housing arrangements. Clients are not discharged into emergency shelters, the street or HUD McKinney–Vento funded beds.

Corrections

The State of Connecticut Department of Corrections continues to complete an Offender Accountability Plan for each inmate, program outline and expectations during the entire time of incarceration. A standardized discharge plan is completed with inmates at the end of sentence, addressing issues including housing, identification and community resource needs. The Department has significantly increased staffing and the number of halfway house beds for parole and community services and contracts for a wide range of residential services in the community.

Discussion

One of the key strategies for homeless prevention is employment development. The goal is enhance a person's ability to obtain and keep a job, and to make an adequate income to be self-sufficient. These resources are described under job training initiatives in Section MA-45 Non- Housing Community Development Assets of this Consolidated Plan. The City also works diligently to expand and conserve its affordable housing inventory, especially affordable rental housing that benefits the extremely low and low income households who are most at risk of becoming homeless. The Continuum of Care agencies work closely with hospital in the region to address their discharge policies to avoid discharging patients into homelessness and the school system families that are not falling through the cracks.

The City will continue to address needs of the non-homeless special needs to ensure the most vulnerable of populations are protected. This includes working with the Continuum of Care, Southeastern Mental Health Affiliates and the partner agencies affiliated with these programs and the activities mentioned previously.

One year goals for the number of households to be provided housing through the use of HOPWA for:
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family
Tenant-based rental assistance
Units provided in housing facilities (transitional or permanent) that are being developed, leased, or operated
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds
Total

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

Introduction

The State of Connecticut still remains the location as one of the highest state-wide housing prices. In New London County, the high prices combined with fewer jobs and lower wages creates a situation where housing choice is impaired. The City of Norwich continues to try to increase the supply of affordable housing. From 2006-2011, 123 units of affordable housing were created through City-supported projects. There are approximately 349 units of mixed income housing awaiting financing approval from the State of Connecticut Department of Economic and Community Development and HUD.

In 2015-16, the Norwich Property Rehab Program will make 17 housing units lead safe (as funding is available) and provide rehabilitation. As part of the rehabilitation program, the majority of units will receive energy efficiency upgrades that include heating, electrical, roofing, and well/septic. Units will also receive pre-construction energy audits as well as information regarding rebates on energy efficient appliances. As a result, the rehabilitation program not only improves housing stock while providing adequate housing for very-low to moderate income individuals, it also works to reduce housing cost burden.

Low wages in the region work to impair housing choice. Therefore, it requires more than just a housing rehabilitation strategy to make housing affordable. The City of Norwich has committed a significant portion of its grant to attacking the sources of poverty at the root. The job training assistance program will be augmented to train eligible applicants for higher paying jobs. Enabling people to earn living wages and retain more of their earnings by assisting them with basic needs such as education, childcare and food will improve their ability to have a choice of housing.

For existing homeowners, the City of Norwich also refers homeowners having difficulties paying mortgages to a HUD approved housing counseling service at Catholic Charities.

From a policy perspective, the City will focus on helping to support an increase in the housing and community development function in the Congressional budget resolution(s), specifically HUD related funding. Congress has already made significant funding cuts in low-income housing and related programs. We will pursue opportunities to advocate for Congress to increase appropriations back to the nominal 2010 level, at a minimum. Deep cuts decrease the availability of affordable housing. The lack of affordable housing impacts all facets of the American economy. It is a primary driver of homelessness, prevents stability in those slightly above poverty and works to create additional health and safety barriers for low-to-moderate income people. It, in turn, increases other line-items in the National budget.

As part of pursuing these opportunities to advocate, the City will work to advocate for Housing Choice

Vouchers program and to restore cuts proposed to the HOME, 202 and 811 programs. Community Development will work to educate elected officials and residents on the real impact of supportive housing and affordable housing programs. We will work with organizations such as Corporation for Supportive Housing, Connecticut Housing Coalition, Connecticut Fair Housing, Connecticut Coalition to End Homelessness to help advocate for policies that not only remove barriers directly but also provide adequate resources to meet the HUD housing objectives.

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

City of Norwich plans to work to remove barriers to affordable housing and the financial impact of efforts to protect public health and safety by taking actions to reduce costs or provide off-setting financial incentives to assist in the production of safe, high quality, affordable housing. To mitigate the impacts of these barriers, the City will:

- Apply for State and federal funding to gap finance affordable housing production and rehabilitation of existing affordable housing stock.
- Continue to streamline the environmental review process for housing developments, using available state categorical exemptions and federal categorical exclusions, when applicable.
- Continue to improve the permit processing and planning approval processes to minimize the delay in housing development in general and affordable housing development in particular.
- Continue to provide rehabilitation assistance and homeownership assistance, and to assist in the construction and preservation of affordable housing.

The City recently completed its housing needs assessment, Plan of Conservation and Development and Comprehensive Plan which identifies an inventory of sites with residential development, including sites that would be rezoned/upzoned to higher density development or redevelopment. This expanded inventory of mixed use and multi-family sites could facilitate the development of affordable housing.

A number of recommendations have also been discussed, including:

1. Work with CT Fair Housing to conduct testing of sale and rental properties to identify violations of the Fair Housing Act at an early stage.
2. Work with Eastern Connecticut Association of Realtors (ECAR) to provide training of real estate professionals to discourage steering based on race, ethnicity, familial status, or disability, the four primary bases of fair housing complaints.

3. Require “affirmative marketing” of all new residential developments and buildings in order to receive a building permit, zoning, or subdivision approval. The underlying concept is to make home seekers aware of the full array of housing choices available to them. For the developer, affirmative marketing means taking special steps to promote traffic from particular racial or ethnic groups that are otherwise unlikely to compete for their housing.
4. Train key staff (including everybody who might answer the phone at the police department) to refer callers about fair housing to the designated staff person in City Hall. The designated individual should be well-versed in fair housing law and practices. At least one backup individual should be assigned to field calls for when the designated individual is not available.

Information about fair housing violations and remedies should be easy to find on the city’s website. The proper number to call for assistance with fair housing should be listed on the “Who Do I Call?” web page under a clear heading like “Fair Housing Complaints.” However, the city should not rely heavily on the Internet because many of those who face housing discrimination may not have ready access to the Internet, be very skilled on the Internet, or read English well enough to use the city’s website effectively.

Discussion

AP-85 Other Actions – 91.220(k)

Introduction

In order to address obstacles to meeting underserved needs, foster affordable housing and reduce the number of poverty-level families, the City will focus on 3 overarching priorities and objectives during the next year. We will work to (1) Provide Decent Affordable Housing by managing programs that increase homeownership opportunities as well as promote code improvement and energy efficient housing; (2) Create a Suitable Living Environment by focusing on activities working to address quality of life issues that encourage collaboration and foster a sense of community on a city-wide scale; and (3) Expand Economic Opportunities for Low-to-Moderate Income Residents by supporting programs that increase self-sufficiency and stability of residents.

Actions planned to address obstacles to meeting underserved needs

Obstacles to meeting the underserved needs comes in many forms. The City of Norwich will address a number of these obstacles through monitoring and performance evaluations of grantees. Specifically, we will focus on ensuring outcomes are being met within each program and that the recipients of funds adhere to CDBG related criteria. "Decent Affordable Housing" funded projects focus on decreasing housing cost burden as well as addressing code, health and safety. Therefore, increasing the amount of units participating in the rehabilitation program is important. As a result, the City will provide unique outreach to a variety of residential property types in the next year. This includes adding signage to projects in process (to increase visibility of the program) to radio/tv talk shows and participating in community demonstration events. In addition, the City will focus a percentage of rehabilitation dollars towards first time homeownership programs that match LMI, first-timers to newly renovated properties. The City will work in partnership with local area banks and housing counselors to renovate and return approximately 2 foreclosures to the market. This will address housing cost burden, crowding, barriers to affordable housing and help increase financial self-sufficiency of LMI residents.

Actions planned to foster and maintain affordable housing

The City will continue to provide a Property Rehabilitation Program, which is available to both owner-occupants and investor-owners. The program anticipates performing property rehabilitation for 17 housing units and associated project delivery costs (partial salary and fringe benefits for Rehab/Lead Officer and Program Assistant.) The program requires rents to remain accessible to low and moderate-income renters after completion of rehabilitation.

In addition, disabled residents make up approximately 12.3% of the population is categorized as disabled, many being deemed elderly. As the cost of senior care facilities increases, more individuals are aging at home. The City will work to address issues associated with the disabled and elderly through CDBG funds. This year's allocation will provide ADA improvements to qualified individuals and residential properties. The DIME savings bank continues to operate the CHAMP program. The CHAMP program offers below market rate loans to developers of affordable housing. There is a requirement that the rents remain affordable. The DIME savings bank also has a down payment assistance program where low and moderate-income client funds are matched by the bank up to \$5,000 for a required down payment.

The City of Norwich is working with at least one large scale developer to bring 324 new housing units online - 116 will be completed in PY 2016. 60% of these will be made available to individuals at or below 60% AMI. It is important to note that more than 18% of Norwich's housing stock is deed restricted as affordable according to documents and the State of Connecticut. Statistically, it is believed that the true number is approximately 22% of the total housing stock is affordably priced.

Norwich is unique in that it has its own utilities company. Norwich Public Utilities (NPU) provides electricity, gas, water and sewer to residents. We will partner using local dollars and the Connecticut Energy Efficiency Fund to help residents lower utility costs and their housing cost burden. NPU will provide energy audits and energy solutions, while working to incentivize residents to upgrade antiquated systems.

Lastly, the City of Norwich continues to support efforts in the State legislature that increase opportunities to make housing affordable in Connecticut, including the HOME Connecticut Program and the CT Housing Trust Fund.

Actions planned to reduce lead-based paint hazards

When funding is available, the Lead Hazard Reduction Program will make units lead-safe. In previous year's the Lead Hazard Reduction Program has improved an average of 30 units annually. Unfortunately, the City is between funding cycles from HUD and unable to commit to that volume. In the meantime, the City anticipates addressing 4-6 units without the additional funds. In the event funding from HUD becomes available, we will return to our fully focused program. Although we do not have the same level of funding for direct intervention, Norwich is committed to addressing lead through outreach and education. Community Development staff run workshops and trainings directed to homeowners and landlords. Topics include lead safe renovation and cleaning practices. The City works with the local health district, building officials and real estate agents to identify lead issues within the community and address issues as funding allows.

Actions planned to reduce the number of poverty-level families

In PY 2016, programs that help increase job training skills, provide transportation to and from work, and provide permanent housing instead of sheltered housing will be funded.

The anti-poverty strategy utilizes existing job training and social service programs to increase employment marketability, household income, and housing options. The City's anti-poverty strategy also includes direct activities that focus on job creation. In Norwich, there are a number of barriers to employment, including transportation, affordable child care, health/medical care, and even language skills.

As a means of reducing the number of persons with incomes below the poverty line and reducing employment barriers, the City will continue to coordinate its efforts with those of other public and private organizations providing economic development and job training programs. Over the last few years, the number of public, quasi-public, and nonprofit organizations providing economic development and job training services in Norwich has increased. This includes youth programming that teaches basic jobs skills and exposes youth to paid opportunities where they are counseled in the position by case managers as well as employee supervisors. This works to reduce future barriers to employment while building real life job experience.

As part of job training, participants have previously been eligible to receive safety-net assistance, such as temporary transportation and child-care assistance. However, these funds are limited based on application and allocation from CDBG or other resources. There is no on-going source of funding. To stimulate business growth, Norwich has been using CDBG funds to encourage Norwich businesses to hire Norwich residents that are LMI. The strategy not only focuses on individual businesses, but works to tie in the job training programs. This way, Norwich residents graduating from the training programs have a greater chance of becoming employed.

It is also important to note that English as a Second Language and/or specific outreach to individuals/families with limited English proficiency is seen as an important investment in Norwich. Without basic understanding of English and the ability to communicate with everyone from neighbors, employers, emergency responders and public safety, many will remain in poverty.

Our partners in this endeavor include, but are not limited to:

- Norwich Human Services
- Norwich Area Chamber of Commerce
- Norwich Adult Education
- Eastern Connecticut Workforce Investment Board
- Norwich Community Development Corporation
- Community Economic Development Fund

Actions planned to develop institutional structure

The City always looks to diversify funding in order to maintain adequate staffing. As a result of recently closing out the Lead Based Paint Hazard Control program, the City was set to lose valuable staffing. At the same time, the director of Planning and Neighborhood Services retired. The Director of Community Development worked with the City Manager to preserve existing Community Development staffing and supplement additional staff by merging the two departments. While there is a learning curve, the process of cross-training has begun. This will strengthen our institutional structure.

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

The City of Norwich participates in a collaborative system called the Coordinated Access Network (CAN) allowing for an holistic approach to reducing homelessness of at-risk populations. Identified needs for this population are: Subsidies and vouchers to improve access to stable, permanent and affordable housing; Affordable and accessible child care; Improved public transportation; Job training and temporary opportunities for building employment experience. The City will continue to do the following to enhance coordination of housing and community development: Consult with housing and social service providers; Encourage collaboration of service providers as opposed to competing as separate entities; Participate in regional discussions to address housing; Participate with SCCOG; Re-establish neighborhood investment groups such as NRZs/blockwatches.

NHS will continue the collaborative efforts to bring together social service providers, non-profit housing providers, health and mental health professionals, youth development program providers and others. This will provide a more effective delivery of resources.

Discussion

Program Specific Requirements

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

Introduction

The City of Norwich does not have any projects generating program income. The City estimates the percentage of funding going to LMI residents to be at least 70%. While we anticipate the percentage to be higher, funding has been set aside to demolish city owned buildings that are hazards, blighted and/or cannot be returned to the market. The amount available is equal to 30% of the allocation minus administration.

Community Development Block Grant Program (CDBG) Reference 24 CFR 91.220(l)(1)

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

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

Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	70.00%

Discussion

Overall benefit will be determine over a three year period including 2016, 2017, 2018.