



Consolidated Annual Performance & Evaluation Report (CAPER)
Fiscal Year 2019
(July 1st, 2018 through June 30th, 2019)



Community Development Block Grant Program (CDBG)
HOME Investment Partnership Program (HOME)
Emergency Shelter Grant Program (ESG)

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FY 2019 (PY 2018) Consolidated Annual Performance and Evaluation Report will be submitted to the U.S. Department of Housing and Urban Development after the 15-day comment period.

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CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan.

91.520(a)

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

The City of Norfolk (City) is an entitlement jurisdiction which receives an annual allocation of Community Development Block Grant Program (CDBG), HOME Investment Partnership Program (HOME) and Emergency Solutions Grant Program (ESG). This is the third Consolidated Annual Performance Evaluation Report (CAPER) of the 5 Year Consolidated Plan cycle. This FY 2019 (PY 2018) CAPER covers the period of July 1, 2018, through June 30, 2019, and references activities funded in previous years with accomplishments reported during FY 2019.

The FY 2019 (PY 2018) CAPER highlights projects initiated during the program year which impact low- to moderate- income citizens and areas. Priority projects are neighborhood revitalization, public facility and site improvements, economic development, public services, affordable housing, and addressing homelessness. Funding supported community infrastructure, economic development activities and homeowner rehabilitation. The city continued to fund community service activities including special needs, targeting low- to moderate-income households. This included such needs as abused children, battered spouses, elderly persons, severely disabled adults, homeless persons, and assisting people living with HIV/AIDS.

The successful use of the entitlement funds is the result of collaborative efforts with City departments, the City's partnership with the Norfolk Redevelopment and Housing Authority (NRHA), the City's membership with the Southeastern Virginia Homeless Coalition (SVHC) and the non-profit agencies that serve the most vulnerable citizens of Norfolk.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Affordable Housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Added	Household Housing Unit	8	11	138%	8	11	138%
Affordable Housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	75	0	0%	75	0	0%
Affordable Housing	Affordable Housing	CDBG: \$ / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	76	0	0%	0	0	0%
Affordable Rental Housing	Affordable Housing	CDBG: \$	Rental units rehabilitated	Household Housing Unit	50	0	0%	50	0	0%
Code Enforcement		CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	200	0	0%	0	0	0%
Economic Development	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	220,462	0%	0	220,462	0%
Economic Development	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	300	0%	0	300	0%
Economic Development	Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	0	0	0%	4	0	0%
Economic Development	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	75	27	36%	7	27	386%
Economic Development	Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	27	38	141%	5	38	760%
General Oversight of Planning and Administration	General Planning and Administration Oversight	CDBG: \$ / HOME: \$ / ESG: \$	Other	Other	3	0	0%	3	0	0%

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	2,436	0	0%	0	0	0%
	Homeless									
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	130	0	0%	140	0	0%
	Homeless									
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	8,025	0	0%	1,050	0	0%
	Homeless									
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	184	0	0%	80	0	0%
	Homeless									
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	HIV/AIDS Housing Operations	Household Housing Unit	26	0	0%	0	0	0%
	Homeless									
Homelessness	Affordable Housing	CDBG: \$ / HOME: \$ / ESG: \$	Other	Other	3,050	0	0%	0	0	0%
	Homeless									
Public Facilities/ Site Improvements	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1,068	673,800	63090%	0	673,800	0%
	Site Improvement to Horace Downing Library									

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Public Services	Affordable Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	118,533	77,869	66%	114,493	77,869	68%
	Homeless									
Street and Sidewalk Improvements	Non-Homeless	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	250,000	447,160	179%	0	447,160	0%
	Special Needs									
	Non-Housing Community Development									
	Community Development									

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

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

The city continues to effectively administer the CDBG, HOME and ESG programs to meet its goals and objectives and serve the best interest of the residents of Norfolk.

The City's Renovate Norfolk Program provides financial assistance to income eligible Norfolk homeowners in renovating their homes. It was determined that the best course of action to support continued success of this program was to bring the construction phase in house. There was restructuring of planning and management of the renovation and construction processes. From a waiting list of over 300, pre-inspections for 60 homes were scheduled and 23 exterior inspections completed.

The City funded Public infrastructure improvements including playgrounds in three low to moderate income areas with anticipated completion by the summer of 2020 and roadway development for the St. Paul's Quadrant. Projects that continued in FY 2019 (PY 2018) with prior funding included renovations to the Horace Downing Public Library, improvements to public beach access in Oceanview, Americans with Disabilities (ADA) compliant sidewalk improvements and full depth joint roadway improvements.

The Department of Economic Development realigned the programs offered to assist low- to moderate-income business owners, small businesses in our low- to moderate- income areas, and businesses that are creating jobs for low to moderate income individuals. The Capital Access Program (CAP) was created and approved by city council in March of 2019. The program allows small business owners to apply for either technical assistance or grant funding to either start or grow their business. Newer businesses can receive funding in the amount of \$1,500 - \$10,000 while more established businesses can receive funding up to \$35,000. Businesses serving low- to moderate- income areas that are looking for funding to assist with façade improvements are eligible for grants up to \$10,000.

Public service activities funded and completed during FY 2019 (PY 2018) included the Norfolk Works Program which operates the Norfolk Works Job Resource Center. The center provides diverse services for job seekers and improves residents' ability to connect to in-demand employment opportunities. Other public services funding supported the Crisis Intervention Team for training law enforcement, first responders and mental health professionals on how to interact with individuals in the community that are experiencing a crisis or dealing with symptoms of mental illness, and Emergency Utility Payment Program which helps eligible residents avoid disruption of services and provide a one-time payment to help low income households prevent the disconnection of water due to non-payment. The city also continued funding non-profit agencies who provide much needed services to the city's most vulnerable citizens.

The City sub-grants HOME funds to the Norfolk Redevelopment and Housing Authority (NRHA) for the Homebuyer Assistance Program and the Community Housing Development Organization (CHDO) Program to address the need for affordable housing. The Norfolk First-time Homebuyer Assistance HOME Program continues to successfully remove financial barriers to homeownership for low- to moderate- income households. The required 15% allocation to the CHDO Program provides affordable homebuyer or rental properties for low-income families, with eligible homebuyer activities being the priority need.

The city funded ESG activities addressing homelessness including Street Outreach, Emergency Shelter Programs, Rapid Re-Housing and Prevention. This is a collaborative, multi-step effort with the SVHC, City departments and outside agencies.

CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	CDBG	HOME	ESG
White	22,547	26	357
Black or African American	50,059	248	1,840
Asian	76	0	4
American Indian or American Native	16	0	6
Native Hawaiian or Other Pacific Islander	6	0	2
Total	72,704	274	2,209
Hispanic	1,502	51	126
Not Hispanic	71,202	223	2,170

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

Narrative

Please note that the chart above does not contain all of the racial categories that are available to CDBG Entitlement grantees in the IDIS reporting screens. CDBG funds were used to serve a total of 72,704 people across racial and ethnic groups. The city continues to ensure equal access to assistance and does not discriminate based on race or ethnicity.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	5,645,072	3,522,633
HOME	public - federal	1,359,884	1,099,331
ESG	public - federal	351,181	354,746

Table 3 - Resources Made Available

Narrative

The Resources Made Available do not include prior years' unspent balances but only the resources identified and submitted in the FY 2019 (PY 2018) Annual Plan. The total available CDBG balance was \$6,428,644. The PR07 Drawdown Report by Voucher Numbers, Vouchers Submitted to LOCCS was used in identifying the amount expended in FY 2019 (PY 2018).

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
BERKLEY III	41		
BERKLEY IV	20		
BROADCREEK AREA	13		
CENTRAL BRAMBLETON	16		
HUNTERSVILLE	1		
LAMBERT'S POINT	2		
PARK PLACE	7		

Table 4 – Identify the geographic distribution and location of investments

Narrative

In FY 2019 (PY 2018) the city amended the Geographic Priorities identified in the 5-year Consolidated Plan. The city's Neighborhood Strategy Areas previously considered as priorities expired. The city works on a city-wide basis for rehabilitation programs and infrastructure projects that still benefit low- and very low- to moderate- income persons.

Leveraging

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

Direct Homebuyer Assistance funds were leveraged by private financing with an affordable interest rate and monthly payment and other types “no interest rate and no monthly payment” secondary financing assistance.

HOME match requirements were satisfied via cash contributions in the form of below-market interest rate loans from private lending institutions.

To address the need of affordable homeownership, following the completion of an Environmental Review underway during FY 2019, Norfolk Redevelopment and Housing Authority (NRHA) will sell to Beacon Light CHDO, at a below market value sales price, three vacant lots located in the Berkley neighborhood for the development of three affordable new construction single family homes which will be sold to three eligible first-time homebuyers.

During FY 2019 NRHA completed closing, through the execution of legal and financial documents between HUD and NRHA, of the Diggs Town Phase I (222 units) Rental Assistance Demonstration (RAD) project. The closing was the official step when the project was removed from the public housing program, assistance was transferred, and the project was placed under a Project Based Section 8 Housing Assistance Payment (HAP) contract with a RAD Use Agreement. This RAD conversion places the property on a more stable Section 8 funding platform and provides residents with improved affordable housing.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	4,047,928
2. Match contributed during current Federal fiscal year	69,004
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	4,116,932
4. Match liability for current Federal fiscal year	68,658
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	4,048,274

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year										
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match		
5076	01/24/2018	5,424	0	0	0	0	0	5,424		
5078	10/19/2017	7,915	0	0	0	0	0	7,915		
5079	12/13/2017	2,470	0	0	0	0	0	2,470		
5132	11/17/2017	8,338	0	0	0	0	0	8,338		
5133	01/23/2018	5,280	0	0	0	0	0	5,280		
5135	02/16/2018	9,769	0	0	0	0	0	9,769		
5137	12/21/2017	3,164	0	0	0	0	0	3,164		
5139	02/01/2018	9,834	0	0	0	0	0	9,834		
5140	05/10/2018	3,372	0	0	0	0	0	3,372		
5141	04/20/2018	2,545	0	0	0	0	0	2,545		
5144	05/17/2018	3,956	0	0	0	0	0	3,956		
5145	06/11/2018	5,650	0	0	0	0	0	5,650		
5146	07/20/2018	1,287	0	0	0	0	0	1,287		

Table 6 – Match Contribution for the Federal Fiscal Year

HOME MBE/WBE report

Program Income – Enter the program amounts for the reporting period			
Balance on hand at beginning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$
101,276	366,044	20,000	0
			Balance on hand at end of reporting period \$
			447,320

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Contracts						
Dollar Amount	0	0	0	0	0	0
Number	0	0	0	0	0	0
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Dollar Amount	0	0	0			
Number	0	0	0			
Sub-Contracts						
Number	0	0	0			
Dollar Amount	0	0	0			

Table 8 - Minority Business and Women Business Enterprises

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0

Table 9 – Minority Owners of Rental Property

Relocation and Real Property Acquisition – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition						
Parcels Acquired		0		0		
Businesses Displaced		0		0		
Nonprofit Organizations Displaced		0		0		
Households Temporarily Relocated, not Displaced		0		0		
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Cost	0	0	0	0	0	0

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	950	149
Number of Non-Homeless households to be provided affordable housing units	980	20
Number of Special-Needs households to be provided affordable housing units	26	0
Total	1,956	169

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	125	149
Number of households supported through The Production of New Units	2	1
Number of households supported through Rehab of Existing Units	40	0
Number of households supported through Acquisition of Existing Units	0	19
Total	167	169

Table 12 – Number of Households Supported

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

The number of goals in Table 11 was misinterpreted and counted incorrectly in the Annual Plan. The actual column reports by households served. The goals were reported by individuals served. The Homeless households supported includes rapid re-housing and prevention. Non-Homeless households represent rehabs and direct financial assistance to first-time homebuyers. Special-needs are from the ESG program under rapid re-housing special population. The number of special-needs was not reported in the ESG Sage reporting in terms of households. There were 330 special-needs residents served

through rapid re-housing. There are five categories included in the special-needs count. They include elderly residents, residents with HIV/AIDS, residents who are victims of interpersonal violence, residents with alcohol or drug dependence, and residents with physical or mental disability.

Discuss how these outcomes will impact future annual action plans.

Future annual action plans will continue to consider funding priorities based on housing needs. The city will continue monitoring the progress of projects that have been funded but not closed, as well as, projects that are underway but delayed due to various reasons.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	4	40
Low-income	47	6
Moderate-income	112	19
Total	163	65

Table 13 – Number of Households Served

Narrative Information

Household Served by NRHA administered programs are as follows:

- HomeNet Public Service (CDBG) – Homeownership Education & Counseling: 163 low- to moderate-income (4 extremely low-income, 47 low-income and 112 moderate-income).
- Homebuyer Assistance – Downpayment & Closing Cost Assistance: 20 low- to moderate-income (4 low-income and 16 moderate-income).

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)
Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

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

The City of Norfolk is a member of the Southeastern Virginia Homeless Coalition (SVHC), who is tasked with developing, sustaining and coordinating a comprehensive Continuum of Care (CoC) of homeless services for the citizens of Southeastern Virginia.

The SVHC conducted a Point in Time Count (Count) of sheltered and unsheltered persons experiencing homelessness on January 22-23, 2019. This 24-hour count provides a "snapshot" of what the level of need is on a certain day in this region. The Count covered 6 jurisdictions that comprise the SVHC: Chesapeake, Norfolk, Franklin, Isle of Wight County, Southampton County, and Suffolk. Sheltered individuals in Emergency Shelters and Transitional Housing programs were counted in one of two ways: (1) the Hampton Roads Homeless Management Information System (HMIS), a database of client level data; and/or (2) the *County Us* Point in Time Count mobile app developed by Simtech Solutions, Inc.

Overall, 700 persons were identified as experiencing homelessness in 2019, which is a 9% decrease from the 2018 Count of 773 persons. All persons identified as homeless in the City of Norfolk totaled 538, a 13% decrease from the 2018 total of 617. Of those identified during the 2019 Count, 57% of those were surveyed using the sheltered and unsheltered surveys via the *Counting Us* mobile app, 41% were identified via HMIS, and 2% were observations.

It is important to note that not everyone in need that day is found, and those who are at-risk of homelessness are not counted. This effort helps the community have a better understanding of the population currently experiencing homelessness. At the same time, an inventory of housing programs was also compiled (Housing Inventory Count); together, these resources help the community plan for future needs and develop resources strategically.

Methods utilized for the Count included:

- Unsheltered persons were counted exclusively via the mobile app
- Observations were used for persons who would not engage or were sleeping; these observation surveys were accepted from team leads only and analyzed with discretion.

Special outreach for the chronically homeless and veterans was provided by the following: the Road2Home (CABHI) program, which specializes in outreach & housing chronic individuals and/or veterans experiencing Serious Mental Illness or Substance Abuse, staff from local Departments of Human Services, the Veterans Affairs Medical Center, and a formerly homeless representative.

Coverage included both non-HMIS participating shelters and places not meant for human habitation. The 2019 Count coincided with the Norfolk Project Homeless Connect event, which offers food, shelter, medical/dental care, and a variety of other services to street homeless.

The SVHC has implemented several best practices in the past 3-4 years that have contributed to a decrease in the number of people who become homeless and the length of time they experience homelessness, such as:

- Continued improvement of the Coordinated Entry System (CES) in HMIS for better tracking and reporting on housing, exits and status.
- Regional Housing Crisis Hotline for centralized intake.
- Use of the Vulnerability Index and Service Prioritization and Decision Assistance Tool (VI-SPDAT) for standardized intake and assessment of each household.
- Service Coordination Committees (SCC) for prioritizing the most vulnerable and referral to housing and services.
- Housing First model, Fair Housing, Non-discrimination, and low barriers to housing across the continuum.
- Increased participation and coverage in the Homeless Management Information System (HMIS).

Addressing the emergency shelter and transitional housing needs of homeless persons

The SVHC has 499 Emergency Shelter beds for single adults and families, including programs designated for domestic violence survivors and veterans.

- The SVHC also hosts 111 year-round Transitional Housing beds for single adults and families and 149 seasonal beds between the months of October through March of each year.
- During the non-winter months, the SVHC recognized a -30% decrease in emergency shelter capacity.
- In the City's 2017 – 2021 Consolidated Plan the performance measures for HUD-funded emergency shelter programs raised the anticipated outcomes for: Length of stay, client assessments and participation in the CoC's coordinated entry/service coordination process.

Of the 700 persons identified as homeless during the 2019 Count:

- 614 persons or 88%, were sheltered, including all 66 families identified during the count. However, the sheltered population dropped by 2% and the number of families identified increased by 25, both negatively impacting the results overall.
- Of the 614 persons sheltered during the Count, 80% of the sheltered population (or 490 persons) were sheltered in Norfolk on the evening of the count.

Persons experiencing homelessness in Norfolk currently have options for shelter placement in 14 emergency shelter programs and 10 transitional housing programs for a total of 461 year-round beds

and 149 seasonal winter shelter beds. All Continuum of Care and Emergency Service Grant Funded year-round shelter bed vacancies are filled by the Regional Housing Crisis Hotline. The Housing Crisis Hotline also refers clients to the winter shelter, which is open to any household experiencing homelessness that night. Beds for year-round programs are prioritized based on vulnerability, to include homeless status, length of time homeless, age of children, medical condition(s), etc.

- Upon entry into shelter or transitional housing, all clients undergo a diversion assessment to determine if other options are available in addition to the VI-SPDAT to determine their vulnerability. Emergency shelters are all “housing-focused” and work to decrease lengths of stay, increase exits to housing, and improve housing stability.
- The NEST winter shelter consistently exceeds its 100-bed capacity during its 16-week period of operation. Collaboration with the Norfolk Department of Human Services works to ensure that families with children that present at the Homeless Action and Response Team (HART) and other area winter shelters are quickly identified and housed. The winter shelter programs provide a continuum of comprehensive services to homeless men, women, and children, during the area’s harshest months, serving more households during an annual five-month tenure than many year-round shelters.
- Without this vital service, a very large percent of the area’s homeless population might not have received shelter, medical attention or housing stabilization services during the coldest months of the year. The SVHC has increased coverage and dedicated Rapid Rehousing (RRH) resources for winter shelters to increase the number of persons housed during the winter shelter season and reduce the overall number of homeless persons in the Continuum.

The SVHC also continues work to reduce all barriers to housing and prioritizes households and individuals based on vulnerability, regardless of household size, composition, gender, age, sexual orientation or mobility limitations. Program gaps and barriers are reduced through collaboration with partner agencies and advocacy on behalf of the client. Transparency of client management is apparent through the presentation and discussion of each client at the SCC.

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

In FY 2019, the city worked with the Housing Crisis Hotline operated by ForKids, Inc., the Norfolk Department of Human Services and non-profit service providers like The Salvation Army and Catholic Charities of Eastern Virginia to connect low-income households to prevention assistance programs to avoid homelessness. For families, where financial assistance will not prevent the loss of a residence, the Norfolk Department of Human Services HART and ForKids programs were able to connect 76% of the families with alternatives to emergency shelter. Through ongoing case management support, less than 5% of these households required any additional assistance.

Diversion and prevention are identified as best practices to reduce the number of households who become homeless. The CoC uses HMIS data from emergency shelters and the Housing Crisis Hotline to assess trends and establish priorities for shelter placement and prevention programs.

The SVHC continues work to address the needs of low-income individuals and families discharging from health care facilities. A working group of public and private agencies that provide housing, healthcare, and social service assistance convenes monthly to ensure the development of a systematic crisis response to prevent discharges from homelessness. In addition, the regional hospitals are working to increase discharge resources for homeless households to offer respite care and avoid hospital readmissions.

Although the CoC closely monitors trends and quickly works to prioritize prevention funds to address gaps in coverage, the CoC's prevention funds are limited to persons that fall below the 30% Area Median Income; therefore the CoC works with other community resources, such as the Emergency Food and Shelter Program, VIEW and Family Stabilization Support, to identify other sources of funding to assist persons that fall outside of the income requirement.

The SVHC continues to leverage local, state and federal resources to expand on prevention efforts and promote effective practices that stabilize housing for those at risk of eviction, such as in-home case management, SOAR benefits acquisition, employment training, and landlord mediation. Employment providers meet regularly to match potential employees with available jobs and trainings. With a focus on housing the most vulnerable, the CoC is striving to decrease the length of time a household experiences homelessness. Further, by providing prevention services and diversion assessments, the SVHC has also prioritized funding to align with federal goals. All these efforts contribute to making the vision that homelessness will be rare, brief, and a non-recurring reality.

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

Of the 538 people counted in Norfolk during the 2019 Point in Time Count:

- 12% (62 persons) reported having a Serious Mental Illness (SMI); 5% (25 persons) had a substance abuse problem, and 11% (60 persons) were considered chronically homeless.
- Ten percent (56 persons) identified themselves as veterans; this number represents a 11% decrease from the 2018 Count when 63 veterans were reported.
- Nine percent (49 persons) reported having experienced Domestic Violence, and nearly 2% had HIV/AIDS.
- Seventy-five percent (406 persons) were single adults, and 25% were persons in households with children.
- Approximately 1% (6 persons) were parenting youth, and 4% (22 persons) were unaccompanied youth (between the ages of 18-24).

The CoC is serving these populations through the Cooperative Agreement to Benefit Homeless Individuals (CABHI) grant managed by the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Shelter Plus Care program (both administered by the Norfolk Community Services Board); programs and services provided by LGBT Life Center; and other Permanent Housing providers such as Virginia Supportive Housing, ForKids, Inc., and the Hampton VA Medical Center.

Intensive, case management has become more important as the vulnerability and complex medical issues of those within the homeless population continue to increase. Every service provider is required to provide these wrap-around services, including housing search, navigation assistance to obtain medical insurance/care, enrollment in schools and tutoring, but they cannot require participation in services as part of their housing programs if receiving governmental funds.

Housing location, negotiations with landlords and housing placement assistance are also provided by the CoC agencies. These services often allow for improved tenant education and behavior, as well as relationships with landlords. They also ensure that landlords understand the needs of the tenants and are aware of the additional services provided to help households maintain their housing and avoid eviction.

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

Actions taken to address the needs of public housing

Norfolk Redevelopment and Housing Authority (NRHA) is a key contributor to the provision of affordable, decent and safe housing in Norfolk. There is a strong collaborative relationship between NRHA and the city. The following actions were taken to address the needs of public housing in fiscal year 2019:

- NRHA implemented a Smoke Free Policy effective July 1, 2018 for NRHA Public Housing Properties.
- The Families First initiative continued to evolve and offer a platform for NRHA to provide opportunities for community engagement and safety initiatives in its public housing communities. Funding distributed to NRHA from Hampton Roads Ventures allowed for the implementation of programs and events that support the Families First initiative and provide specific opportunities to transform NRHA's public housing communities. FY 2019 Families First activities included, but were not limited to, (1) the promotion of effective partnerships between police and residents for safe and healthy communities; (2) nutrition classes; (3) literacy programs and events; (4) resources and services to prepare young residents returning to school to thrive academically and socially; (5) employment and career events; (6) summer youth programs and events; (7) forums provided to hear the views and opinions of residents; (8) domestic violence awareness; (9) helping residents take control of their finances; (10) information sessions for midrise residents to learn about Adult Protective Services; (11) transportation program for elderly and disabled residents; (10) hands-on introduction to college life for high school residents; and (12) teaching the rules of the road; and safe, effective driving skills and techniques.
- The grand opening of the Diggs Town Recreational Center took place after the completion of a nearly \$250,000 renovation.
- On February 27, 2019, HUD announced the award of \$335,695 in renewal funding to NRHA for the FY2018 Family Self-Sufficiency (FSS) Program competition. NRHA's FSS program maintains a 100% graduation rate, ensuring the successful exit of program participants upon completion of established goals to include homeownership, exits to market rent, and increases in income.
- NRHA and the city were awarded a \$30 million FY2018 Choice Neighborhoods Implementation Grant for the St. Paul's area. The Housing Plan creates new housing options and choices for residents of the Tidewater Gardens public housing community; connects the St. Paul's area to downtown's mixed-income residential population and economic activity; and protects the neighborhood through storm-and-tidal-resilient design. Through the People First Initiative and strategic case management, each public housing resident in the St. Paul's area will be offered support to improve health, employment, and education outcomes.
- In FY 2019, 222 public housing units in Diggs Town Phase I converted to the RAD Project-Based Voucher program.

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

- Tenant Management Council (TMC) and Advisory Council (AC) elections were held for Sykes Midrise, Franklin Arms Midrise, Diggs Town, Oakleaf Forest, Tidewater Gardens, Young Terrace and Calvert Square in support of resident organizations' involvement in all aspects of NRHA's overall mission and operation.
- Out of School Youth Program - provides support to youth who want to learn relevant workplace readiness skills, pursue secondary education or vocational skills training, complete GED competencies and enter the workplace at a livable wage. Youth are eligible to participate if they are between 18-24 years old, a member of a low income household or meet other social or economic markers.
- Case Management – Resident Services Case Managers are assigned to each Public Housing community to provide case management services to the residents. If on-site assistance is not available, referrals are made to other NRHA departments and/or outside agencies.
- Family Self-Sufficiency program – Families learn to set and reach goals that will help them become self-sufficient and economically independent. NRHA sets aside a portion of the resident's rent in an escrow account to be used by the resident to reach the agreed upon goal.
- Workforce Development – provides a holistic approach to changing the mindsets that sabotage work readiness resulting in gainful employment. Meeting twice weekly for 8-12 weeks, participants focus on conflict resolution, development of goals, dressing for success, public speaking, interview techniques and more. NRHA-scheduled job fairs draw partnering businesses with job openings.
- Transportation Services – NRHA provides elderly and disabled residents transportation to jobs and needed services through the New Freedom program administered by the Virginia Department of Rail and Public Transportation.
- HomeNet Homeownership Center – Offers education, counseling and financial fitness training to subsidized housing residents interested in homeownership. HomeNet performs special outreach efforts by placing brochures at the Public Housing Management Offices and the Housing Choice Voucher Intake Office. Direct mailings are also sent to qualifying low- to moderate- income Public Housing residents and Housing Choice Voucher recipients. HomeNet administers a Homebuyer Club which educates Public Housing Residents and Housing Choice Voucher Recipients on the fiscal responsibilities of homeownership.
- In celebration of June being National Homeownership Month, NRHA hosted the “*There’s No Place Like Home*” homeownership event providing public housing residents and Housing Choice Voucher participants with information on homeownership. Also, during the event 25 Public Housing residents graduated from HomeNet’s 16-month Homebuyer’s Club.

Actions taken to provide assistance to troubled PHAs

NRHA is not a troubled PHA. On March 21, 2019, HUD ranked NRHA as a “Standard Performer” based on the Public Housing Assessment System (PHAS) Score Report for the fiscal year ending June 30, 2017. Scores of 90 points or above result in high performer designation. Scores below 90 but above 60 are designated as a standard performer. NRHA’s PHAS total score of 87 was 3 points from being designated as a high performer.

NRHA’s goal is to achieve high performer status for the Low-Income Public Housing (LIPH) program through ongoing monitoring and review of key property management indicators.

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

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

The city continues seeking opportunities to provide housing for residents in the city identified to be in need of affordable shelter. The main barriers to overcome in order to meet the under-served needs are (1) limited funds available to address the scarcity of affordable housing; (2) the high cost of land for development; and/or (3) redevelopment and the fact that there is an extremely limited amount of land available in the city for new construction.

Actions continued during the FY 2019 (PY 2018) program year to address the obstacles to meeting the underserved needs include:

- The city reorganized the housing rehabilitation program to assist low- to moderate-income households with bringing their homes up to code. The affordable housing stock is shrinking due to new housing construction.
- Homeownership workshops for households who pursue to become homeowners.
- First-time homebuyer programs are administered to make housing affordable.
- Fair housing education and mediation issues between landlords and tenants were provided.
- Public service activities have been undertaken, including crime prevention measures to enhance Norfolk neighborhoods and increase access to services.

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

The HOME-funded Homebuyer Assistance Program administered by NRHA eliminates the largest barrier for first-time homebuyers to achieve homeownership by providing downpayment and closing costs assistance; expands affordable homeownership opportunities; and increases decent housing stock in Norfolk.

CHDO requirements identified in the 2013 HOME Final Rule, the lack of buildable lots and cost of vacant land for specific local projects have all been obstacles for non-profit organizations to meet the CHDO definition and/or be awarded CHDO set-aside funding for affordable housing projects. NRHA has identified four lots that will be re-subdivided into three buildable lots and sold to Beacon Light CHDO for below market value following the completion of an Environmental Review that was in progress during FY 2019. After Beacon Light CHDO acquires the vacant land, it will develop three affordable detached single family new construction homes that will be sold to three eligible first-time homebuyers.

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

Potential homebuyers were counseled concerning the potential risk and exposure to lead-based paint/paint hazards and were provided with a copy of the “Protect Your Family From Lead In Your Home” pamphlet. A visual assessment of exterior and interior painted surfaces was performed on pre-1978 built homes being purchased with direct financial assistance through HOME, to identify any paint deterioration. The visual assessment for deteriorating paint was performed by a qualified NRHA staff member that successfully completed the U.S. Department of Housing and Urban Development, Office of Healthy Homes and Lead Hazard Control’s Visual Assessment Course. Any paint deterioration identified was required to be stabilized using safe work practices. Paint deterioration measured to exceed specific limits required paint stabilization to be performed by a licensed lead abatement professional and clearance examination performed by a licensed lead abatement risk assessor to ensure the lead-based paint hazards were controlled and the homes were safe for habitation. During FY 2019, NRHA staff completed an assessment of 18 homes built prior to 1978 for potential lead-based paint hazards.

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

The NRHA administered Family Self-Sufficiency (FSS) Program helps assisted rental housing and housing choice voucher families become economically independent. As part of the FSS Program, a Program Coordinating Committee (PCC) has been established to assist in providing support services to clients to help them become employed and self-sufficient. The committee consists of public and private agencies that provide an array of services from GED, job skill training, computer skills, resume’ building, employment opportunities, childcare assistance, post education, financial/budgeting counseling and credit counseling. The goal of the PCC is to help FSS participants become employed or obtain improved employment to reach the ultimate goal of becoming self-sufficient and being able to provide for their families on their own without assistance.

NRHA’s Client Services Office of Economic Opportunities continued to partner with local business development organizations that focus on resources such as business development training, technical and follow up assistance to assist NRHA residents with navigating, negotiating and successfully starting small businesses in the region.

NRHA’s Workforce Development offers comprehensive skill assessments for individuals and families that are interested in obtaining employment. Job placement, drug testing, limited childcare assistance, transportation, and ongoing job coaching services are available.

Three “*People First*” offices in Tidewater Gardens provide residents with easy access to *People First* team members, services and resources to help families reach self-sufficiency.

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

The city reorganized the HUD entitlement administering department to more effectively and efficiently utilize the funding. The newly created HUD Entitlement Unit has worked diligently with the HUD Richmond Field Office to address improvements and needs. The HUD Entitlement Unit is working with city departments and outside agencies to ensure awareness of performance and compliance requirements.

Other city departments that utilize the entitlement funding have also reorganized to better serve the residents that will most benefit from the services and improvements. The city continues to seek ways to expand services provided to residents through collaborative efforts with outside agencies in order to meet program goals.

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

NRHA's participation in the HUD Rental Assistance Demonstration (RAD) program allows families residing in Project Based Voucher housing an opportunity to be issued a Housing Choice Voucher to transition to private housing.

The Program Coordinating Committee (PCC) of the Family Self-Sufficiency Program (FSS) consists of public and private agencies that provide an array of services to public housing residents to help them become employed or obtain improved employment in order to reach the goal of becoming self-sufficient in providing the needs of their family without assistance. The PCC currently has more than 25 partners, which includes, Norfolk Department of Human Services, Virginia Employment Commission and NRHA's HomeNet Homeownership Center. The PCC helps FSS participants transition from public housing to private rental housing or homeownership. Visit NRHA's website at <http://www.nrha.us/content/family-self-sufficiency-program-fss> for more information on the FSS Program and the PCC.

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

- NRHA's HomeNet Homeownership Center (HomeNet) provides a monthly VHDA Homeownership Education Class and also provides one-on-one counseling to potential homebuyers. A VHDA Homebuyer Handbook includes a Virginia Fair Housing Law chapter that provides examples of predatory lending, how to protect yourself from predatory lenders, and how to file a fair housing complaint to the Virginia Fair Housing Office.
- HOME Program participants are provided a fact sheet on Fair Housing and Equal Housing Opportunity and Accessibility for Disabled Persons (which is signed and dated by the participants). The fact sheet includes: Applicable key fair housing and equal opportunity regulations; Examples of fair housing and equal opportunity violations; How to report a fair housing complaint; Applicable key accessibility laws; Individuals protected by accessibility laws; and How to report a fair housing complaint to HUD
- English and Spanish Fair Housing Posters are prominently displayed in view at reception areas and interview locations for all persons seeking housing assistance.
- A Public Notice of Rights under Title VI and a Notice of Discrimination is prominently displayed in view at reception areas for all persons seeking housing assistance.
- The Equal Housing Opportunity logo is required to accompany all advertisement material.

CR-40 - Monitoring 91.220 and 91.230

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

The city monitors the programs in adherence to the regulatory requirements of HUD regulations. The city utilizes an evaluation that is done on a continual basis to ensure projects meet all CDBG, HOME and ESG programs' requirements for the low-income benefit, labor compliance, and procurement. The city prepares agreements for activities supported by CDBG, HOME, and ESG and establishes financial accounts for each activity. The City Attorney's Office prepares the contractual agreements and ensures that the required language for HUD compliance. The City Manager signs the contracts after the previous approvals have been applied from City Attorney, Finance Department, and the Subrecipient.

The monitoring process involves desk audits of reports and supporting documentation, on-site monitoring reviews, interview monitoring, frequent phone contacts, written communication, and meetings. The city schedules monitoring visits as appropriate for agencies with the highest risk factors. Staff monitors for regulatory compliance and the potential of fraud, waste, mismanagement, and/or other opportunities for potential abuse. Contract provisions allow for funding suspension, contract termination, and reimbursement request disallowance at any time during the program year based on performance deficiencies. The staff works with subrecipients individually to correct identified deficiencies via discussion and/or technical assistance, prior to imposing any sanctions. In addition, as part of the requirements, subrecipients are required to submit fiscal reports to evaluate fiscal accountability. City staff reviews the financial report and is part of the risk assessment process.

Internal controls have been designed to ensure adequate segregation of duties. The Department of Neighborhood Development administers the HUD Entitlement programs and creates the initial drawdowns in the Integrated Disbursement and Information System (IDIS) and the Department of Finance approves the drawdowns. The city reviews expenditures and timely use of funds in order to determine HUD's timeliness test is accomplished.

The City maintains records of the oversight and monitoring of subrecipients and requires each subrecipient to maintain its own records to facilitate the monitoring process and for public access. Program/projects will not be considered closed until all compliance requirements have been met and documented, and any findings have been adequately addressed.

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

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

As required by the U.S. Department of Housing and Urban Development (HUD), the City maintains a Citizen Participation Plan which contains the city's policies and procedures for public involvement in the Consolidated Plan process and the use of CDBG, HOME and ESG funds. The plan provides for a fifteen day comment period for the CAPER. The city will report comments after the comment period ends.

The draft FY 2019 (PY 2018) CAPER was made available to the public for the required fifteen day comment period in the Virginian Pilot newspaper on Monday, November 11. The comment period began on November 12, 2019 and ended on November 26, 2018.

The advertisement gave a description of the CAPER, the information contained in the report, and the purpose of its submission to the U.S Department of Housing and Urban Development. Additionally, an explanation was provided of the fifteen day comment period, its associated dates, and assurance that all written comments would be reviewed and considered prior to submission of the report to HUD. The expected submission date was published to further inform citizens of the time limits involved in commenting on the contents of the CAPER.

Copies of the FY 2019 (PY 2018) CAPER were available for review at 12 City of Norfolk Public Libraries and the City Hall lobby area. In addition, the CAPER was made available on the city's website at norfolk.gov.

CR-45 - CDBG 91.520(c)

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

None noted in this year.

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

No

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

CR-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

Not Applicable

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)

According to 24 CFR 92.351(a)(1), affirmative marketing procedures and requirements are applicable to homebuyer projects containing five or more assisted housing units and downpayment assistance programs.

CHDO projects administered by NRHA contain one to four assisted housing units; therefore, affirmative marketing procedures and requirements do not apply to these projects.

Affirmative marketing requirements and procedures do apply to the HOME-funded Homebuyer Assistance Program administered by NRHA.

- The Homebuyer Assistance Program is advertised on NRHA's website, which includes the Equal Housing Opportunity logo.
- A Homebuyer Assistance Program flyer, which includes the Equal Housing Opportunity logo and Notice of Nondiscrimination, is posted on NRHA's website for lenders and real estate agents to distribute to potential HOME-assisted homebuyers.
- The participating housing counseling agencies conduct VHDA-sponsored first-time homebuyer education classes.
- The participating housing counseling agencies provide one-on-one counseling to potential HOME-assisted homebuyers.
- Public Housing Residents and Housing Choice Voucher Recipients are not likely to apply for homeownership assistance without special outreach efforts. NRHA's HomeNet Homeownership Center (HomeNet), a participating housing counseling agency, performs special outreach efforts by placing brochures at the Public Housing Management Offices and the Housing Choice Voucher Intake Office. Direct mailings are also sent to qualifying low- to moderate-income Public Housing residents and Housing Choice Voucher recipients. HomeNet administers a Homebuyer Club which informs and prepares Public Housing residents and Housing Choice Voucher recipients for homeownership.

- HomeNet also markets the Homebuyer Assistance Program at a quarterly “lunch and learn” with city of Norfolk departments to outreach to qualifying low- to moderate-income employees.
- Contingent on the availability of both staff and funding for marketing, HomeNet markets the Homebuyer Assistance Program to generate interests as follows: Reaches out to persons in low-to-moderate census tracts, lenders, real estate agents, city employees and armed forces; Occasionally sponsors booths at trade shows and homebuyer related conferences; Hosts and attends realtor and lender workshops; and Billboard marketing. NRHA compiles data in a spreadsheet on Homebuyer Assistance Program applicants, participants and recipients by racial, ethnic, and gender characteristics. The Homebuyer Assistance Program does not involve rehabilitation and construction. Also, Homebuyer Assistance Program applicants, participants and recipients select the VHDA-approved lender, real estate agent, homebuyer home inspector and settlement agent/attorney of their choice. Therefore, the following are not applicable to the Homebuyer Assistance Program: Displacement and relocation of persons; Outreach to minority business enterprises and women’s business enterprises; Rehabilitation and construction contracts and subcontracts; Marketing of units; and Evaluation of site and neighborhood standards.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

The \$20,000.00 program income receipted in IDIS in FY 2016 (PY 2015) was allocated to NRHA for the Homebuyer Assistance Program via a written agreement. The \$20,000.00 was expended towards and funded approximately 45% of IDIS Activity 5134 in FY 2019.

The \$70,276.42 program income receipted in IDIS in FY 2017 (PY 2016), the \$11,000.00 program income receipted in IDIS in FY 2018 (PY 2017), and \$243,257.00 of the \$366,044.05 program income receipted in IDIS in FY 2019 (PY 2018) is to be subgranted to NRHA for the Homebuyer Assistance Program via a written agreement to be executed the first quarter of FY 2020. The \$243,257.00 was the amount receipted in IDIS at the time of the FY 2020 Annual Plan submission. The \$70,276.42 will fund approximately 1.5 homebuyer assistance activities. The \$11,000.00 will fund approximately 0.25 homebuyer assistance activities. The \$243,257.00 will fund approximately 5.4 homebuyer assistance activities. Following execution of the written agreement, the program income receipted in FY 2017 and FY 2018 will be fully expended in IDIS during the first quarter of FY 2020.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

The HOME Program expands affordable homeownership opportunities in Norfolk to income-eligible households by providing downpayment and closing cost assistance, thereby facilitating an affordable monthly first mortgage payment and eliminating the main obstacle preventing homeownership. First-time homebuyers interested in participating in the HOME Program are required to participate in a participating Housing Counseling Agency program for education and counseling. To ensure affordability for a HOME-assisted buyer is maintained, the following requirements are applicable: The monthly first mortgage PITI payment (including principal, interest, taxes and insurance) cannot exceed 30.99% of the buyer's gross monthly income; the buyer's total monthly debt and expenses (including, but not limited to, first mortgage PITI payment, auto loan payment, installment loan payments, student loan payments, credit card/revolving debt payments, medical/dental/vision insurance payments, life insurance payments, auto insurance payments, child support payment, alimony payments, court-ordered separation maintenance payments, child care expenses, homeowner association fees, medical debt payments, and etc.) cannot exceed 55% of the buyer's gross monthly income; and the buyer's interest rate must be a fixed rate that cannot exceed 1% above the VHDA fixed rate.

The HOME Program ensures affordability, and improves communities by increasing decent housing stock by requiring the HOME-assisted properties be in compliance with local and state housing quality standards and code requirements.

CR-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient Name	NORFOLK
Organizational DUNS Number	074740069
EIN/TIN Number	546001455
Identify the Field Office	RICHMOND
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	Norfolk CoC

ESG Contact Name

Prefix	Mrs
First Name	Allison
Middle Name	0
Last Name	Alcantara
Suffix	0
Title	HUD Compliance Manager

ESG Contact Address

Street Address 1	810 Union Street
Street Address 2	Suite 607
City	Norfolk
State	VA
ZIP Code	-
Phone Number	7576644270
Extension	0
Fax Number	0
Email Address	Allison.Alcantara@norfolk.gov

ESG Secondary Contact

Prefix	Ms
First Name	Anne
Last Name	Strano
Suffix	0
Title	Grants Manager
Phone Number	7578231370
Extension	0
Email Address	Anne.Strano@norfolk.gov

2. Reporting Period—All Recipients Complete

Program Year Start Date 07/01/2018
Program Year End Date 06/30/2019

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name: NORFOLK
City: NORFOLK
State: VA
Zip Code: 23504,
DUNS Number: 074740069
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Unit of Government
ESG Subgrant or Contract Award Amount: 62810

Subrecipient or Contractor Name: ST. COLUMBA ECUMENICAL MINISTRIES, INC.
City: Norfolk
State: VA
Zip Code: 23509, 1914
DUNS Number: 962443370
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Faith-Based Organization
ESG Subgrant or Contract Award Amount: 31247

Subrecipient or Contractor Name: FORKIDS, INC.
City: Norfolk
State: VA
Zip Code: 23508, 0044
DUNS Number: 019787092
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 192924

Subrecipient or Contractor Name: YWCA OF SHR

City: Norfolk

State: VA

Zip Code: 23508, 2043

DUNS Number: 101729812

Is subrecipient a victim services provider: Y

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 34246

Subrecipient or Contractor Name: The Salvation Army Hope Day Center

City: Norfolk

State: VA

Zip Code: 23502, 2458

DUNS Number: 037955700

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Faith-Based Organization

ESG Subgrant or Contract Award Amount: 29954

CR-65 - Persons Assisted

Refer to the attachment, **SAGE ESG CAPER Upload**, beginning on page 42.

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	28,780
Total Number of bed-nights provided	31,061
Capacity Utilization	107.93%

Table 14 – Shelter Capacity

Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

The city developed performance measurement in line with the CoC in order to evaluate whether the programs are making an impact on the clients they serve by:

Outreach and Engagement

- 90% of household that will accept one or more basic assistance services.
- 70% of households connect to community-based case management, housing or other appropriate situation/settings (i.e., hospital, family reunification).
- 85% of households connected to case management and/or supportive services will complete the CoC designated assessment tools and be incorporated into the CoC's coordination process.
- 30% of households incorporated into the CoC's service coordination process will be successfully housed in a stable community based setting directly from the street or a setting not meant for human habitation.

Emergency Shelter

- 100% of households will attain their basic needs for shelter, food and safety.
- 90% of households will be assessed for housing options using the CoC's designated assessment tool(s) and incorporated into the CoC's service coordination process either through direct service or referral to a community based supportive service center.
- 85% of households will be connected to case management and/or supportive services either through direct service or referral to a community based supportive service center.
- 70% of households incorporated into the CoC's service coordination process will be successfully housed in a stable community based setting.

Homeless Prevention

- 100% of households receive assessment to determine likelihood of homelessness.
- 85% of households maintain permanent housing for 6 months after financial assistance ends.

Rapid Re-Housing

- 80% of households served and will move into housing within 60 days of referral.
- 50% of households served will maintain or increase their income during the program participation period.
- 75% of households will exit to permanent destinations.
- 80% of households exiting to permanent destinations will remain in housing for 6 months follow-up after financial assistance ends.
- 70% of households will not return to homelessness in the following 12 months after program graduation.

Permanent Supportive Housing

- 100% of households served will be literally homeless prior to entry.
- 100% of households will obtain/maintain mainstream benefits for which they are eligible during the program participation period.
- 96% of households will remain housed for at least 7 months.
- 94% occupancy rate will be maintained throughout the fiscal year.

Transitional Housing

- 87% or more, of households will not return to homelessness within 24 months of graduation.
- 85% of households will obtain/maintain mainstream benefits for which they are eligible during the program participation period.
- 83% of households will exit into permanent housing after graduation.
- 75% of households will graduate after nine months or less of program participation.
- 62% of households will increase income from employment during the participation period.
- 23% of households will increase income from other sources during the participation period.

Permanent Supportive Housing

- 100% of households served will be literally homeless prior to entry.
- 100% of households will obtain/maintain mainstream benefits for which they are eligible during the participation period.
- 96% of households will remain housed for at least 7 months.
- 94% occupancy rate will be maintained

CR-75 – Expenditures

ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	12,376	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	0	12,376	0

Table 15 – ESG Expenditures for Homelessness Prevention

ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Expenditures for Rental Assistance	0	150,282	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	0	0	0
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	0	150,282	0

Table 16 – ESG Expenditures for Rapid Re-Housing

ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Essential Services	5,545	111,689	64,047
Operations	0	0	0
Renovation	0	0	0
Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	5,545	111,689	64,047

Table 17 – ESG Expenditures for Emergency Shelter

Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2016	2017	2018
Street Outreach	5,087	0	0
HMIS	0	0	0
Administration	5,721	0	0

Table 18 - Other Grant Expenditures

Total ESG Grant Funds

Total ESG Funds Expended	2016	2017	2018
	16,353	274,347	64,047

Table 19 - Total ESG Funds Expended

Match Source

	2016	2017	2018
Other Non-ESG HUD Funds	0	0	0
Other Federal Funds	0	0	0
State Government	0	164,207	0
Local Government	0	36,225	0
Private Funds	0	36,404	61,609
Other	10,632	37,511	2,438
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	10,632	274,347	64,047

Table 20 - Other Funds Expended on Eligible ESG Activities

Total

Total Amount of Funds Expended on ESG Activities	2016	2017	2018
	26,985	548,694	128,094

Table 21 - Total Amount of Funds Expended on ESG Activities

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Attachment

SAGE ESG CAPER Upload

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HUD ESG CAPER FY2020

Grant: **ESG: Norfolk - VA - Report** Type: **CAPER**

Report Date Range

7/1/2018 to 6/30/2019

Q01a . Contact information

First name	Naomi
Middle name	
Last name	Gunnell
Suffix	
Title	HUD Program Specialist
Street Address 1	810 Union Street
Street Address 2	#607
City	Norfolk
State	Virginia
ZIP Code	23510
E-mail Address	naomi.gunnell@norfolk.gov
Phone Number	(757)664-4271
Extension	
Fax Number	

Q01b. Grant Information

As of 10/18/2019

ESG Information from IDIS

FISCAL YEAR	GRANT NUMBER	CURRENT AUTHORIZED AMOUNT	TOTAL DRAWN	BALANCE	OBLIGATION DATE	EXPENDITURE DEADLINE
2019	E19MC510016	\$366,887.00	\$0	\$366,887.00	7/31/2019	7/31/2021
2018	E18MC510016	\$351,181.00	\$96,637.82	\$284,543.18	8/29/2018	8/29/2020
2017	E17MC510016	\$578,481.00	\$495,833.52	\$82,647.48	10/19/2017	10/19/2019
2016	E16MC510016	\$348,293.00	\$328,242.46	\$20,050.54	8/22/2016	8/22/2018
2015	E15MC510016	\$346,458.00	\$346,458.00	\$0	7/22/2015	7/22/2017
2014	E14MC510002	\$326,433.55	\$326,433.55	\$0	9/4/2014	9/4/2016
2013	E13MC510002	\$283,584.00	\$272,857.97	\$10,726.03	8/6/2013	8/6/2015
2012	E12MC510002	\$379,732.65	\$379,732.65	\$0	8/2/2012	8/2/2014
2011						
Total		\$2,981,050.20	\$2,216,195.97	\$764,854.23		

CAPER reporting includes funds used from fiscal year:

Project types carried out during the program year:

Enter the number of each type of projects funded through ESG during this program year.

Street Outreach	1
Emergency Shelter	3
Transitional Housing (grandfathered under ES)	1
Day Shelter (funded under ES)	1
Rapid Re-Housing	2
Homelessness Prevention	1

Q01c. Additional Information

HMIS

Comparable Database

Are 100% of the project(s) funded through ESG, which are allowed to use HMIS, entering data into HMIS?	Yes
Have all of the projects entered data into Sage via a CSV - CAPER Report upload?	Yes
Are 100% of the project(s) funded through ESG, which are allowed to use a comparable database, entering data into the comparable database?	Yes
Have all of the projects entered data into Sage via a CSV - CAPER Report upload?	Yes

Q04a: Project Identifiers in HMIS

Organization Name	Organization ID	Project Name	Project ID	HMIS Project Type	Method for Tracking ES	Affiliated with a residential project	Project IDs of affiliations	CoC Number	Geocode	Victim Service Provider	HMIS Software Name
St. Columba - Day Services	21	St. Columba - Day Services	21	11							
ForKids, Inc.	9	ForKids - Haven House	37	1	0						
ForKids, Inc.	9	ForKids HPP - Norfolk	1959	12							
ForKids, Inc.	9	ForKids - LEAP Rapid ReHousing Norfolk ESG	1835	13							
YWCA of South Hampton Roads	35	YWCA- Shelter Services	40	1	0						
Norfolk Office to End Homelessness	47	OTEH - ESG RRH	1958	13				VA-501	511116	0	ServicePoint
Norfolk Office to End Homelessness	47	OTEH Outreach	1401	4				VA-501	511116	0	ServicePoint
Salvation Army Norfolk Agency	18	Salvation Army 19th Street Program	299	1	0			VA-501	511116	0	ServicePoint

Q05a: Report Validations Table

Total Number of Persons Served	2362
Number of Adults (Age 18 or Over)	1702
Number of Children (Under Age 18)	636
Number of Persons with Unknown Age	24
Number of Leavers	1971
Number of Adult Leavers	1525
Number of Adult and Head of Household Leavers	1526
Number of Stayers	391
Number of Adult Stayers	177
Number of Veterans	227
Number of Chronically Homeless Persons	128
Number of Youth Under Age 25	127
Number of Parenting Youth Under Age 25 with Children	50
Number of Adult Heads of Household	1584
Number of Child and Unknown-Age Heads of Household	4
Heads of Households and Adult Stayers in the Project 365 Days or More	21

Q06a: Data Quality: Personally Identifying Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name	0	0	2	0	0.08 %
Social Security Number	85	137	160	140	16.17 %
Date of Birth	0	10	0	6	0.42 %
Race	11	16	0	5	1.14 %
Ethnicity	8	39	0	5	1.99 %
Gender	0	3	0	3	0.13 %
Overall Score				145	6.14 %

Q06b: Data Quality: Universal Data Elements

	Error Count	% of Error Rate
Veteran Status	34	2.00 %
Project Start Date	0	0.00 %
Relationship to Head of Household	74	3.13 %
Client Location	43	2.71 %
Disabling Condition	70	2.96 %

Q06c: Data Quality: Income and Housing Data Quality

	Error Count	% of Error Rate
Destination	491	24.91 %
Income and Sources at Start	185	11.65 %
Income and Sources at Annual Assessment	0	0.00 %
Income and Sources at Exit	140	9.16 %

Q06d: Data Quality: Chronic Homelessness

	Count of Total Records	Missing Time in Institution	Missing Time in Housing	Approximate Date Started DK/R/missing	Number of Times DK/R/missing	Number of Months DK/R/missing	% of Records Unable to Calculate
ES, SH, Street Outreach	1110	0	0	249	258	262	28.72 %
TH	0	0	0	0	0	0	--
PH (All)	173	0	0	0	0	1	0.74 %
Total	1283	0	0	0	0	0	24.94 %

Q06e: Data Quality: Timeliness

	Number of Project Start Records	Number of Project Exit Records
0 days	208	281
1-3 Days	1275	982
4-6 Days	201	144
7-10 Days	67	60
11+ Days	289	495

Q06f: Data Quality: Inactive Records: Street Outreach & Emergency Shelter

	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	40	40	100.00 %
Bed Night (All Clients in ES - NBN)	0	0	--

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Q07a: Number of Persons Served

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Adults	1702	1362	338	0	2
Children	636	0	635	1	0
Client Doesn't Know/ Client Refused	0	0	0	0	0
Data Not Collected	24	0	0	0	24
Total	2362	1362	973	1	26
For PSH & RRH – the total persons served who moved into housing	51	42	5	0	4

Q08a: Households Served

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Total Households	1588	1304	281	0	3
For PSH & RRH – the total households served who moved into housing	38	36	1	0	1

Q08b: Point-in-Time Count of Households on the Last Wednesday

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	196	133	63	0	0
April	211	141	69	0	1
July	200	142	58	0	0
October	201	149	52	0	0

Q09a: Number of Persons Contacted

	All Persons Contacted	First contact – NOT staying on the Streets, ES, or SH	First contact – WAS staying on Streets, ES, or SH	First contact – Worker unable to determine
Once	0	0	0	0
2-5 Times	0	0	0	0
6-9 Times	0	0	0	0
10+ Times	0	0	0	0
Total Persons Contacted	0	0	0	0

Q09b: Number of Persons Engaged

	All Persons Contacted	First contact – NOT staying on the Streets, ES, or SH	First contact – WAS staying on Streets, ES, or SH	First contact – Worker unable to determine
Once	0	0	0	0
2-5 Contacts	0	0	0	0
6-9 Contacts	0	0	0	0
10+ Contacts	0	0	0	0
Total Persons Engaged	0	0	0	0
Rate of Engagement	0.00	0.00	0.00	0.00

Q10a: Gender of Adults

	Total	Without Children	With Children and Adults	Unknown Household Type
Male	1126	1080	45	1
Female	569	275	293	1
Trans Female (MTF or Male to Female)	2	2	0	0
Trans Male (FTM or Female to Male)	4	4	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	1	1	0	0
Client Doesn't Know/Client Refused	0	0	0	0
Data Not Collected	0	0	0	0
Subtotal	1702	1362	338	2

Q10b: Gender of Children

	Total	With Children and Adults	With Only Children	Unknown Household Type
Male	340	339	1	0
Female	296	296	0	0
Trans Female (MTF or Male to Female)	0	0	0	0
Trans Male (FTM or Female to Male)	0	0	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0
Client Doesn't Know/Client Refused	0	0	0	0
Data Not Collected	0	0	0	0
Subtotal	636	635	1	0

Q10c: Gender of Persons Missing Age Information

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Male	1	0	0	0	1
Female	1	0	0	0	1
Trans Female (MTF or Male to Female)	0	0	0	0	0
Trans Male (FTM or Female to Male)	0	0	0	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data Not Collected	22	0	0	0	22
Subtotal	24	0	0	0	24

Q10d: Gender by Age Ranges

	Total	Under Age 18	Age 18-24	Age 25-61	Age 62 and over	Client Doesn't Know/ Client Refused	Data Not Collected
Male	1467	340	64	918	144	0	1
Female	866	296	80	470	19	0	1
Trans Female (MTF or Male to Female)	4	0	1	3	0	0	0
Trans Male (FTM or Female to Male)	2	0	0	2	0	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	1	0	0	0	1	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0	0	0
Data Not Collected	22	0	0	0	0	0	22
Subtotal	2362	636	145	1393	164	0	24

Q11: Age

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Under 5	296	0	295	1	0
5 - 12	244	0	244	0	0
13 - 17	96	0	96	0	0
18 - 24	145	81	64	0	0
25 - 34	361	191	169	0	1
35 - 44	297	225	71	0	1
45 - 54	397	376	21	0	0
55 - 61	338	328	10	0	0
62+	164	161	3	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data Not Collected	24	0	0	0	24
Total	2362	1362	973	1	26

Q12a: Race

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
White	357	259	98	0	0
Black or African American	1840	1048	789	1	2
Asian	4	2	2	0	0
American Indian or Alaska Native	6	6	0	0	0
Native Hawaiian or Other Pacific Islander	2	0	1	0	1
Multiple Races	95	31	64	0	0
Client Doesn't Know/Client Refused	22	6	16	0	0
Data Not Collected	36	10	3	0	23
Total	2362	1362	973	1	26

Q12b: Ethnicity

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Non-Hispanic/Non-Latino	2170	1300	866	1	3
Hispanic/Latino	126	55	70	0	1
Client Doesn't Know/Client Refused	8	2	6	0	0
Data Not Collected	58	5	31	0	22
Total	2362	1362	973	1	26

Q13a1: Physical and Mental Health Conditions at Start

	Total Persons	Without Children	Adults in HH with Children & Adults	Children in HH with Children & Adults	With Children and Adults	With Only Children	Unknown Household Type
Mental Health Problem	231	197	0	0	34	0	0
Alcohol Abuse	4	4	0	0	0	0	0
Drug Abuse	2	1	0	0	1	0	0
Both Alcohol and Drug Abuse	5	4	0	0	1	0	0
Chronic Health Condition	56	15	0	0	41	0	0
HIV/AIDS	10	6	0	0	4	0	0
Developmental Disability	28	7	0	0	21	0	0
Physical Disability	243	219	0	0	23	0	1

⚙ The "With Children and Adults" column is retired as of 10/1/2019 and replaced with the columns "Adults in HH with Children & Adults" and "Children in HH with Children & Adults".

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Q13b1: Physical and Mental Health Conditions at Exit

	Total Persons	Without Children	Adults in HH with Children & Adults	Children in HH with Children & Adults	With Children and Adults	With Only Children	Unknown Household Type
Mental Health Problem	228	192	0	0	36	0	0
Alcohol Abuse	4	4	0	0	0	0	0
Drug Abuse	2	0	0	0	2	0	0
Both Alcohol and Drug Abuse	5	4	0	0	1	0	0
Chronic Health Condition	42	14	0	0	28	0	0
HIV/AIDS	9	6	0	0	3	0	0
Developmental Disability	25	6	0	0	19	0	0
Physical Disability	227	210	0	0	16	0	1

↳ The "With Children and Adults" column is retired as of 10/1/2019 and replaced with the columns "Adults in HH with Children & Adults" and "Children in HH with Children & Adults".

Q13c1: Physical and Mental Health Conditions for Stayers

	Total Persons	Without Children	Adults in HH with Children & Adults	Children in HH with Children & Adults	With Children and Adults	With Only Children	Unknown Household Type
Mental Health Problem	16	8	0	0	8	0	0
Alcohol Abuse	0	0	0	0	0	0	0
Drug Abuse	1	1	0	0	0	0	0
Both Alcohol and Drug Abuse	0	0	0	0	0	0	0
Chronic Health Condition	15	1	0	0	14	0	0
HIV/AIDS	1	0	0	0	1	0	0
Developmental Disability	6	1	0	0	5	0	0
Physical Disability	19	10	0	0	9	0	0

↳ The "With Children and Adults" column is retired as of 10/1/2019 and replaced with the columns "Adults in HH with Children & Adults" and "Children in HH with Children & Adults".

Q14a: Domestic Violence History

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Yes	302	138	163	0	1
No	1353	1181	169	0	3
Client Doesn't Know/Client Refused	2	2	0	0	0
Data Not Collected	49	41	8	0	0
Total	1706	1362	340	0	4

Q14b: Persons Fleeing Domestic Violence

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Yes	80	23	67	0	0
No	82	31	51	0	0
Client Doesn't Know/Client Refused	2	1	1	0	0
Data Not Collected	128	83	44	0	1
Total	302	138	163	0	1

Q15: Living Situation

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations	0	0	0	0	0
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	405	193	211	0	1
Transitional housing for homeless persons (including homeless youth)	9	6	3	0	0
Place not meant for habitation	605	597	7	0	1
Safe Haven	1	1	0	0	0
Host Home (non-crisis)	0	0	0	0	0
Interim Housing ⁽¹⁾	0	0	0	0	0
Subtotal	1020	797	221	0	2
Institutional Settings	0	0	0	0	0
Psychiatric hospital or other psychiatric facility	12	12	0	0	0
Substance abuse treatment facility or detox center	1	1	0	0	0
Hospital or other residential non-psychiatric medical facility	40	40	0	0	0
Jail, prison or juvenile detention facility	10	10	0	0	0
Foster care home or foster care group home	0	0	0	0	0
Long-term care facility or nursing home	0	0	0	0	0
Residential project or halfway house with no homeless criteria	0	0	0	0	0
Subtotal	63	63	0	0	0
Other Locations	0	0	0	0	0
Permanent housing (other than RRH) for formerly homeless persons	3	3	0	0	0
Owned by client, no ongoing housing subsidy	3	3	0	0	0
Owned by client, with ongoing housing subsidy	0	0	0	0	0
Rental by client, with RRH or equivalent subsidy	0	0	0	0	0
Rental by client, with HCV voucher (tenant or project based)	0	0	0	0	0
Rental by client in a public housing unit	0	0	0	0	0
Rental by client, no ongoing housing subsidy	127	78	49	0	0
Rental by client, with VASH subsidy	1	1	0	0	0
Rental by client with GPD TIP subsidy	0	0	0	0	0
Rental by client, with other housing subsidy (including RRH)	7	6	1	0	0
Hotel or motel paid for without emergency shelter voucher	75	67	8	0	0
Staying or living in a friend's room, apartment or house	155	148	7	0	0
Staying or living in a family member's room, apartment or house	124	102	21	0	1
Client Doesn't Know/Client Refused	10	10	0	0	0
Data Not Collected	99	74	24	0	1
Subtotal	604	492	110	0	2
Total	1706	1362	340	0	4

⁽¹⁾ Interim housing is retired as of 10/1/2019.

Q16: Cash Income - Ranges

	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No income	446	2	405
\$1 - \$150	1	0	1
\$151 - \$250	4	0	4
\$251 - \$500	42	0	38
\$501 - \$1000	213	0	199
\$1,001 - \$1,500	86	0	79
\$1,501 - \$2,000	27	0	30
\$2,001+	20	0	22
Client Doesn't Know/Client Refused	1	0	1
Data Not Collected	67	0	54
Number of Adult Stayers Not Yet Required to Have an Annual Assessment	0	53	0
Number of Adult Stayers Without Required Annual Assessment	0	19	0
Total Adults	907	74	833

Q17: Cash Income - Sources

	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
Earned Income	153	0	148
Unemployment Insurance	2	0	2
SSI	131	0	124
SSDI	62	0	58
VA Service-Connected Disability Compensation	23	0	23
VA Non-Service Connected Disability Pension	4	0	4
Private Disability Insurance	0	0	0
Worker's Compensation	0	0	0
TANF or Equivalent	0	0	0
General Assistance	0	0	0
Retirement (Social Security)	29	0	28
Pension from Former Job	5	0	6
Child Support	1	0	1
Alimony (Spousal Support)	0	0	0
Other Source	4	0	4
Adults with Income Information at Start and Annual Assessment/Exit	0	0	369

Q19b: Disabling Conditions and Income for Adults at Exit

	AO: Adult with Disabling Condition	AO: Adult without Disabling Condition	AO: Total Adults	AO: % with Disabling Condition by Source	AC: Adult with Disabling Condition	AC: Adult without Disabling Condition	AC: Total Adults	AC: % with Disabling Condition by Source	UK: Adult with Disabling Condition	UK: Adult without Disabling Condition	UK: Total Adults	UK: % with Disabling Condition by Source
Earned Income	199	197	412	47.90 %	0	1	1	0.00 %	0	1	1	0.00 %
Supplemental Security Income (SSI)	199	205	420	47.32 %	0	1	1	0.00 %	0	1	1	0.00 %
Social Security Disability Insurance (SSDI)	200	204	420	47.32 %	0	1	1	0.00 %	0	1	1	0.00 %
VA Service-Connected Disability Compensation	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Private Disability Insurance	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Worker's Compensation	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Temporary Assistance for Needy Families (TANF)	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Retirement Income from Social Security	200	206	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Pension or retirement income from a former job	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Child Support	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
Other source	200	205	421	47.33 %	0	1	1	0.00 %	0	1	1	0.00 %
No Sources	292	897	1223	11.52 %	0	1	1	0.00 %	0	3	3	0.00 %
Unduplicated Total Adults	0	0	0		0	0	0		0	0	0	

Q20a: Type of Non-Cash Benefit Sources

	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
Supplemental Nutritional Assistance Program	523	0	478
WIC	32	0	34
TANF Child Care Services	3	0	12
TANF Transportation Services	1	0	2
Other TANF-Funded Services	6	0	2
Other Source	3	0	3

Q21: Health Insurance

	At Start	At Annual Assessment for Stayers	At Exit for Leavers
Medicaid	795	0	649
Medicare	112	0	103
State Children's Health Insurance Program	0	0	0
VA Medical Services	107	0	102
Employer Provided Health Insurance	29	0	25
Health Insurance Through COBRA	1	0	1
Private Pay Health Insurance	14	0	12
State Health Insurance for Adults	44	0	44
Indian Health Services Program	0	0	1
Other	43	0	44
No Health Insurance	872	2	779
Client Doesn't Know/Client Refused	2	0	3
Data Not Collected	407	39	268
Number of Stayers Not Yet Required to Have an Annual Assessment	0	351	0
1 Source of Health Insurance	1050	0	888
More than 1 Source of Health Insurance	47	0	46

Q22a2: Length of Participation – ESG Projects

	Total	Leavers	Stayers
0 to 7 days	982	957	25
8 to 14 days	94	70	24
15 to 21 days	79	52	27
22 to 30 days	94	78	16
31 to 60 days	331	264	67
61 to 90 days	229	183	46
91 to 180 days	204	141	63
181 to 365 days	271	188	83
366 to 730 days (1-2 Yrs)	76	37	39
731 to 1,095 days (2-3 Yrs)	1	1	0
1,096 to 1,460 days (3-4 Yrs)	1	0	1
1,461 to 1,825 days (4-5 Yrs)	0	0	0
More than 1,825 days (> 5 Yrs)	0	0	0
Data Not Collected	0	0	0
Total	2362	1971	391

Q22c: Length of Time between Project Start Date and Housing Move-in Date

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	63	41	18	0	4
8 to 14 days	18	0	18	0	0
15 to 21 days	53	0	53	0	0
22 to 30 days	58	0	58	0	0
31 to 60 days	52	1	51	0	0
61 to 180 days	6	0	6	0	0
181 to 365 days	0	0	0	0	0
366 to 730 days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	250	42	204	0	4
Average length of time to housing	20.00	0.74	24.39	--	0.00
Persons who were exited without move-in	4	0	4	0	0
Total persons	254	42	208	0	4

Q22d: Length of Participation by Household Type

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	982	922	56	1	3
8 to 14 days	94	36	58	0	0
15 to 21 days	79	30	49	0	0
22 to 30 days	94	52	42	0	0
31 to 60 days	331	84	247	0	0
61 to 90 days	229	56	169	0	4
91 to 180 days	204	94	110	0	0
181 to 365 days	271	46	225	0	0
366 to 730 days (1-2 Yrs)	76	40	17	0	19
731 to 1,065 days (2-3 Yrs)	1	1	0	0	0
1,066 to 1,460 days (3-4 Yrs)	1	1	0	0	0
1,461 to 1,825 days (4-5 Yrs)	0	0	0	0	0
More than 1,825 days (> 5 Yrs)	0	0	0	0	0
Data Not Collected	0	0	0	0	0
Total	2362	1362	973	1	26

Q22e: Length of Time Prior to Housing - based on 3,917 Date Homelessness Started

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	158	158	0	0	0
8 to 14 days	16	16	0	0	0
15 to 21 days	15	15	0	0	0
22 to 30 days	15	15	0	0	0
31 to 60 days	34	32	0	0	2
61 to 180 days	92	91	1	0	0
181 to 365 days	85	84	0	0	1
366 to 730 days (1-2 Yrs)	42	42	0	0	0
731 days or more	45	45	0	0	0
Total (persons moved into housing)	502	498	1	0	3
Not yet moved into housing	0	0	0	0	0
Data not collected	208	202	4	0	2
Total persons	710	700	5	0	5

Q23c: Exit Destination -- All persons

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Permanent Destinations	0	0	0	0	0
Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
Owned by client, no ongoing housing subsidy	2	2	0	0	0
Owned by client, with ongoing housing subsidy	1	1	0	0	0
Rental by client, no ongoing housing subsidy	125	68	57	0	0
Rental by client, with VASH housing subsidy	3	3	0	0	0
Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
Rental by client, with other ongoing housing subsidy	44	24	20	0	0
Permanent housing (other than RRH) for formerly homeless persons	6	4	2	0	0
Staying or living with family, permanent tenure	79	42	37	0	0
Staying or living with friends, permanent tenure	25	22	3	0	0
Rental by client, with RRH or equivalent subsidy	269	60	209	0	0
Rental by client, with HCV voucher (tenant or project based)	0	0	0	0	0
Rental by client in a public housing unit	0	0	0	0	0
Subtotal	554	226	328	0	0
Temporary Destinations	0	0	0	0	0
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	251	243	8	0	0
Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
Transitional housing for homeless persons (including homeless youth)	26	26	2	0	0
Staying or living with family, temporary tenure (e.g. room, apartment or house)	47	29	18	0	0
Staying or living with friends, temporary tenure (e.g. room, apartment or house)	72	63	8	1	0
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	139	139	0	0	0
Safe Haven	1	1	0	0	0
Hotel or motel paid for without emergency shelter voucher	31	7	24	0	0
Host Home (non-crisis)	0	0	0	0	0
Subtotal	569	508	60	1	0
Institutional Settings	0	0	0	0	0
Foster care home or group foster care home	1	0	1	0	0
Psychiatric hospital or other psychiatric facility	3	3	0	0	0
Substance abuse treatment facility or detox center	7	7	0	0	0
Hospital or other residential non-psychiatric medical facility	10	10	0	0	0
Jail, prison, or juvenile detention facility	11	6	5	0	0
Long-term care facility or nursing home	0	0	0	0	0
Subtotal	32	26	6	0	0
Other Destinations	0	0	0	0	0
Residential project or halfway house with no homeless criteria	0	0	0	0	0
Deceased	0	0	0	0	0
Other	63	43	20	0	0
Client Doesn't Know/Client Refused	24	23	1	0	0
Data Not Collected (no exit interview completed)	457	412	42	0	3
Subtotal	544	478	63	0	3
Total	1702	1238	460	1	3
Total persons exiting to positive housing destinations	541	241	300	0	0
Total persons whose destinations excluded them from the calculation	9	8	1	0	0
Percentage	31.96 %	19.59 %	65.36 %	0.00 %	0.00 %

Q24: Homelessness Prevention Housing Assessment at Exit

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Able to maintain the housing they had at project start--Without a subsidy	20	1	19	0	0
Able to maintain the housing they had at project start--With the subsidy they had at project start	1	1	0	0	0
Able to maintain the housing they had at project start--With an on-going subsidy acquired since project start	0	0	0	0	0
Able to maintain the housing they had at project start--Only with financial assistance other than a subsidy	1	1	0	0	0
Moved to new housing unit--With on-going subsidy	3	0	3	0	0
Moved to new housing unit--Without an on-going subsidy	10	6	4	0	0
Moved in with family/friends on a temporary basis	0	0	0	0	0
Moved in with family/friends on a permanent basis	2	0	2	0	0
Moved to a transitional or temporary housing facility or program	0	0	0	0	0
Client became homeless -- moving to a shelter or other place unfit for human habitation	0	0	0	0	0
Client went to jail/prison	0	0	0	0	0
Client died	0	0	0	0	0
Client doesn't know/Client refused	0	0	0	0	0
Data not collected (no exit interview completed)	0	0	0	0	0
Total	37	9	28	0	0

Q25a: Number of Veterans

	Total	Without Children	With Children and Adults	Unknown Household Type
Chronically Homeless Veteran	18	18	0	0
Non-Chronically Homeless Veteran	209	201	8	0
Not a Veteran	1440	1123	315	2
Client Doesn't Know/Client Refused	2	2	0	0
Data Not Collected	32	18	14	0
Total	1702	1362	338	2

Q25b: Number of Chronically Homeless Persons by Household

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Chronically Homeless	128	103	25	0	0
Not Chronically Homeless	1813	963	847	0	3
Client Doesn't Know/Client Refused	48	47	1	0	0
Data Not Collected	373	249	100	1	23
Total	2362	1362	973	1	26