



# 2024-2025 Consolidated Annual Performance Evaluation Report Phoenix, AZ

## **Executive Summary**

The City of Phoenix is pleased to present this summary of accomplishments for program year 2024-2025. This Consolidated Annual Performance and Evaluation Report (CAPER) covers the period from July 1, 2024 to June 30, 2025. The Consolidated Plan and Annual Action Plans represent the City of Phoenix's vision for addressing affordable housing, community development, infrastructure improvements, and homeless needs throughout the city. The general housing priorities include: providing home ownership to first-time buyers; providing quality, affordable rental housing opportunities to low- and moderate-income households; providing assisted rental housing subsidies to low-income elderly, families, homeless persons and other persons with special needs; promoting supportive services and facilities for elderly, disabled persons, low-income families, homeless persons and other persons with special needs; promoting and participating in a regional continuum of care system that transitions persons who are homeless to appropriate permanent housing options, and providing housing rehabilitation assistance benefiting low- and moderate-income persons, whether owners or renters, and focusing on selected neighborhoods undergoing revitalization. This report reflects the accomplishments made in meeting the strategic goals and objectives as outlined in the Consolidated Plan and summarizes progress made towards the goals identified in the 2024 Consolidated Plan Annual Action Plan.

## **Background**

The city of Phoenix ("City") has an estimated population of about 1,650,070 people (July 1, 2023, U.S. Census Bureau Data), making it the fifth largest city in the United States with an approximate area of 519 square miles. Since April 2020, the City has experienced a 2.61% growth in population, and since 2010, the City has experienced a 14.14% growth in population. Since the launch of the City's Housing Phoenix Plan in 2019, where 50,000 homes will be created or preserved by 2030, over 40,000 housing units have been created and/or preserved. The City assists low- and moderate-income communities through the distribution of the Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), and Emergency Solutions Grants (ESG) programs. The CDBG Entitlement Program provides annual grants on a formula basis to entitled cities and counties to develop viable urban communities by providing decent affordable housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. The HOME Program funds support Section 8 and public housing programs and provides affordable housing and rental assistance to address public housing needs.

## **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.

According to the PR-51, the City of Phoenix provided 642,142 low- and moderate-income beneficiaries with a number of programs and services during the 2024-2025 program year. Relative to low- and moderate-income individuals, families, seniors, and youth through public services, public facilities, neighborhood enhancement and infrastructure, homelessness, and housing, the City of Phoenix served 93,345 beneficiaries with CDBG and CDBG CARES Act (CDBG-CV) funding. Thirty-three (37 CDBG and 0 CDBG-CV) residential households received housing rehabilitation services to help residents remain safe in their homes. During the fiscal year 2024-2025, the Management Technical Assistance (MTA) program provided comprehensive support to 36 micro-enterprises and small businesses. The program successfully executed 16 consultant projects, assisted 12 businesses, and allocated 8 hours of consulting time. Relative to storefront revitalization improvements, three Neighborhood Commercial Rehabilitation (NCR) projects were funded in FY2022-23, in which one project, Greektown Restaurant, was completed the second quarter of FY2023-24. One of the three projects was canceled, and the third NCR project, Hotel Electric, has started construction and is estimated to be completed in quarter one of FY2025-26. Relative to public facility and infrastructure projects alone, the City of Phoenix completed projects that benefited 38,136 persons. Housing needs for low- and moderate-income individuals and families continue to be a priority for the City of Phoenix.

The City remained focused on serving vulnerable individuals and families with children experiencing homelessness through collaboration with other funders and partnerships with essential public and private systems of care including health and behavioral health care; public safety; and education and employment providers. The City continued to lead efforts in providing outreach to seniors, youth ages 18-24, and families with children and other individuals experiencing chronic homelessness through participation in targeted initiatives and support to community-based providers.

The City of Phoenix Housing Department assisted 1,063 persons with HIV/AIDS with supportive services and/or housing, developed 641 new affordable housing units, sold 10 units to low-income first-time homebuyers with a 20% reduction through the Section 32 program and provided down payment assistance to four low-income homebuyers. All program activities benefited low-and-moderate income Phoenix residents. Other assistance provided by the Housing Department this fiscal year included: 6,740 Section 8/Housing Choice Voucher (HCV), and 974 VASH recipients. In 2024, City of Phoenix Formal Council awarded three Housing Department permanent supportive HOME Investment Partnership American Rescue Plan Program (HOME-ARP) new construction projects with over \$8 million in HOME-ARP funds to provide permanent supportive housing and wraparound services to HOME-ARP Qualifying Populations and Low-Income residents. HOME-ARP Qualifying Populations focus on providing housing and supportive services to individuals and families that are: Homeless, At Risk of Homelessness, Fleeing,

or Attempting to Flee, Domestic Violence, Dating Violence, Sexual Assault, Stalking, or Human Trafficking, and Veterans and Families that include a Veteran Family Member. It is anticipated that 89 permanent supportive housing units will be produced.

**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 rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1495	343	22.94%	0	343	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		490	376	76.73%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units constructed	Household Housing Unit	697	1613	231.42%	539	641	118.92%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Rental units rehabilitated	Household Housing Unit	75	80	106.67%	0	0	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Added	Household Housing Unit	22	56	254.55%	0	14	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeowner Housing Rehabilitated	Household Housing Unit	577	1	0.17%	1	0	0.00%
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Direct Financial Assistance to Homebuyers	Households Assisted	37	8	21.62%	10	4	40.00%

Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	12	18823	156,858.33%			
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		0	0	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	20	
Affordable rental and homeowner housing	Affordable Housing	CDBG: \$ / HOME: \$	Businesses assisted	Businesses Assisted	10	0	0.00%			
Economic Development	Economic Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	10	0	0.00%			
Economic Development	Economic Development	CDBG: \$	Businesses assisted	Businesses Assisted	165	0	0.00%	25	0	0.00%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	3888	155.52%	915	519	56.72%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	500	823	164.60%	160	186	116.25%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Homelessness Prevention	Persons Assisted	550	474	86.18%	130	120	92.31%
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	Jobs created/retained	Jobs	0	0		0	0	
Housing & support services for those with HIV/AIDS	Non-Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	500	743	148.60%	130	145	111.54%

Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	0	0.00%	1410	0	0.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	47410	1,896.40%	500	47410	9,482.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	0		15	0	0.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	15	0	0.00%	4	1	25.00%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Fo reclosed Property Care	Household Housing Unit	975	2	0.21%	320	2	0.63%
Investing in public facilities and infrastructure	Non-Housing Community Development	CDBG: \$	Other	Other	160000	0	0.00%	30000	569895	1,899.65%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	3682		4585	3682	80.31%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	22670	0	0.00%			
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	2550	0	0.00%	40	0	0.00%

Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	16120	610	3.78%	2940	610	20.75%
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Services & housing for persons at-risk or homeless	Homeless	CDBG: \$ / ESG: \$	Homelessness Prevention	Persons Assisted	1251	0	0.00%	100	120	120.00%
Supporting people with special needs	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	153274	3,065.48%	1500	0	0.00%

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

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

The City utilizes CDBG funding to address the needs of low- and moderate-income individuals and families, with a specific focus on housing. Programs include owner-occupied housing rehabilitation services, homeless intervention and prevention, and improving the quality of life for low- and moderate-income Phoenixians. Affordable housing programs including rehabilitation of owner-occupied housing, new affordable rental units, and homeless prevention programs are among the highest priority. Additionally, during the program year, the City provided supportive permanent housing. Furthermore, CDBG funding provided services such as shelter, case management, job training, and educational guidance. The City continues to strive to provide programming opportunities that support and enhance the lives of the most vulnerable residents, including elderly, disabled and other persons with special needs.

The City of Phoenix is committed to supporting individuals seeking to escape sexual human trafficking. Starfish Place, a City initiative, offers permanent supportive housing for 15 households seeking refuge. Eligible participants are referred through Arizona State University's Office of Sex Trafficking Intervention Research (ASU STIR) and other partner agencies. The program features 15 available apartments, where case managers provide on-site, trauma-informed case management and support services. ASU STIR provides clinical direction and program oversight, while Community Bridges Inc. delivers on-site trauma-

informed case management and supportive services. ASU STIR provides clinical direction and program oversight, while Community Bridges Inc. delivers on-site trauma informed case-management and supportive services. As of June 30, 2025, 13 households were enrolled in the program, including 18 children. During FY 24/25 11 (85%) participants are employed, the other two are actively pursuing employment, and one is enrolled in Community College.

Additionally, in 2024-2025, the City of Phoenix made it mandatory for employees to complete the CEASE Human Trafficking Course. 12,430 employees attended the mandatory training.

Finally, the City utilized CDBG funds for various public facility and improvement projects, including building revitalization projects, ADA projects, park renovations, homeless facilities, and youth service facilities. Some notable projects include the Gompers ADA Enhancements and Security project, which installed new flooring and push-activated doors to increase accessibility to a building that serves clients with disabilities; the two park renovation projects, Momo Mini Park and Falcon Park, in which the Momo Mini Park Renovation included a new basketball court, landscaping, ramadas, tables and benches, and a playground, and the Falcon Park Renovation included a new restroom structure, site concrete, playground, exercise equipment, grass, lighting, and landscaping. Momo Mini Park reached substantial completion this program year and was opened to the public, as well as Falcon Park completing major construction work this program year and is due to reopen early next program year. Additionally, there were two library projects, Book Mobile Site and Burton Barr College Depot, both of which completed design procurement and began the architect and engineering phase this program year.

## 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)

Describe the clients assisted (including the racial and/or ethnicity of clients assisted with ESG)

	HESG
American Indian, Alaska Native, or Indigenous	416
Asian or Asian American	24
Black, African American, or African	1,541
Hispanic/Latina/e/o	707
Middle Eastern or North African	14
Native Hawaiian or Pacific Islander	14
White	1,194
Multiracial	741
Client doesn't know	4
Client prefers not to answer	0
Data not collected	10
<b>Total</b>	<b>4,665</b>

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

### Narrative

The City of Phoenix Neighborhood Services Department (NSD) is the lead agency responsible for preparing and reporting information for the CAPER. The families assisted during FY2024-25 are reflective of the low- and moderate-income population of the city of Phoenix. As of July 1, 2023, the U.S. Census Bureau estimated the population of the city of Phoenix to be 1,650,070 which is a 2.61% increase in population from April 1, 2020. Thus, Phoenix remains ranked nationally as the 5th largest city in the US.

The above table captures the race and ethnicity data for FY2024-25. Public Facility and Infrastructure and Enhancement projects qualify for CDBG and CDBG-CV funding through low- and moderate-income census data (at least 51% LMI). As reported in the PR54, total low- and moderate-income (<=80%) CDBG and CDBG-CV beneficiaries is 99.05%; non-low- and moderate-income (>80%) is 0.95% (source: PR54 Grantee CDBG Performance Profile).

CDBG information in the table above is taken directly from the PR03 - Original BOSMAC (2024). Please note that additional race/ethnicities not listed above account for a discrepancy in the races and ethnicities reported. For CDBG and CDBG-CV, in addition to the categories listed above, residents who reported themselves as “Other Multi-Racial” totaled 1,427 for beneficiary data reported in the PY2024 CAPER.

For HOME and HOPWA demographic information: In addition to the categories listed, residents also reported "Other Multi-Racial" which is not included in the chart above, 164 families reported under this category for HOME (59 Hispanic, 105 non-Hispanic) and 35 for HOPWA (10 Hispanic, 25 non-Hispanic).

For ESG, in addition to the categories listed, clients also reported "Other Multi-Racial" which are included in the totals; 741 individuals reported under this category. Multi-racial is indicated for clients who identify with more than one race. In addition, clients also reported "Client Doesn't Know/Client Refused" which is included in the totals; 4 individuals reported under this category.

## 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	19,355,397	14,704,305
HOME	public - federal	9,040,718	6,396,967
HOPWA	public - federal	10,752,427	5,306,932
ESG	public - federal	1,589,765	1,464,454
LIHTC	public - state	71,352,919	91,407,413
Other	private	18,230,148	18,775,050
Other	public - federal	18,230,148	18,775,050

**Table 3 - Resources Made Available**

### Narrative

During FY2020-21, the City received Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funding in the total amount of \$48,545,764, which included \$9,820,880 in a first round of Community Development Block Grant (CDBG-CV1) funds, \$14,096,369 in a second round of Community Development Block Grant (CDBG-CV3), \$440,505 in Housing Opportunity for Persons with AIDS (HOPWA-CV) funds, \$4,975,762 in a first round of Emergency Solutions Grants (ESG-CV1) funds, and \$19,212,248 in a second round of Emergency Solutions Grants (ESG-CV2). An additional \$1,000,000 in prior year CDBG funds were allocated to prevent, prepare for and respond to COVID-19. The amount expended during program year 2024-25 for CDBG (Entitlement and Program Income) was \$19,792,663.02 and CDBG CARES Act (CDBG-CV) funding was \$6,286,467.16.

During FY2021-22, the City of Phoenix Housing Department received HOME Investment Partnership American Rescue Plan (HOME-ARP) funding in the amount of \$21,354,777. The amount expended during the 2024-25 program year was \$1,951,423.25.

The amount expended during program year 2024-25 for ESG included \$1,464,454.48 (\$902,597.20 of ESG 2024, \$444,950.01 of prior-year ESG 2023, and \$116,907.27 of prior-year ESG 2022).

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Edison-Eastlake Choice Neighborhoods			

**Table 4 – Identify the geographic distribution and location of investments**

## **Narrative**

Funding was not targeted specifically for any geographic area; it was used throughout the city of Phoenix in low- and moderate-income areas. The city of Phoenix recognizes the need to focus its resources to comprehensively revitalize its distressed neighborhoods. Contributing factors include the city's population increase, household income, and lower-income rental housing units. CDBG funds were utilized to provide services in census tracts that are predominately minority and predominately low- and moderate-income.

## Leveraging

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

Federal Funds were leveraged, and match provided for the Graffiti Busters program, public facilities and improvements, and public services activities. Additional federal funding through Low Income Home Energy Assistance Program (LIHEAP), and the Department of Energy's Weatherization Program, Low Income Housing Tax Credit Program (LIHTC), National Housing Trust Fund (NHTF), Lead Remediation Program were leveraged during the program year. Private resources including Arizona Public Service (APS), southwest Gas (SWG), Salt River Project (SRP), and General Public Donation were included in the housing programs to expand services to low- and moderate-income families.

<b>Fiscal Year Summary – HOME Match</b>	
1. Excess match from prior Federal fiscal year	174,403,139
2. Match contributed during current Federal fiscal year	344,825
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	174,747,964
4. Match liability for current Federal fiscal year	417,129
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	174,330,835

**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
Weatherization Assistance Program (private utility companies)	06/30/2024	344,825	0	0	0	0	0	344,825

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 begin-ning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
10,395,256	3,123,110	776,268	0	12,742,098

Table 7 – Program Income

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

**Table 8 - Minority Business and Women Business Enterprises**

<b>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</b>						
	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	48	1,022
Number of Non-Homeless households to be provided affordable housing units	501	607
Number of Special-Needs households to be provided affordable housing units	330	331
<b>Total</b>	<b>879</b>	<b>1,960</b>

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	330	1,160
Number of households supported through The Production of New Units	549	655
Number of households supported through Rehab of Existing Units	0	0
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>879</b>	<b>1,815</b>

Table 12 – Number of Households Supported

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

The affordable housing goals for the use of federal and local funding identified by the priorities in the 2024-2025 Annual Action Plan were to create 539 new affordable housing units, assist 10 clients with downpayment assistance and closing costs and rehabilitate 1 existing affordable housing unit. The City of Phoenix assisted with the construction of 641 rental units and assisted 4 households with Downpayment assistance and closing costs.

The City has been diligent in meeting its objectives to provide affordable housing to the extremely-low-income, low-income and moderate-income renters and homeowners of Phoenix. The city, utilizing HOPWA, TBRA, VASH Vouchers and local resources, assisted 1,160 households or persons with affordable housing. All of the households assisted met the Section 215 definition of affordable housing

for rent and homeownership. Since 1993, the City of Phoenix Housing Department has created 12,376 affordable housing units.

Rental Assistance: The city of Phoenix Housing Department has several Tenant Based Rental Assistance (TBRA) programs administered by Housing Department. These programs target victims persons with HIV/AIDS, veterans, and others.

Production of New Units: The city of Phoenix Housing Department created 645 new affordable housing unit through the development of new multi-family housing communities and down payment assistance.

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

The City will continue to meet the goals set forth in the upcoming 2025-2026 Annual Action Plan. Future action plans will reflect those activities and projects.

**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	0	428
Low-income	0	1,184
Moderate-income	0	346
<b>Total</b>	<b>0</b>	<b>1,958</b>

**Table 13 – Number of Households Served**

**Narrative Information**

The City’s Housing Continuum is a ladder beginning with Emergency/Transitional housing and ending with Long-Term Homeownership. The City has identified Special Needs persons and families as a priority population for affordable housing and supportive services. Below is an overview of the City’s Housing Continuum. Emergency/ Transitional housing is the first step to providing housing for special needs households, such as victims of domestic violence and homeless persons with little or no income. The Housing Department currently provides funding for Tenant Based Rental Assistance that provides temporary housing and transitional housing units for persons with HIV/AIDS.

**Assisted Housing**

The second step, Assisted Housing provides permanent rental housing where clients are only required to pay 30% of their income towards rent. The City currently administers Public Housing, Section 8 Housing Choice and Project-Based Voucher Programs, and Veterans Affairs Supported Housing (VASH) Program. These programs can often serve populations below 30% of the Area Median Income (AMI).

**Affordable Rental Program**

The third step, the City's Affordable Rental Program includes City and privately owned apartment communities serving individuals, families, and seniors primarily at 40% - 60% of AMI. These units are not subsidized like Public Housing and the Section 8 Program but have reduced rents. In addition, these programs foster public/private partnerships that create affordable housing units with innovative financing and Housing Department loan programs.

**Market Rental**

The fourth step of the ladder is Market Rental apartment units or unassisted rental units that are available to the general public.

**First Time Homebuyer and Long-Term Homeownership**

And finally, the fifth and sixth steps are First-Time Homebuyer programs and Long-Term Homeownership. The City administers currently two first-time homebuyer programs: the Open Doors Homeownership Program and the Section 32 Program. Additionally, funding is provided to non-profits for homebuyer counseling and foreclosure prevention.

**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 contracts with a community partner to engage individuals experiencing homelessness through street outreach teams and community resource connections which lead to individuals receiving services, entering shelter, and positive housing outcomes. This collaboration provides funding as well as direct services for the purpose of outreach and engagement activities in order to best serve unsheltered individuals in Phoenix.

Additionally, in 2023, the City created its own, in-house outreach team of 11 Homelessness Liaisons. These staff continue to work with individuals living in unsheltered situations to help connect to them with individualized services to help them end their homelessness. Further, 72 individuals received homeless prevention services through City of Phoenix programs at Family Services Centers.

**Programs**

The City maintains a coordinated program called PHX C.A.R.E.S. (Community, Action, Response, Engagement, Services) in response to requests to address conditions associated with persons experiencing unsheltered homelessness, often living in encampments. The program is a collaboration between impacted departments including Human Services, Neighborhood Services, Public Works, Parks and Recreation, Street Transportation, Police, and the Prosecutor's Office. Launched in November 2017, the goal of PHX C.A.R.E.S. is to connect individuals experiencing homelessness with appropriate services and to reduce the impact of homelessness on Phoenix neighborhoods. PHX C.A.R.E.S., which can be accessed by phone at 602-262-6251 or online at the City's online system, is a one-stop customer service team that offers a coordinated response for neighborhoods and individuals experiencing homelessness offering education, resources, property storage and cleanups.

The City contracts with Community Bridges, Inc. to provide street outreach and engagements services, where an outreach team is dispatched to engage and provide services to those experiencing homelessness 7 days a week from 5 a.m. to 11 p.m. Requests for services and related information are documented and shared amongst departments via a single, electronic platform. Simultaneously, the City works with the property owner in question to resolve encampment conditions. A multi-disciplinary team works together to develop the most appropriate solution for each individual case. The PHX C.A.R.E.S. program is innovative because of the high levels of collaboration it has fostered among City departments and its direct impact to the residents and neighborhoods of Phoenix. During 2024-2025, a total of 13,138 requests for services were received, 12,962 services were provided, and 9,539 were encampment cases on both public and private properties.

The City of Phoenix is heavily invested in Heat Relief activities and participated in the Maricopa Association of Government's (MAG) Heat Relief Network by including all of its cooling and heat respite centers in a regional interactive map. The Office of Homeless Solutions partners with the Offices of Heat Response and Mitigation, Public Health, and Emergency Response to offer three extended hour locations and one 24-hour location, to serve individuals needing heat relief during the months of May through September. In addition, the Office of Homeless Solutions contracted with a provider to offer navigation services at these locations as many of the visitors were individuals experiencing homelessness.

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

The City has been extremely focused on creating additional shelter resources in the community for the last several years. In addition to funding existing shelters, the Office of Homeless Solutions has been creating new beds to add to Phoenix's shelter system's capacity.

In 2022, the City assisted in creating 592 new permanent shelter beds, adding capacity at CASS, installing a 100-bed sprung structure on the Key Campus called Respiro, transforming a city-owned building into a 200-person shelter called the Washington Relief Shelter and acquiring a hotel that was transformed into a 117-bed shelter called Rio Fresco.

In 2023, the City continued its mission to open additional indoor shelter beds. In total, 482 new beds were opened in the year. All of the beds opened in 2023 were intended to be temporary and to help bridge a needed gap as several projects were in various stages of construction. All 482 beds closed in 2024.

In 2024, an additional 370 beds were opened and an additional 310 beds were opened in the first half of 2025. This is a net total of 1,267 additional beds added to Phoenix's shelter system since 2022.

As a response to the Coronavirus pandemic, in 2023, the Housing Department used \$2 million in HOME-ARP funding for the expansion of UMOM's non-congregate shelter facility by converting existing office space into 20 additional units located in one residential building. The project was completed in October 2023 and has served over 309 individuals.

**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**

Phoenix worked to serve low-income individuals through its Family Services Centers. At the Family Services Centers three locations, individuals obtained assistance with rent, utilities and case

management utilizing federally funded emergency assistance and general funds. The following services were provided:

- 3,252 families received emergency assistance and/or case management services, with \$3.7 million spent on rent, mortgage, emergency shelter, utility payments, and food.
- Over \$1.9 million was spent to help 2,805 families make utility payments or deposits.
- Over \$1.7 million was spent to help 866 families avoid eviction or foreclosure.
- 747 families received long-term case management services.

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

The City of Phoenix understands that shelter does not end homelessness, however it is often a good stabilizing resource for many on their pathway to permanent housing. The City is heavily focused on helping individuals experiencing homelessness exit quickly to a housed destination, and does so by funding Rapid Rehousing programs, partnering with the Housing Department to have a preference on Housing Choice Vouchers for people exiting homelessness and in being an integral part of the homeless service system in at the Maricopa Regional Continuum of Care. The Office of Homeless Solutions and Housing Department also partner with Mercy Care to provide supportive housing for individuals experiencing chronic homelessness by combining a housing subsidy, physical and behavioral health services, and ongoing stabilization and support services.

The Office of Homeless Solutions purchased a 126-room hotel in May 2023 and is in the process of converting the former blighted hotel into apartment units for seniors ages 55 or older at 0-30% Area Median Income. The units are anticipated to be open in summer 2026.

Phoenix is a critical partner in the Maricopa Association of Governments (MAG) Continuum of Care (CoC), in which the City holds several leadership positions in the CoC at the Board level as well as several of the Collaboratives including the ESG Collaborative and Local Communities Collaborative.

Additionally, in partnership with the Housing Department, \$2.5 million in HOME-ARP funding will be used to provide Supportive Services to HOME-ARP Qualifying Populations and Low-Income residents to ensure housing stability and access to community resources.

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

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

#### **Choice Neighborhoods**

In 2018, the Housing Department was awarded a \$30 million Choice Neighborhoods (CN) Implementation Grant from the U.S. Department of Housing and Urban Development (HUD) to revitalize the Edison-Eastlake Community (EEC), an area with the state's largest concentration of public housing. Since then, the Housing Department has been awarded two Choice Neighborhoods Supplemental Grants to assist with costs associated with redevelopment of the public housing sites: \$10 million in 2023; and \$2.5 million in 2024. The CN six-year comprehensive community-driven implementation will transform the EEC into a vibrant mixed-income neighborhood, linking housing redevelopment with new amenities, upgraded infrastructure, neighborhood economic growth and social services. EEC residents, City departments, private partners and community stakeholders were engaged throughout the planning and implementation process. Within the EEC, there are three public housing developments: Sidney P. Osborn Homes, A.L. Krohn Homes, and Frank Luke Homes totaling 577 units, and suffering from mold, failing systems, and an obsolete design. CN grant funds provide for the redevelopment of these 577 aged and obsolete public housing units into 1,019 mixed-income, energy efficient, modern housing units. Using the neighborhood's transformation plan, known as the EEC One Vision Plan, Phoenix will leverage and finance development activities that will initiate neighborhood change. The three community components being addressed in the One Vision Plan are Housing, People and Neighborhoods.

Implementation progress in FY2024-2025 includes: Construction completed on Harmony at the Park (HATP) Phase Two Apartments in February 2024. HATP Two, Phase 2 of the CN housing redevelopment and located on a portion of the former Frank Luke Homes (FLH) site, includes 115 mixed-income units ranging from one to four-bedrooms and is fully leased. Amenities include a leasing office, multi-purpose room, fitness center, ramada with barbeques, and a playground. All units have Energy Star appliance packages including a garbage disposal, dishwasher, range/oven, over-range microwave, refrigerator, and a washer and dryer. HATP Two is financed with LIHTC equity, permanent mortgage, CN Implementation Grant funds, and deferred developer fee. Construction on Harmony at the Park Phase Three (HATP III), part of the third phase of the CN redevelopment to include 90 mixed-income units and located adjacent to Phase Two, is anticipated to be complete in October 2025. HATP Three is utilizing funding from LIHTC equity, CN Implementation Grant funds, HOME Investment Partnership funds, a private mortgage, and deferred developer fees. At build out, HATP will include 325 new units of mixed-income multi-family rental housing. In addition, two festival streets that can be closed off to traffic to host community fairs and events will be included at HATP. The festival streets will intersect through the HATP multifamily community between 19th and 20th streets and will also serve as a connection to the new Linear Park that will front 19th Street from Villa to Polk streets.

## **Choice Neighborhoods Continued**

Construction on Girasol One began in February 2025 and construction on Girasol Two began in May 2025. Girasol One and Girasol Two are being developed on the former Sidney P. Osborn site, along with a third phase, Girasol Three, which is currently in the design phase. Girasol One, part of Phase 4 of the CN housing redevelopment, includes 115 mixed-income units ranging from one to three-bedrooms. Amenities include a leasing office, community rooms, business center, fitness center, ramada with barbeques, and a playground. All units will have Energy Star appliance packages including a garbage disposal, dishwasher, rang/oven, microwave, refrigerator and a washer and dryer. Girasol One is financed with LIHTC equity, permanent mortgage, CN Implementation Grant and Supplemental Grant funds, Public Housing Capital Funds, and deferred developer fee. Girasol One is expected to be complete in January 2027. Girasol Two is also part of Phase 4 of the CN housing redevelopment and includes 109 mixed-income units ranging from one to three-bedroom. Amenities include a leasing office, maintenance office, community room, playground, picnic tables and barbeque grills. All units will have Energy Star appliance packages including a garbage disposal, dishwasher, rang/oven, microwave, refrigerator and a washer and dryer. Girasol Two is financed with LIHTC equity, permanent mortgage, CN Implementation Grant Funds, Public Housing Capital Funds, City of Phoenix General Obligation (GO) Bonds, Arizona Department of Housing State Housing Trust Funds, and deferred developer fee. Girasol Two is expected to be complete in January 2027. The third phase of the Sidney P. Osborn redevelopment, Girasol Three, is expected to close in the first quarter of 2026 and immediately begin construction. Girasol Three will include 140 mixed-income units ranging from one to three-bedrooms. Amenities include a leasing office, maintenance office, business center, community rooms, playground, picnic tables and barbeque grills, and a splashpad and will include a park with open green space, basketball half court, playground equipment, exercise equipment, ramadas with picnic tables, butterfly garden and community art, and gardens. All units will have Energy Star appliance packages including a garbage disposal, dishwasher, rang/oven, microwave, refrigerator and a washer and dryer. Funding for Girasol Three is expected to include LIHTC equity, a private mortgage, City of Phoenix GO Bonds, deferred developer fee, and gap financing.

## **Choice Neighborhoods Continued 2**

Horizon on Villa, to be located on the former A.L. Krohn Homes site and part of the third phase of the CN redevelopment, will include 109 mixed income units ranging from one to five-bedrooms. Amenities will include a leasing office, maintenance office, community room, flex office, and fitness center, ramada and picnic tables, barbeque grills, and playgrounds. In addition, Horizon on Villa will include the adaptive reuse of five of the original A.L. Krohn buildings that will be repurposed as community buildings that feature a Head Start, dental clinic, gym, maker space and offices. All units will have Energy Star appliance packages including a garbage disposal, dishwasher, rang/oven, microwave, refrigerator and a washer and dryer. Construction is expected to begin on Horizon on Villa in October 2025 with completion in 2027. Funding includes LIHTC equity, private mortgage, CN Implementation and Supplemental Grant funds, Public Housing Capital Fund Program funds, Maricopa County American Rescue Plan Act funds, Phoenix Community Development Investment Corporation funds, Arizona

Department of Housing State and National Housing Trust Funds, and deferred developer fee. The Thash Mahd (formerly Edison Impact Hub) will be an adaptive reuse of the former Crippled Children's Hospital located at Garfield and 18th streets into a neighborhood community services hub in the heart of the EEC. To help offset rehabilitation costs of this historically significant building, contracts were executed with the Arizona State Parks and Trails office for a \$300,000 FY2022 Historic Preservation Heritage Fund grant award, and with HUD as part of the \$1 million Community Project Funding grant through the office of U.S. Congressman Ruben Gallego. In addition, the Phoenix Community Development & Investment Corporation awarded a \$3 million grant to help pay for rehabilitation and construction work. Thash Mahd will be within easy walking distance for most residents and will include classroom space, a medical and behavioral health clinic, digital equity center and a commercial community kitchen. Demolition of an unsalvageable portion of the building is complete. Construction/rehabilitation of the site is expected to be completed in June 2026. The Housing Department received a Choice Neighborhoods Planning grant for the Marcos de Niza-Grant Park area in the amount of \$500,000 to conduct a comprehensive resident-driven community planning process. Planning work started in September 2024 and is expected to be completed in early 2027. The resulting Transformation Plan will be the vision and guide for implementing public housing redevelopment, resident supportive services and neighborhood revitalization in the future. Should a Choice Neighborhoods Implementation grant be available, the Housing Department expects to apply in 2027.

### **Choice Neighborhoods Continued 3**

The Housing Department continues to advance the Byrne Criminal Justice Innovation (BCJI) Program initiative aimed at reducing violent crime, building police-community relationships, implementing youth engagement strategies, providing drug and sex crime education, and domestic violence prevention within the EEC. In partnership with Arizona State University and the Phoenix Police Department, the Housing Department is implementing innovative community-driven, innovative, and evidence-based strategies to address crime and the drivers of crime in the EEC, thanks to a \$1 million BCJI grant awarded by the U.S. Department of Justice. To guide this initiative, the Housing Department formed the BCJI Advisory Council comprised of residents and stakeholders, service providers and City of Phoenix staff representing various departments that serve the EEC. This year, the Housing Department facilitated 27 site based public safety meetings with EEC residents to provide education on safety resources and information. In addition, the department convened quarterly for the EEC-wide Public Safety Community Engagement Team meetings with residents, businesses and other stakeholders to promote active involvement in public safety efforts. The department also relaunched the former Block Watch group to further support neighborhood-based crime prevention and community engagement. Additionally, the department arranged a Law Day event attended by more than 85 local youth, combining fun with educational programming focused on civic engagement and public safety. In 2023, the Housing Department expanded its PHX Housing Connect Program, a city-led digital equity initiative designed to bridge the digital divide for low-income families and seniors. Supported by nearly \$8 million in federal funding from CARES Act, CDBG, and ARPA sources, the program has distributed more than 3,300 devices, including iPads, Chromebooks, and LG tablets with two years of unlimited data to affordable and senior housing residents since 2020. In partnership with Cox Communications, the program also

began delivering free, high-speed Cox internet to 3,746 units across 33 affordable housing sites, helping residents save up to \$720 annually in household expenses. In collaboration with the Institute for Digital Inclusion Acceleration (IDIA), the Housing Department opened two Hive Digital Access Centers in 2023-2024, offering one-on-one tech support, digital literacy classes, and youth tech programming such as coding camps. These centers are staffed by Digital Navigators, including former public housing residents, who now help neighbors gain digital confidence and workforce skills. Recognized as a national model, PHX Housing Connect was featured at the 2024 ConnectHome USA Summit and profiled by Cox Communications as a best practice in closing the digital divide through public-private collaboration.

### **Capital Fund Program**

The City of Phoenix Housing Department utilizes the federal Capital Fund Program (CFP) as a resource for its capital improvement activities in public housing programs. The City of Phoenix received \$3,656,029.00 for the 2024-2025 annual funding grant to help support the approximately 1,077 public housing units in its portfolio. The Housing Department completed the rehab at Pine Towers senior housing community and received certificate of occupancy June 24, 2024. Pine Towers implemented a Rental Assistance Demonstration (RAD) conversion in 2022 and now runs as a Section 8 Project Based Voucher property. Housing also completed a CFP funded capital improvement project at Maryvale Parkway Terrace. The Housing Department utilized CFP funds for the following activities:- AMP 3: A.L. Krohn Demo - \$1,192,283 (CFP 2022/2023), Sidney P. Osborn Demo - \$427,332.50 (CFP 2023).- AMP 5: Maryvale Parkway: Major Rehab \$12,204,738.55 (CFP 2019-2024).- AMP 7: Pine Towers: RAD Conversion \$3,961,770.78 (CFP 2018-2020). Sidney P. Osborn, a former public housing site consisting of 146 units was demolished in preparation for redevelopment of the site using the Choice Neighborhood Implementation Grant. Maryvale Parkway Terrace is a senior public housing property owned and managed by the City of Phoenix Housing Department. The property sits on 2.4 acres and is located at 4545 N. Maryvale Parkway, Phoenix, AZ 85031. The property consists of two main buildings, with a total of 108 one-bedroom units. There is also a community center onsite that has offices, bathrooms, kitchen and common space. The property was built in the early 1970's and has had limited capital improvements completed over the years. The scope of work for the capital improvements includes the complete remodel of all 108 one-bedroom units and community center. Work included all new kitchen and bathroom cabinetry, appliances, interior doors, flooring, all electrical and plumbing fixtures, new supply and waste plumbing, new fan coil and some electrical upgrades. The community center received new paint, flooring, space reconfiguration and windows. Exterior items include the painting of the exterior main building and community center. The project was constructed in two phases due to residents still residing at the property. Scope of work was the same for both buildings. Phase 1: Building A and Community Center. Phase 2: Building B. The work began in April 2023 and was completed in April 2025. The total construction cost was \$12,621,789.33. Funding sources include \$9,621,789.33 of 2019-2024 CFP and \$3,000,000 of CDBG. Project also incurred costs associated with resident relocation, asbestos abatement, elevator repair and project management staff salary time.

## **Rental Assistance Demonstration (RAD)**

Rental Assistance Demonstration (RAD) is a program of the U.S. Department of Housing and Urban Development (HUD) that seeks to preserve affordable housing. The RAD program provides Public Housing Authorities a way to address the backlog of capital needs at public housing sites and stabilize, rehabilitate, or redevelop these properties by converting to long-term Section 8 contracts. Pine Towers converted through RAD in FY 2022-2023 and began rehabilitation. Rehabilitation was completed in FY 2024-2025. Staff has begun working to convert Aeroterra II, a 56-unit mixed income community, and Aeroterra III, a 74-unit mixed income community. Aeroterra II and III are expected to convert in mid 2026 without any rehabilitation of the properties.

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

### **Family Self Sufficiency Program**

The Family Self-Sufficiency Program (FSS) provides long-term case management services to help low-income individuals and families residing in subsidized housing to overcome barriers to self-sufficiency so they can become financially independent. Participants receive education and offer long-term case management services to assist low-income individuals and families residing in subsidized housing in overcoming barriers to self-sufficiency, enabling them to achieve financial independence, training, job training, job coaching, life skills training, and facilitated employment opportunities. They receive assistance with budgeting, homeownership preparation, credit counseling, and referrals to resources available in the community. Highlights for FY 2024-2025: 93 new FSS participants were enrolled being provided long-term case management services to assist low-income individuals and families residing in subsidized housing in overcoming barriers to self-sufficiency, enabling them to achieve financial independence, households were provided with case management; 37 participants completed a financial literacy program; 73 FSS participants attended/completed training/ educational program; 46 participants successfully completed the program and received \$572,062.73 in escrow disbursements; 5 participants purchased a home. Income for FSS graduates combined increased from \$745,659 to \$1,916,620.

### **Service Coordination for Senior and Disabled Housing Communities**

The Senior Housing Program provides housing to over 800 elderly and non-elderly disabled residents in seven apartment communities. Each of these facilities has a Service Coordinator assigned (on site or next door) to assist residents, led by a senior case worker to provide oversight and direction. The Service Coordinator links residents to the necessary supportive services to maximize their benefits, improve quality of life, and help residents to age in place. They assist residents with their day-to-day needs, such as business or medical correspondence, finances, telephone service, emergency food boxes, counseling, transportation, and socialization. Highlights for FY 2024-25, 4,938 Isolation interventions were provided; 1,573 Food boxes/ food box referrals provided (including care boxes) = \$ 57,674 in assistance. 1,261

referrals for healthcare services; 6,640 outreach activities were completed, 2,270 Gregory's Fresh Market produce bags were provided, 68 cleaning boxes were given out, and 358 Standards for Success Assessments were completed.

### **Choice Neighborhoods**

The Choice Neighborhoods People Strategy provides a continuum of high-quality comprehensive services to residents from cradle to grave to improve their overall health, economic, and education outcomes. Grounded in the case management model, public housing residents will be connected to an extensive network of services and programs based on their individual needs to achieve their personal goals and enhance their quality of life. The People strategy for the EEC is designed to provide high-quality, comprehensive services to address and improve the overall economic, education, and health outcomes of residents living in public housing. Highlights for FY 2024-2025: 172 assessments completed, 267 Heads of Household completed a Choice Neighborhoods Survey, 135 residents are employed full or part time at the end of fiscal year 2024, 40 residents obtained new jobs, 104 duplicate youth attended after-school activities, and 58 duplicate youth attended summer programs. There were 716 FIBCO food boxes distributed.

### **Service Coordination for Family Housing Communities**

The Family Housing Affordable Program provides family housing to over 2,400 residents in 10 apartment and single-family communities. The Aeroterra Apartments and Summitt Apartments are served by a 2021 ROSS Service Coordinator, and Henson Village and Symphony are served by a 2023 ROSS Service Coordinator. Highlights for FY 2024-2025 for the two programs combined include 652 health and nutrition services provided; 408 senior residents participated in the Senior Living Walking Club; 987 tutoring services were provided to youth; 98 unduplicated youth participated in Summer Youth Programs. 246 Health Screenings and Consults were conducted.

### **Neighborhood Networks Centers**

The Neighborhood Networks program offers computer and Internet access to residents of senior and family public housing to improve employment and educational goals. This is done by providing online resources, classes, and one-on-one assistance. For employment goals, the program offers job training, resume building classes, and assists with online job searching. For educational goals, the program offers tutoring, enrollment assistance, financial aid, and application assistance. Due to COVID and computers that need to be updated casework staff brought residents in on an as-needed basis; those number are reported in other areas.

### **iWork Program Sustainability**

The 2016 ROSS Jobs Plus Grant, branded iWORK (Improving Work Opportunities and Resident Knowledge), provided low-income public housing residents to secure higher-paying jobs for residents of

the Marcos de Niza (MdN) Community. iWORK assists public housing agencies in developing locally based, job-driven approaches to increase resident earnings and advance employment outcomes through work readiness, employer connections, job placement, and educational opportunities. This grant ended in August 2022. Sustainably services at this site have been continued with a Workforce Specialist, a Caseworker III, a Family Self-Sufficiency Caseworker, a Service Coordinator, a Choice Neighborhoods Caseworker, and a receptionist, as well as Arizona State University (ASU) Bachelor's and Master's level Social Work Students and AARP/SCSEP Senior Community Service Employment Program trainees. Highlights for FY 2022-23: 345 Book Rich Environment books were distributed, 270 FIBCO food boxes were distributed, 73 youth participated in Makerspace and other activities, 63 residents (youth and adults) participated in the Cookie Social, 33 residents participated in the Fall Harvest Pumpkin Carving and Decorating, 28 residents attended the Wash the City clothing Event, and 125 attended the Easter Basket Distribution. As part of the Choice Neighborhoods Planning Grant, PRC (Phoenix Revitalization Committee) has 5 active participants attending more than 10 development sessions as the Marcos de Niza Resident Leadership Council. A resident survey was completed one-on-one in person with MdN households, 262 out of 364 occupied units were surveyed for a 72% response rate. The iWORK Quarterly Partners meetings continue and were rebranded by the participants as the MdN People Partnership. 134 Cleaning Kits via Area Agency on Aging were distributed to Seniors. The Service Coordinator and Case Manager have assisted in 58 LIHEAP (Low Income Home Energy Assistance Program) applications submitted via the State of Arizona Department of Economic Security.

### **Aeroterra EnVision Center**

In October of 2018, the Aeroterra Community Center was officially designated as a HUD EnVision Center. The EnVision Centers demonstration is premised on the notion that financial support alone is insufficient to solve the problem of poverty. Intentional and collective efforts across a diverse set of organizations are needed to implement a holistic approach to foster long-lasting self-sufficiency. EnVision Centers provide communities with a centralized hub for support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership. The official designation ended in October 2022; however, the services continue at this center and satellite sites. Highlights for FY 2024-25, 17,888 visits to the center and satellite sites; along with 3,268 visit to the HIVE, 7,643 unduplicated Case Management and Employment Assistance services were provided; 455 Health Services provided, 267 Naloxone Kits were distributed, 967 Youth served in youth programs; 6,665 individuals were provided with Food Boxes from St. Mary's mobile pantry, FIBCO Family Services, and Diana Gregory fresh produce; 6,144 Kids Cafe Meals have been provided and residents completed Financial Management classes.

## **Section 32**

Section 32 Public Housing Homeownership Programming 2005, the US Department of Housing and Urban Development (HUD) approved a Section 32 Plan which allowed the Housing Department to sell 50 of its single-family homes to low-income families (at or below 80 percent of Area Median Income), particularly those in the Housing Department Scattered Sites and Family Self Sufficiency programs. In 2015, HUD approved expanding the Program by an additional 50 homes. The Department requested an additional expansion allowing for 299 homes to be sold, which was approved in August 2016. The Housing Department currently owns 114 Scattered Sites single-family homes. As homes become vacant and are already designated for the Section 32 Program, they are rehabbed and sold at the appraised value with a 20% discount in the form of a loan forgivable over ten years. Down payment and closing cost assistance of up to \$6,000 is available to current residents who purchase the home they currently reside in. Additional down payment and closing cost assistance from the Federal Home Loan Bank of San Francisco, known as WISH or IDEA, may be available in the form of a 4:1 match up to \$30,000 to qualified purchasers and as long as funds are available. Homeownership and Financial Fitness classes are provided and required. The Housing Department has sold 233 Section 32 homes since June 2009, with ten (10) sold in FY2024/2025.

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

Phoenix is not a troubled PHA.

## **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)**

In June of 2020, the Phoenix City Council unanimously approved the first-ever Housing Phoenix Plan (HPP). As the fifth largest city in the nation, this initiative works to address our many housing needs and recommends innovative, solution-oriented policies to create a better Phoenix for all.

The Housing Phoenix Plan documents the findings of the city's Affordable Housing Initiative, which launched in 2019 with the goal of completing a housing needs assessment and establishing policy recommendations to address the city's current housing challenge. Through extensive research and community outreach, the plan identifies the community's housing needs, documents the housing gap, compiles nationwide best practices, and recommends the following nine policy initiatives to reach the goal of creating a stronger and more vibrant Phoenix through increased housing options for all:

1. Prioritize New Housing in Areas of Opportunity  
Scoring criteria to analyze where multifamily housing projects align with City objectives
2. Amend Current Zoning Ordinance to Facilitate More Housing Options  
Affordable Housing Developer Incentives  
Update Zoning Ordinance to Expand Housing Options  
Expand the Walkable Urban Code  
Add Table
3. Redevelop City-Owned Land with Mixed-Income Housing
4. Enhance Public-Private Partnerships and Increase Financing
5. Building Innovations and Cost-Saving Practices  
Assigned Development Assistance Teams  
Affordable Housing Advocacy  
Reduced Planning and Permitting Fees  
Infrastructure Program  
Ongoing research
6. Increase Affordable Housing Developer Representation
7. Expand Efforts to Preserve Existing Affordable Housing Stock  
Strategic Acquisitions  
Community Land Trust Program  
Implement Landlord Incentives  
Expand Rental Rehabilitation Program
8. Support Affordable Housing Legislation
9. Education Campaign

Phoenix has experienced consistent population growth which has outpaced the growth of the housing market. In 2024, an updated housing needs assessment and gap analysis was conducted in partnership with Bloomberg Associates. This assessment showed that Phoenix's population growth has accelerated, while housing production has slowed from 19% growth in 2000-2010 to 7% growth in 2010-2020. The assessment also found that as of 2021, there was a gap of approximately 44,000 units that would be affordable to extremely-low and very low-income households (defined as earning below 50% of the Area Median Income). This unit count increases to 59,000 when considering units that are not only affordable to this population, but also available. The Housing Phoenix Plan also established a goal to create or

preserve 50,000 housing units before 2030, and the City reached that goal in December of 2024. According to compiled data, as of June 2025 more than 59,000 housing units have been created or preserved since the Affordable Housing Initiative launched in 2019. Even though the 50,000 unit goal has been reached, staff will continue to encourage the creation of housing units through initiatives, and continue tracking progress.

Outside of the initiatives mentioned above the following programs and incentives are available to help mitigate barriers to affordable housing development.

### **Zoning Ordinance/Development Standards**

Regulations contained in the Zoning Ordinance regulate the use of land on private property. Some of these regulations add to the cost of construction of affordable housing. Through Initiative 2, the City of Phoenix continues to explore amendments to support the development of affordable housing. For example, the Walkable Urban Code provided density bonus incentives to encourage the development of affordable housing only within designated transit corridors. The Housing Phoenix Plan aimed to expand these incentives, and in February 2022 the Phoenix City Council approved a Zoning Code Text Amendment that expanded the Walkable Urban Code to additional transit-oriented communities within the City and in January 2024 approved an amendment to reduce parking requirements for multifamily development dependent on scope. In addition, the City has approved text amendments to allow accessory dwelling units, encourage expansion of mobile homes, and to support multifamily residential development and adaptive reuse. The City has also initiated multiple text amendments to address an affordable housing incentive framework, middle housing, and strategic density all with the goal of helping support more affordable housing development.

### **Development Process**

Rezoning approvals, when needed in the development process for the City of Phoenix, can take as long as 4 to 6 months to obtain. In addition, all proposed multifamily residential development activities must obtain site plan approval and building permit approval. Site plan approval is needed before building permits can be obtained. The City also has a Minor Residential Review process that, depending on the development proposal, could make the process move faster. If the change requires only a minor review and all site issues (i.e., lot divisions, subdivision plats) have been resolved along with approved required improvement plans, then the process could take one to three weeks to complete. The City also hosted a design competition for ADU standard plans, and the winners were announced in December 2024. Soon, these pre-approved plans will be available for residents at no cost.

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

Phoenix completed the following actions to foster the removal of barriers to affordable housing production:

- The City initiated a modification to its Underwriting Guidelines and Rent Limits to ensure compliance with HUD requirements while also achieving balanced affordable housing throughout the community.
- The City of Phoenix works with tenants and landlords to increase their knowledge of tenant and landlord rights and responsibilities. The City of Phoenix Neighborhood Preservation Ordinance and Code Enforcement Inspectors respond to complaints of blight and slum-designated properties to remedy the violations.
- As part of Initiative 3 of the Housing Phoenix Plan, the City Council approved a list of city-owned property to designate for future affordable and mixed-income housing. The City has issued and awarded multiple Requests for Proposals (RFP) and one Request for Information (RFI):
- A co-located senior affordable housing project adjacent to an existing senior center;The City has also issued and awarded an RFP to redevelop three city-owned parcels for affordable housing. .A mixed-use, mixed-income multifamily development in MidtownA two-parcel development featuring eight townhomes dedicated to homeownership opportunities.A two-parcel development designed for single-family homeownership opportunities.An RFI to explore the redevelopment of an existing affordable housing siteThe City is also working on additional active RFPs for disposition and development of affordable homeownership and rental opportunities. There are plans to issue multiple RFPs for other city-owned property on the HPP list in the next year.

### **Actions Taken to Address Obstacles to Meeting Underserve Needs**

In order to overcome barriers that lower-income homebuyers face trying to accumulate sufficient funds to purchase housing, the Housing Department utilizes federal and local funding for down payment, closing costs, soft second loans, and acquisition and rehabilitation homeownership activities. Through these funding sources the Housing Department assisted four low- and moderate-income homebuyers to purchase homes through homeownership programs such as, the Open Doors Homeownership Program and 10 households through the Section 32 Homeownership Program. In addition, the City allocated American Rescue Plan Act funds in June 2022 towards establishing a Community Land Trust (CLT) program to further assist in opportunities for purchasing quality housing at affordable prices. The RFP for the program was issued and the CLT administrator was awarded \$5 million in June 2023. The Community Land Trust administrator is in the process of purchasing and rehabilitating 25 homes that will be sold to low-income first time buyers. As of June 2025, 8 of the 25 homes have been resold to income-eligible households.

### **Supply of Affordable Housing is Well Below the Need Expressed in the Community**

The City works with nonprofit and for-profit agencies to develop affordable rental housing. The Housing Department has assisted with the new construction or acquisition and rehabilitation of affordable rental housing during the reporting period. The Housing Department has continued to focus on new construction or acquisition and rehabilitation of multi-family housing and the redevelopment of public housing, using a variety of funding sources. Production of New Units: 641 units were created through

the development of new multifamily housing communities. Rehabilitation of Existing Units: The City of Phoenix Housing Department, Affordable Housing Division rehabilitated 90 affordable housing units; all of which were units of existing affordable multifamily rental housing serving the homeless. In June 2022, Phoenix City Council approved an allocation of American Rescue Plan Act funds to aid in the creation or preservation of affordable units. The RFP for the program was issued and four affordable housing developers were awarded a portion of the available \$6 million in June 2023. To date, there are a total of 106 ARPA-funded units in the process of being created or currently rented.

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

Through a grant from the US Department of Housing and Urban Development (HUD) and the Office of Lead Hazard Control and Healthy Homes, the City of Phoenix operates the Lead Safe Phoenix program. Lead Safe Phoenix is a no cost program that aims to reduce childhood lead poisoning by creating lead-safe housing. Eligible homes are assessed for lead-based paint hazards, and if hazards are found they are addressed to promote the family's health and safety.

This program is available to Phoenix families who meet the following criteria:

- The family lives in a single-family home or a small apartment building that was built before 1978.
- There is a child under six years old or a pregnant woman living in the home, or there is a child under six years old who visits the home frequently.
- The household income meets the Federal guidelines as provided by HUD.

During FY 2024-2025, 12 homes were found eligible for the Lead Safe Phoenix program with two of those homes receiving lead-based paint remediation and two homes awaiting remediation services. In addition to addressing lead-based paint hazards the program also addresses minor health and safety concerns. The Lead Safe Phoenix home rehabilitation procedures begin with assigning Environmental Protection Agency (EPA) certified lead-based paint risk assessors to perform lead inspections and lead hazard risk assessments on eligible properties. Homes with identified lead-based paint hazards are also tested for radon gas by certified radon measurement professionals. EPA certified housing rehabilitation specialists prepare scopes of work and monitor all work performed, and EPA certified lead abatement contractors remediate lead-based hazards found at the properties. If necessary, residents are temporarily relocated until lead hazards have been successfully remediated from the home. The City of Phoenix has administered the Lead Safe Phoenix program for more than 20 years and looks forward to creating additional safe and healthy homes.

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

The City of Phoenix Volunteer Income Tax Assistance (VITA) Program continues to educate the general public regarding changes in Federal tax law. In 2024-2025, VITA staff continued their efforts to promote awareness and education about the Earned Income Tax Credit campaign and the availability of free tax-

filing services through promotional materials, media alerts, and public forums. Staff distributed a broad range of informational materials, in both English and Spanish, through community groups that interact daily with low to moderate-income residents. Major utility companies and local corporations also assisted in distributing information to residents in the Phoenix area. In addition to routine outreach efforts to the general population, the campaign included seven target groups: low-income seniors, monolingual Spanish-speaking residents, persons with disabilities, people experiencing homelessness, military veterans, refugees, and Native American residents.

Based on regular tax season results compiled by the IRS, campaign highlights include services to 4,456 households who received more than \$4.8 million in federal tax refunds. Services were provided at 14 free tax preparation sites managed by the City of Phoenix and associated community partners. Three hundred and eight volunteers donated a total of 12,960 hours. The City's VITA Program also offers free back-year tax preparation services from May through October at four geographically dispersed sites. The VITA Program continues to provide Facilitated Self-Assistance (FSA) services, allowing taxpayers to prepare their tax returns while having a certified VITA Tax Preparer available to answer tax law questions. A total of 440 FSA returns were completed during the past tax season, resulting in \$733,400 in refunds.

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

The City continues to partner with its public nonprofit and private entities to develop community driven and supported institutional structures which further enhance and create resiliency for long-term affordable housing needs and issues. The City also works with the Continuum of Care to address homeless and supportive housing issues.

In 2020, the City of Phoenix adopted the Strategies to Address Homelessness Plan, resulting in the creation of a Task Force to prioritize and provide ongoing feedback on the City's efforts to deploy the Plan. The 18-member Task Force, comprised of neighborhood leaders, service providers and homeless advocates, made recommendations to the City Manager in the categories of Outreach and Resources, Shelter, Affordable Housing, Permanent Supportive Housing, Eviction Prevention, Neighborhoods, and Encampments. The City has since made significant strides in its efforts to address homelessness and find innovative solutions and has continuously worked to achieve goals established for each strategy. By Program Year 24-25, the City achieved all goals set in the plan and has begun work on a new strategic plan.

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

The City's Housing Department conducts regular public forums to receive input from private and nonprofit housing developers in addition to providing community members information on the need for affordable housing. An affordable housing advocate assists developers navigate the City's development process and an email list has been established to communicate with the housing community on any

updates, regulatory changes, available funding for housing development and public meetings related to housing development or services. Additionally, the Housing Supportive Services (HSS) team has established a Coalition of Service Providers, a group of non-profit social service providers, to help connect low-income residents to services and resources. See also CR-30, Actions taken to encourage public housing residents to become more involved in management and participate in homeownership, for additional coordination between the public housing authority and social service agencies.

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

The Equal Opportunity Department (EOD) took the following actions to increase awareness of Fair Housing Laws within the City. The City partnered with the Southwest Fair Housing Council (SWFHC) to conduct monthly fair housing workshops that are free and eligible for CEU credit for REALTORS. The training was geared toward the general public, HOA members, REALTORS, leasing agents, and property management professionals. SWFHC also refers potential complainants to EOD to ensure that their concerns are triaged and investigated, as needed. EOD also participated in a variety of community events throughout the year to provide outreach and/or training, as well as radio and television interviews, and social media posts to increase awareness of fair housing. The City continues to receive complaints based on source of income, which was added as a protected basis in March 2023. This expands EOD's authority to investigate discrimination due to an applicant's source of income; including child support, spousal support, foster care subsidies, rental assistance, security deposit or down payment assistance, income derived from social security or disability insurance, veterans' benefits, housing choice vouchers (section 8), and other forms of governmental assistance. EOD also attends the Housing Choice Voucher Landlord Open House annually to provide fair housing information to landlords in attendance. EOD continued to partner with the Phoenix Police Department's Crime-Free Multi-Housing Unit. This unit conducts 6.5 hour training classes for landlords, REALTORS, property management employees and the general public each quarter. In the seminars, EOD offers Fair Housing training covering topics such as sexual harassment, criminal background policies, source of income discrimination, and various topics concerning disability discrimination. The seminars include other City partners who provide information on various subject matters including landlord and tenant law, interacting with persons experiencing mental health crises, crime prevention and reporting, and recognizing drug activity. EOD also serves on the Planning and Development Department's Zoning Disability Accommodation Committee (ZDAC). This committee includes directors from the Equal Opportunity, Neighborhood Services, and Planning and Development departments, as well as group home providers and professionals, a legal consultant, and City of Phoenix residents. ZDAC reviews requests for zoning disability accommodation to ensure compliance with the City's zoning ordinance for group homes to be allowed in residential neighborhoods. EOD advertised fair housing month events on the city website, city calendars, and social media. Annually EOD provides fair housing information for Spanish speakers during a regional Telemundo Phone Bank. During the year, EOD staff attended housing trainings offered through the HUD-sponsored National Fair Housing Training Academy, as well as other national training and conferences, and online webinars.

## **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**

### **CDBG Monitoring Procedures**

CDBG projects are monitored for compliance with federal regulations and timely implementation through a cost reimbursement system, monthly reports, desk monitoring and site visits, or yearly audits. Reimbursements to contractors are based on monthly or periodic submission of financial statements and progress reports. The financial statements are reconciled by City staff for accuracy, eligibility, reasonableness of expenses, and proper use of funds based on award. Progress reports are checked to assure measurable progress is made to achieve the goals and objectives stated in the subrecipient/ City department contract or memorandum of agreement. CDBG project orientations are conducted at the beginning of each year with subrecipients, which assures awareness of contract/ memorandum of agreement required performance measures, applicable regulations, program goals, and reporting requirements. Manuals, forms, and risk assessment/site visit review checklists have been developed to support monitoring functions, provide relevant technical assistance, and assure program progress. Training on billing procedures for reimbursements and the importance of regular monthly reporting is provided at all pre-contract orientations. During the contract period, NSD staff provide technical assistance to address issues that arise, and subrecipients are required to submit monthly financial status and progress reports. This ensures issues identified are addressed in a timely manner. Subrecipients who fail to submit reports in a timely manner received an email and certified letter requesting corrective action and updated timelines. Finally, a CDBG financial report is prepared monthly by fiscal staff using the City's accounting system, SAP. This report is used to monitor timely implementation of projects within the budget.

### **Home Monitoring Procedures**

The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing related services are being delivered in accordance with HOME Program requirements including Davis Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the City, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested..

HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations. When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Any findings

that result from monitoring have follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include but are not limited to risk assessment, compliance with rent limits, review of supporting documentation for income eligibility, property visits and review of expenditures and income.

### **HOPWA Monitoring Procedures**

The Project Sponsors receiving HOPWA funding are required to submit monthly reports on persons served. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery. Monthly invoice reviews occur to ensure accuracy and that only allowable expenses are charged to the program. The Housing Department generates a monthly HOPWA financial report detailing funds committed and expended. This assists staff with reconciling IDIS entries with the City of Phoenix's financial system. The Housing Department uses a series of forms, analysis, desk and site visit audits to assist its monitoring functions, provide relevant technical assistance and to ensure that funds are being spent to meet both City and national HOPWA program objectives. The Housing Department will continue utilizing existing monitoring processes and create new monitoring initiatives as applicable to ensure state laws are upheld, federal program compliance occurs, and funds are utilized in accordance with regulations.

### **ESG Monitoring Procedures**

conducted to verify the scope of work for each contract is carried out in accordance with funding regulations and provisions of the contract, and to verify proper use of funds. City staff conduct budgetary reviews to ensure expenditures are on track for the fiscal The City of Phoenix Human Services Department (HSD) and Office of Homeless Solutions work closely with organizations that receive federal, state and local funds to ensure funding is used appropriately and effectively. Prior to the beginning of the contract period, HSD staff provide annual Contractor Orientation training whereby a comprehensive overview of general expectations, deadlines, submission requirements, and grant guidelines is provided. Contractors are provided with copies of the presentation and examples of necessary reports as a reference throughout the fiscal year. Contractors submit monthly invoices to receive payment for contracted services provided. Per the scope of work and contract agreements, contractors provide monthly performance metrics reports relative to delivered services and program categorization. A monthly desk review of fiscal and programmatic reports is year, and staff review program performance reports, which are submitted with monthly invoices, and discuss barriers to service provision if necessary. Staff assist with budget modifications and/or contract amendments at the request of the contractor to ensure budget expenditures remain valid and on target.

Technical assistance is provided on an as-needed basis and allows the contractor to receive additional one on one support with addressing their target populations. Annually, City staff conduct a risk analysis to determine the contractors that are selected for monitoring. Concurrently, a contracted provider conducts a third-party financial review of billing invoices, expenditures, and staff files. After a monitoring review is closed by OHS and HSD, Contractors are provided a written summary of the

findings or concerns and any corrective actions that must be taken and provided applicable technical assistance when necessary.

**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.**

The Neighborhood Services Department takes the lead on organizing public meetings and advertising for public comment on the performance reports for the Annual Action Plan, Consolidated Plan, and Consolidated Annual Performance Evaluation Report and any subsequent amendments to the respective plans. The City's fiscal year 2024-2025 CAPER report was available to the public on Tuesday, August 26, 2025, through Tuesday, September 9, 2025. Advertisements were placed in local newspapers such as the Arizona Republic, Arizona Business Gazette, Arizona Informant, and La Voz. The public was notified on August 7 – August 13, 2025, that a copy of the performance report would be available until September 9, 2025. Additionally, the city held its public meeting on August 28 at Emmett McLoughlin Community Training educational center. A copy of the presentation is attached to this submission. City staff sent out a notice to the general public through listservs that contain email addresses of interested parties (neighborhood groups, non-profit organizations, housing developers, faith-based organizations, and community stakeholders) and the draft report was posted on a designated City website. Physical copies of the draft were made available at the city of Phoenix's Burton Barr Library, which is centrally located, and accessible via the light rail and bus.

**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.**

The City continues to focus on accomplishing the primary goals set forth in the Consolidated Plan and Annual Action Plans. Any changes or modifications to the CDBG program would occur as a result of changing community needs identified by requests and comments made through the public process, through our community budget process meetings, or as a result of program evaluation, or a combination of all. Through these processes, it was identified that the need for more affordable housing and homeless housing, services, and prevention continues to be a high priority. The City will continue to add affordable rental units and strengthen neighborhoods through homeownership and housing rehabilitation services while supporting programs that assist Phoenix’s most vulnerable population and continue to work with developers, non-profit organizations and housing counseling agencies to provide affordable in-fill projects for low- and moderate-income families.

**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 24 CFR 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 24 CFR §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.

During the reporting period, the city of Phoenix Housing Department conducted annual inspections on 78 projects under contract providing affordable rental units under the HOME Program. These properties represent 1355 affordable units, 378 of which are reserved as HOME units. HOME properties monitored in the last reporting period were generally compliant and required only general maintenance corrections. Any findings as a result of monitoring are included in follow-up monitoring until all appropriate actions are taken to resolve the issue(s). Monitoring responsibilities include compliance with rent limits, review of supporting documentation for income eligibility, outreach to minority businesses, review of expenditures and outcomes, and compliance with city of Phoenix Minimum Property Standards.

The City monitors all HOME Program activities in accordance with HUD regulations to ensure that housing and housing-related services are being delivered in accordance with HOME Program requirements including Davis-Bacon wage requirements and Section 3. Specifically, HOME requires that funds be used to provide housing and housing-related services for low- and very-low-income residents; that any housing produced with HOME funds meet quality standards and is decent, safe and sanitary; and that the housing opportunities created with HOME funds are available and affordable for specific periods of time. In the City, affordability periods can be up to forty years depending on the type of project and amount of HOME funds invested.

The Housing Department has updated its Monitoring Policies and Procedures Manual for recipients of HOME Program funds. The manual is designed to provide guidance to HOME Program participants to assist them in maintaining

- (1) program and project records;
- (2) records pertaining to rents, tenant income and affirmative fair housing guidelines throughout the affordability period; and
- (3) compliance with minimum housing quality standards for safe, decent, and sanitary housing. HOME Program recipients are responsible for compliance with all amendments and updates to the federal HOME Program rules and regulations.

## Monitoring

When a HOME project is selected for monitoring and review, Housing Department staff contacts the property owner before the scheduled visit. Staff schedules an initial monitoring visit of multi-family projects within the first year of project completion to review tenant files; property management and financing viability; marketing procedures; tenant selection criteria; rent and occupancy records, and project financial reports. After the initial visit, staff schedules the first monitoring review. The following 78 projects were inspected during this FY :

- Homeless Youth CS / Mary Ellen's Place
- Missouri Crossing Apts.
- 1160 E. Dunlap Avenue Dunlap Duplex
- Matthew Henson III
- Matthew Henson IV
- Carefree on North Central
- 29 Palms
- Village Square Apartments
- Rehoboth Place
- Roosevelt Commons Apts.
- Reserve @ Thunderbird I
- Paradise Palms I
- Paradise Palms II
- Coral Canyon Apartments
- Casa Mia Apartments
- Casa de Paz IV - Sunland Terrace
- Topaz Pointe Apartments (aka Coral Pointe)
- Sunrise Circle
- Renue Downtown
- Peoria Place
- Casa Pedro F. Ruiz Apts. (formerly Fillmore Haciendas)
- Encore on Northern
- Rosewood Court I
- Rosewood Court II
- Trellis at Mission
- Northern Gardens I
- Vista Village
- NAFI Transitional Hsg. Apts
- NAFI Transitional Hsg. Pinchot Gardens
- FQ Story Apartments
- FQ Story Apartments, #2
- Mustang Villas

- Whispering Pines (Arborwood)
- PSA Afford. (Vista Villas)
- PSA Vista
- Sahara Luna
- West Eleventh Apts./ Cochise Garden
- Madison Gardens Apartments
- Rehoboth II
- Ocotillo Apartments
- Harmony at The Park I
- Saquaro Ki
- Valleylife - 4 group homes
- Sunrise Vista
- 4706/4708 N. 9th Street
- Indigo Pointe
- Toby House
- Paradise Shadows
- The Lofts at McKinley
- Acacia Heights Apartments
- Avalon Villas
- 19 West (formally known as 19 North)
- Valleylife - 40th Avenue home
- Valleylife - Lane home
- Valleylife - Larkspur home
- Valleylife - Marconi home
- Valleylife - 16th Avenue home
- Valleylife - 6th Place home
- Mesquite Terrace Apts
- Urban Living on 2nd Avenue (UL2)
- Halle House
- Chrysalis Shelter Addition
- Catherine Arms (assignment)
- Sojourner Ctr. Transi. Ph. I Fillmore Commons
- Sojourner Ctr. Transi. Ph. II Fillmore Commons
- Fillmore Place
- Villa Davis
- House of Refuge – Transitional
- House of Refuge – Transitional
- Hacienda at Sunnyslope
- Urban Living Fillmore
- Water Song fka Doves (Senior D/V Transi.)

- Paseo Abeytia Apts. (formerly Roeser Haciendas)
- Corazon
- Vista Colina
- Encanto Pointe
- Devine Legacy on Central
- Vineyard Estates

**Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 24 CFR 91.520(e) and 24 CFR 92.351(a)**

Most organizations utilized more than one method of advertising to meet the affirmative marketing requirements. Some agencies distributed flyers to the businesses, schools, and churches in the surrounding neighborhoods, as well as advertising in various newspapers. The majority of multifamily apartment complexes advertised in a monthly publication called For Rent.

The affirmative marketing effort of agencies utilizing HOME funds has been sustained from the previous fiscal year. The agencies have continued their outreach to inform the public of their programs by the use of public information opportunities. Agencies that maintain a high occupancy of their HOME units, find it very expensive, as well as unnecessary, to advertise their units when none are available. Due to the high cost of newspaper advertising, placing ads on an ongoing basis in area newspapers has a limited benefit and makes this type of affirmative marketing undesirable for most agencies.

The City has encouraged small facilities to put a vacancy/no vacancy sign with the name of the facility, a phone number, and an equal housing opportunity logo where it is visible to the general public. The outreach is not only utilized during the development or rehabilitation of the units but continues to be utilized for the maintenance of the properties.

**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**

HOME Program income is generated from installment payments and payoffs on loans for both single family homeownership and multi-family rental projects. This fiscal year HOME Program Income Expended: \$776,268.23 from 2020-2024 Program Income, Recapture and Program Administration. Mustang Villas and the Harmony at the Park I projects utilized recapture funds and program income.

**Describe other actions taken to foster and maintain affordable housing. 24 CFR 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 24 CFR 91.320(j)**

During the reporting period the Housing Department funded 645 completed affordable housing units and with HOME expenditures of \$5,675,107.12 (not including program administration costs). The City

has leveraged these HOME Program commitments of federal funds with low-income tax credits, State of Arizona funds, Federal Home Loan Bank Affordable Housing Program funds, and private lender financing. Six hundred forty-one (641) units completed were assisted through the Multi-Family Rental Housing Program, while four were completed through down payment assistance to a low-income homebuyer.

### **HOME Funded Multi -Family Rental Housing Projects**

25th @ Bell continued construction of a 53-unit multi-family housing project with 11 HOME units set aside for very low-income households at or below 40% AMI. In June of 2022 the property burned to the ground, it was determined to be arson. The project developers identified alternate funding sources and the project is currently under construction. Project completion is expected in early 2026. Mesquite Terrace constructed a 297-unit multi-family housing project with 11 HOME units set aside for low-income veterans. The project completed in FY2024-25. Pueblo Apartments continued construction of a 161-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% AMI. Osborn Pointe completed construction of a 48-unit multi-family housing project with 22 set aside units for very low-income households who are homeless. Reserve at Thunderbird Phase II completed construction of a 134-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% AMI. Acacia Heights II completed construction of a 66-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% AMI. La Esperanza (formerly Bret Tarver Terrace) completed construction of a 96-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% AMI. Garfield II continued construction of a 60-unit multi-family housing project with 11 set aside units for very low-income households with disabilities. Residences at Falcon Park continued construction of a 192-unit multi-family housing project with 5 set aside units for very low-income households at or below 30% AMI. Glendale Apartments is under construction of a 45-unit multi-family housing project with 11 set aside units for senior families with income at or below 40% AMI. Phoenix Scholar House is under construction of a 56-unit multi-family housing project with 9 set aside units for very low-income households at or below 40% AMI. Acacia Heights III is under construction of a 68-unit multi-family housing project with 11 set aside units for very low-income households at or below 40% AMI. Memorial Towers began construction of a 153-unit rehabilitation project where 11 units are designated as HOME Set-aside units. The HOME units will serve elderly individuals whose income does not exceed 40% AMI. UMOM New Day Centers completed the expansion of their non-congregate Family Emergency Shelter by converting existing office space into 20 additional units located in one residential building. The project was completed in October 2024 and serves HOME-ARP Qualifying Populations.

## CR-55 - HOPWA 91.520(e)

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

Table for report on the one-year goals for the number of households provided housing through the use of HOPWA activities for: short-term rent, mortgage, and utility assistance payments to prevent homelessness of the individual or family; tenant-based rental assistance; and units provided in housing facilities developed, leased, or operated with HOPWA funds.

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	90	80
Tenant-based rental assistance	160	186
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	40	40
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	130	145

Table 14 – HOPWA Number of Households Served

### Narrative

The goal of the City of Phoenix Housing Department Housing Opportunities for Persons With AIDS (HOPWA) program is to provide housing and supportive services for HOPWA eligible clients. During last fiscal year, the HOPWA program supported nine different housing and supportive services activities through two nonprofit Project Sponsors, the City of Phoenix Human Services Department and one City of Phoenix subcontractor. During the FY, a total of 1063 unduplicated households living with HIV/AIDS were assisted. The following includes the number of services provided by each HOPWA program activity (includes duplicated households):

- 186 households benefited from Tenant-Based Rental Assistance (TBRA)
- 145 households benefited from Tenant-Based Rental Assistance (TBRA) Supportive Services
- 80 households received Short-Term Rent, Mortgage and Utility (STRMU) Assistance
- 40 households received Permanent Housing Placement (PHP) assistance
- 145 households benefited from Transitional Housing leasing and operating assistance
- 145 households benefited from Transitional Housing Supportive Services assistance
- 279 households were assisted by the Housing Information Services program
- 21 households were assisted by the Housing Advocacy program
- 219 households were served by the Employment Services program

## **Program Improvements**

The Housing Department interacts with service providers via email, phone calls, meetings and trainings. Ongoing technical assistance is provided to streamline and improve protocols and frequent meetings occur with Project Sponsors to enhance communication. Program policies and procedures are generally updated on an annual basis as well as applicable documents utilized by Project Sponsors. A strong focus has been placed on the needs of the HIV/AIDS community due to the City of Phoenix Fast Track Cities Initiative. This initiative has Phoenix City Council support and addresses issues of stigma, testing, viral suppression, education and community outreach. Committee and subcommittee meetings occur on a regular basis to address the needs of the HIV/AIDS community with goals of there being zero stigma and discrimination; 90% of people living with HIV (PLHIV) knowing their status; 90% of PLHIV who know their HIV-positive status being on antiretroviral therapy (ART) and 90% of PLHIV on ART achieving viral suppression. As of July 1, 2023, the Short-Term, Rent, Mortgage and Utility (STRMU) Assistance and Permanent Housing Placement (PHP) programs transitioned to the City of Phoenix Human Services Department (HSD). The benefit of this transition is that HSD has staff capacity to provide case management services to clients and the worksite has multiple resources available to clients. In December 2024, the facilitation of the STRMU and PHP programs was streamlined through the funding of one full-time employee instead of assigning cases to many different HSD caseworkers. All administrative, management and any additional caseworker staff time needed to support the program is being leveraged to allow for more funding to serve clients financial needs. Additional units were secured for the Transitional Housing program to accommodate a trend of larger families needing these housing services.

## **Coordination and Planning Efforts**

The Housing Department maintains communications with service providers and advocates throughout the year. Additionally, the Housing Department has been in collaboration with the 90-90-90 Fast Track Cities Initiative by both attending the Ad Hoc Committee meetings and making presentations. Some of the HOPWA funded Project Sponsors are committee members as well. Staff provided a presentation on current HOPWA program information during the annual Ryan White Priority Setting and Resource Allocation (PSRA) meetings and attend national housing coalition meetings. The city of Phoenix Housing Department was a partner of the HIV Housing Community of Practice coalition that met monthly. Attendees included providers serving the HIV/AIDS community statewide.

## **Barriers Encountered**

The National Low Income Housing Coalition reports in *The Gap 2025: A Shortage of Affordable Homes* that there is a need for housing options for low-income households in the Phoenix metropolitan area. This report shows an affordability gap of 131,596 households at or below 50 percent of the Area Median Income (AMI). Barriers identified by HOPWA providers include the following:

- Lack of affordable housing
- Lack of a centralized resource database with current housing resources
- Long waitlists for transitional and permanent affordable housing
- Lack of affordable or free legal services to assist with landlord/tenant matters
- Interpersonal conflicts between roommates
- Substance abuse issues
- Mental health issues
- Poor credit and rental history
- Criminal history
- Lack of reliable phone services
- Lack of reliable transportation
- Clients do not always follow through on completing documentation requirements and attending scheduled appointments
- Clients do not always follow through on employment opportunities
- TBRA clients having difficulties being accepted for units
- Decreased employment opportunities due to a reduction of temporary agencies hiring and hospitality work being limited due to a decrease in tourism
- Hiring and staffing challenges

## **Selection of Project Sponsors**

Project Sponsors submitted proposals for a new Request for Proposals (RFP) in March 2023. Project Sponsors were selected through this RFP process in which experience, methodology and capacity were among criteria considered during the evaluation process. New housing and supportive service contracts began on July 1, 2023. Prior to the issuance of the most recent RFP, community outreach occurred to all agencies providing HIV/AIDS services to inform of the upcoming RFP.

## **HOPWA Program Monitoring**

The Project Sponsors receiving HOPWA funding are required to submit monthly reports on persons served. All invoices are submitted with back up information that details hours worked in support of the program and direct costs associated with program delivery. Monthly invoice reviews occur to ensure accuracy and that only allowable expenses are charged to the program. The Housing Department

generates a monthly HOPWA financial report detailing funds committed and expended. This assists staff with reconciling IDIS entries with the City of Phoenix financial system. The Housing Department uses a series of forms, analysis, desk and site visit audits to assist its monitoring functions, provide relevant technical assistance and to ensure that funds are being spent to meet both City and national HOPWA program objectives. The Housing Department will continue utilizing existing monitoring processes and create new monitoring initiatives as applicable to ensure state laws are upheld, federal program compliance occurs, and funds are utilized in accordance with regulations.

### **Displacement**

There were no HOPWA participants displaced during FY 2024-25.

### **Slow Moving Projects**

The FY 2024-25 HOPWA Program does not have any slow-moving projects.

## CR-58 – Section 3

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

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	0	4	0	0	0
Total Labor Hours	0	380,362			
Total Section 3 Worker Hours	0	51,111			
Total Targeted Section 3 Worker Hours	0	25,751			

**Table 15 – Total Labor Hours**

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers		3			
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.		2			
Direct, on-the job training (including apprenticeships).					
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.					
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).					
Outreach efforts to identify and secure bids from Section 3 business concerns.					
Technical assistance to help Section 3 business concerns understand and bid on contracts.					
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.					
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.					
Held one or more job fairs.		1			
Provided or connected residents with supportive services that can provide direct services or referrals.					
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.					
Assisted residents with finding child care.					
Assisted residents to apply for, or attend community college or a four year educational institution.					
Assisted residents to apply for, or attend vocational/technical training.					
Assisted residents to obtain financial literacy training and/or coaching.					
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.					
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.					
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.					
Other.					

**Table 16 – Qualitative Efforts - Number of Activities by Program**

## **Narrative**

During this time Housing staff from the Supportive Services Section of the Housing Department held in person hiring events where Section 3 information was provided.