

AP-05

Introduction

The Town of West **Hartford's 2024** Annual Action Plan follows the same guidelines and objectives as outlined in its 2020-2024 Consolidated Plan for Housing and Community Development Programs submission.

The Town of West Hartford's 2020-2024 Consolidated Plan was developed in accordance with 24CFR Part 91, which contains the final rule for consolidated submissions of the planning and application aspects of the Department of Housing and Urban Development's (HUD) Community Development Block Grant (CDBG) formula program with the requirements for the Comprehensive Housing Affordability Strategy (CHAS).

A key component of the Five-Year Strategy is the coordination provided by the central administration in the Department of Social Services. This effort results in an efficient leveraging of other Town and State resources to address identified needs. Past experience has shown that collaborative efforts between the Town and local housing and community development non-profits and service providers have been a cost effective and efficient means to meet the housing and services needs of the community. Therefore, staff coordination and outreach with providers and the community at large is crucial to the success of the CDBG program and the Town's Consolidated Planning process.

The Consolidated Plan includes a description of the Town's housing and community development needs; a five-year strategy and plan, which includes goals, priorities and activities to meet its projected needs; and a one-year action plan which describes the projected use of funds for the upcoming program year covering the July 1 to June 30-time period. The Town prepares a new Action Plan every year to describe the activities to be funded with its CDBG appropriation.

The overall goal of HUD's community planning and development programs is to develop viable urban communities by providing suitable housing and living environments and expanding economic opportunities principally for low- and moderate-income persons.

Summarize the objectives and outcomes identified in the Plan

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

West **Hartford's 2024** Annual Action Plan follows priorities, objectives and outcomes as outlined in its 2020-2024 Consolidated Plan submission.

The Town of West Hartford has established several broad priorities to meet its identified housing and community development needs. These priorities are included in the Five-Year Strategic Plan along with proposed projects and activities as well as proposed accomplishments and goals. The priorities include:

- Provide affordable rental housing opportunities for extremely low- and very low-income renters by increasing the supply and maintaining the availability of affordable rental housing in the Town.
- Preservation of existing ownership housing through rehabilitation and improving the availability of supportive social services to homeowners.
- Maintain the level and delivery of support services to the homeless and those at risk of becoming homeless.
- Support the continuance and/or expansion of existing public service programs including those that provide services to persons with disabilities, youths, seniors and/or substance abusers or that offer transportation services and employment training.
- Expand existing efforts to meet the needs of the Town's physically disabled population by supporting projects designed to make current facilities accessible or to provide new ADA compliant facilities/equipment.
- Maintain and improve existing public facilities and encourage the development of upgraded facilities, particularly with regard to parks/recreation facilities and parking facilities serving low-income populations.
- Encourage the continued maintenance and improvement of the Town's infrastructure, particularly with regard to street and sidewalk improvements, as well as storm drain improvements.
- Enhance and expand other community development efforts, particularly with regard to lead-based paint remediation/education and code enforcement activities.
- Continue existing administrative and planning activities necessary for the implementation of the objectives, actions and programs outlined in the Strategic Plan, including fair housing counseling, tenant-landlord counseling and/or public awareness.

Projected Outcomes for the 2020-2024 Five Year Strategy Period include the following:

- Rehabilitation of 100 Residential Units.
- Continued enforcement of Housing Code, Building Code and Health Code Inspections and Neighborhood Stabilization Activities (Cumulative goals for Five Year Strategy Period: 1,0 for Health Code and 250 for Building Code.)
- Provision of various social services programs at the Hillcrest Area Neighborhood Outreach Center serving a projected 1,750 individual clients.
- Support of the Volunteer Services program serving 1,125 clients.
- Support of the Town's Food Pantry serving a projected 3,625 households.
- Provision of Transportation support to the elderly and disabled population through the Dial-A-Ride Program. The Five-Year cumulative goal for the program is 500 unduplicated clients.
- Provision of 10 Public Facility or Infrastructure Improvements, as part of the Public/ Private Partnerships Program to correct deficiencies in facilities and public improvements serving the Town's lower income populations.

Evaluation of past performance

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

West **Hartford's 2024** Annual Action Plan follows the same evaluation guidelines as outlined in its 2020-2024 Consolidated Plan submission.

Each year, the Town is required to report on the progress of its Consolidated Plan in its Consolidated Annual Performance and Evaluation Report (CAPER). The CAPER includes information on CDBG expenditures, program beneficiaries and accomplishment data. The report also includes a narrative that summarizes the Town's accomplishments with its federal resources, and a self-evaluation of its program performance. Over the past Consolidated Plan Strategy Period, the Town utilized its CDBG allocations to provide a variety of programs and services to the benefit of low- and moderate-income persons and households.

With the resources provided, the Town successfully addressed the needs, and met the Measurable Goals identified in the Strategic Plan portion of its Consolidated Plan 2020-2024, and will do the same in September 2024 when submitting to HUD its 2023 CAPER.

Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

As required by HUD, the Town of West Hartford has consulted and coordinated with public and private agencies to assure that its Consolidated Plan is a comprehensive document that meets all statutory requirements. These groups included local and regional social service and housing providers, the West Hartford Housing Authority, the West Hartford Bloomfield Health District, and the Hartford Area Continuum of Care, as well as its own departments, elected officials, Town Council appointed boards and commissions, and the public.

Summary of public comments

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

Public notice was provided through the Town of West Hartford website and through public notice in the Hartford Courant. Citizens were provided the opportunity to participate in public hearings. No one participated in the public hearing for 2024 Annual Action Plan. For further details, please refer to attachment in AD-26 entitled "Citizen Participation Comments."

Notice of West Hartford's intent to prepare and submit its 2024 Annual Action Plan was published in the Hartford Courant and was also highlighted on the Town of West Hartford's website.

These postings included information describing the annual CDBG budgeting process. It was stated that each year the Town of West Hartford prepares for submission to HUD an Annual Action Plan, which provides information on anticipated resources, proposed activities, and program for implementation and administration. The Town submits its Annual Action Plan to HUD every year in the late-spring.

West Hartford's 2024 Annual Action Plan provides information on the Town's anticipated resources, proposed activities and funding allocations for the one-year period from July 1, 2024 to June 30, 2025.

Two unique public hearings focusing on West Hartford's 2024 Annual Action Plan were conducted.

On April 24, 2024, the West Hartford Town Council approved its annual budget, which included the appropriation of the Town's HUD grant for the amount of \$996,237. The full allocation is included as part of the proposed Action Plan budget.

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

No comments or views were not accepted.

Summary

On an annual basis, the Town of West Hartford prepares an Annual Action Plan that provides information on its anticipated resources, its proposed activities and its program for implementation and administration. The Town usually submits its Annual Action Plan to HUD every year by May 17.

The One Year Action Plan included in this document provides information on the Town's anticipated resources, proposed activities and funding allocations for the one-year period from July 1, 2024 to June 30, 2025.

In order to address the established priorities of increased affordable housing opportunities, neighborhood revitalization, economic development and supportive social service programs outlined above, the activities included in West Hartford's 2024 AAP are proposed for utilization of CDBG funds.

PR-05

Narrative (optional):

In accordance with the Consolidated Plan's requirements, the Department of Social Services administers the CDBG Program and has been appointed as the Lead Agency for the Town of West Hartford. The broad scope of work undertaken by the Department of Social Services best serves the demands of coordination during the plan development and application process, as well as the on-going management, implementation and administration of the Consolidated Plan. The Department has two key staff members responsible for the day-to-day coordination of the program. The CDBG Coordinator is responsible for day-to-day coordination, project oversight and program monitoring. The Director of

Leisure Services and Social Services provides overall program supervision and serves as a liaison with the Town Manager.

The mission of the Town of West Hartford Department of Social Services is to promote independence, well-being and enhanced quality of life for West Hartford citizens of all ages, through its programs and services and through individualized attention to residents in need. In addition to the coordination and administration of the Consolidated Plan and Community Development Block Grant Program (CDBG), the Town of West Hartford Department of Social Services coordinates and implements a variety of programs and services.

Housing Rehabilitation Program provides financial and technical assistance to eligible West Hartford homeowners. A financial assistance package includes a combination of grants (10-year term) and/or, low-interest loans. Technical assistance is provided to homeowners to reduce lead hazards, correct housing code violations, and remove architectural barriers that restrict the mobility and accessibility of handicapped household members. The primary focus of the office is on individual home rehabilitation.

Town social workers function under the realm of social justice with a restorative and strength-based approach. Licensed Social Workers provide assessment, case management, and advocacy to youth, adults and the elderly experiencing financial difficulties. They also help/address family issues, medical conditions, and housing issues. Social workers conduct biopsychosocial assessments and, as a result, referrals are made along with coordination of services, follow-up and guidance to residents in need of additional resources.

In addition, the Town of West Hartford contracts with multiple outside nonprofit and State agencies. The aim is to provide individuals, families and caregivers with program assessment and implementation to help residents become or remain productive, active and independent citizens and members of the community.

Consolidated Plan Public Contact Information:

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Ap-10 Consultation

Introduction

The Department of Social Services coordinates the institutional structure of CDBG programming. This coordination of CDBG administrative responsibilities within the Department leverages extensive Town investments in services to support CDBG. Through its social capital and its role with members of the community, the Department of Social Services staff members work to increase participation at the neighborhood level, especially among extremely low- and very low-income citizens, as well as those traditionally underrepresented in the process; thus, citizens' needs and participation is paramount in the

process. The Department assures that information is disseminated through publicity for Consolidated Plan reports and documents, informational meetings and public hearings. Information is also dispersed through announcements and advertisements in the local news media and on the internet.

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

As the lead agency, the Department of Social Services is responsible for providing the compliance and implementation of the Consolidated Plan, and the coordination and implementation of programs and activities that fall under the plan. The department collaborates with various departments that provide physical development, economic development, public services, housing development and planning. Outreach, consultation and coordination with and between the Housing Authority, the Health District, non-profit and for-profit service providers, and other community partners will continue to be part of Plan implementation process.

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

The Social Services Department assists individuals and families facing homelessness by providing them with support. Trained and licensed Social Workers facilitate access to the Coordinated Access Network (CAN), which offers a standardized assessment and referral system. This process connects people in crisis with community resources available within their geographic area. Additionally, the Manager of Social Services serves as the West Hartford Representative for the Hartford Area Continuum of Care Planning Committee. Through this role, the town actively participates in discussions regarding homeless needs and collaborates on strategies to combat homelessness in the region. Furthermore, the Town of West Hartford allocated \$25,000 to Journey Home last year to aid individuals experiencing or at risk of homelessness within the community.

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

Engaging with the Hartford Area Continuum of Care process allows the town to identify and address any deficiencies in its approach to homelessness within the community. Collaborating with Journey Home as subrecipients has notably enhanced this endeavor.

Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities

West Hartford consults with outside agencies, such as the West Hartford Housing Authority, Journey Home and the West Hartford Bloomfield Health District, as well as Town Departments, such as Social Services, Engineering and Building.

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

West Hartford Housing Authority and Town of West Hartford have a long history of partnering on projects aimed at increasing the availability of affordable housing and serving other community development needs as applicable. This work is accomplished through continuing dialogue on new projects and ideas once identified. It is also accomplished with the partnership between the two entities on the development and continuation of the programs and services of the Hillcrest Area Neighborhood Outreach Center (HANOC) in West Hartford's lowest-income neighborhood.

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

West Hartford Social Services is not only the lead agency for administering CDBG programs in West Hartford but also the source of continual consultations of all manner of social service-related issues throughout town and the region. This includes expertise on aging and the elderly, rental housing for low- and moderate-income households, disability issues, youth issues, crisis intervention, etc.

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

West Hartford's Engineering Department provides consultation on all public facilities improvement projects. This office provides technical support, planning, design and engineering services, and project oversight, as needed.

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

The West Hartford Bloomfield Health District and the West Hartford Building Department work closely with the Department Social Services and code enforcement for consultations on a variety of health-related issues; i.e. bed bugs, lead paint, hoarding, unsanitary conditions, uniform relocation assistance, etc.

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

The Town of West Hartford Social Services receives individuals and families that are homeless. Trained Social Workers provide access to the standardized assessment and referral process to access community resources within a geographic region for people experiencing a housing crisis or homelessness, called CAN, Coordinated Access Network. The Social Services Manager participates in the Hartford Area Continuum of Care meetings to continue with plan of care for the homeless population.

The collaboration with the Hartford Area Continuum of Care and the Town of West Hartford Social Services will reduce potential gaps and improve the seamless process of assisting homeless individuals in crisis.

Table 1 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	West Hartford Housing Authority
	Agency/Group/Organization Type	PHA
	What section of the Plan was addressed by Consultation?	Public Housing Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The West Hartford Housing Authority and the Town of West Hartford share a rich history of collaboration, focusing on initiatives to enhance the accessibility of affordable housing and address various community development needs. This ongoing partnership involves constant dialogue to explore new projects and ideas. Additionally, both entities work closely together to develop and sustain programs and services at the HANOC community center, located in West Hartford's most economically disadvantaged neighborhood.
2	Agency/Group/Organization	Department of Social Services
	Agency/Group/Organization Type	Other government - Local Comprehensive Social Services
	What section of the Plan was addressed by Consultation?	Public services
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	West Hartford Social Services plays a pivotal role not only as the primary administrator of Community Development Block Grant (CDBG) programs in the area but also as a key resource for ongoing consultations regarding various social service matters within the town and the broader region. These consultations encompass a wide array of expertise, spanning aging and elderly concerns, rental housing assistance for low and moderate-income households, disability advocacy, youth-related issues, crisis intervention, and more.
3	Agency/Group/Organization	West Hartford Engineering Department
	Agency/Group/Organization Type	Other government - State Public Facilities
	What section of the Plan was addressed by Consultation?	Public Facilities

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Engineering Department of West Hartford offers comprehensive consultation services for all public facilities improvement projects. This department provides technical support, planning, design, engineering expertise, and project oversight as required, ensuring the successful execution of initiatives.
4	Agency/Group/Organization	West Hartford-Bloomfield Health District
	Agency/Group/Organization Type	Services-Health
	What section of the Plan was addressed by Consultation?	Health, lead paint, relocation, etc.
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency collaborates closely with the Department of Social Services, providing consultations on a range of health-related concerns. These may include issues such as bed bugs, lead paint, hoarding, unsanitary conditions, and uniform relocation assistance, among others.
5	Agency/Group/Organization	Hartford Continuum of Care
	Agency/Group/Organization Type	Services-homeless
	What section of the Plan was addressed by Consultation?	Homeless Needs - Families with children Homelessness Needs - Veterans
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Town of West Hartford Social Services assists individuals and families experiencing homelessness by providing access to trained Social Workers who guide them through the standardized assessment and referral process to access community resources within the geographic region, known as CAN (Coordinated Access Network). Additionally, the Social Services Manager actively participates in Hartford Area Continuum of Care meetings to ensure continuity of care for the homeless population. This collaboration between the Hartford Area Continuum of Care and the Town of West Hartford Social Services aims to minimize potential gaps and enhance the smooth process of assisting individuals in crisis who are experiencing homelessness.

Table 2 – Agencies, groups, organizations who participated

6	Agency/Group/Organization	West Hartford Housing Rehabilitation
	Agency/Group/Organization Type	Emergency Housing Rehabilitation
	What section of the Plan was addressed by Consultation?	Public Housing Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Housing Rehabilitation Program offers financial and technical support to qualified homeowners in West Hartford. Eligible participants can access a financial aid package comprising grants (with a 10-year term) and low-interest loans. Additionally, technical assistance is available to address issues such as lead hazards, housing code violations, and architectural barriers hindering the mobility of disabled household members. Although the office primarily concentrates on individual home rehabilitation efforts, it also aims to improve overall living conditions and accessibility for residents.
7	Agency/Group/Organization	West Hartford Community Partnership Division
	Agency/Group/Organization Type	Service-Food Pantry for LMI areas Service-Education for LMI residents
	What section of the Plan was addressed by Consultation?	Antipoverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	Through community partnerships, HANOC delivers a diverse range of programs and services encompassing Educational Support Services, Youth Interpersonal Skill-building, Adult Life Skills, and Community Support Services. Key initiatives include, but are not restricted to, the Homework Program, Summer Academic Enrichment, Food Pantry, Camp Hillcrest, Student Enrichment and Social Skills Program, ESL (English as a Second Language), Basic Literacy, Citizenship classes, Parenting Support, Computer Classes, as well as Basic Services Support and Referral Services.

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

None.

Narrative (optional):

In compliance with HUD regulations, the Town of West Hartford has engaged in extensive consultation and coordination with both public and private agencies to ensure that its Annual Action Plan fulfills all statutory obligations. These collaborative efforts involved various stakeholders such as local and regional social service and housing providers, the West Hartford Housing Authority, the West Hartford Bloomfield Health District, the Hartford Area Continuum of Care, as well as internal departments, elected officials, and input from the public.

AP-12 Participation

Summarize citizen participation process and how it impacted goal-setting.

Notice of West Hartford's intent to prepare its 2024 Annual Action Plan was published in the Hartford Courant and was highlighted on the Town of West Hartford's Website.

These postings included information describing the annual CDBG budgeting process including the announcement two public hearings, which were conducted in person on Thursday, April 18, 2024 and Friday April 26, 2024 from 3:30 PM to 4:30 PM in West Hartford Town Hall, Room 128. The postings stated that each year the Town of West Hartford prepares for submission to HUD an Annual Action Plan, which provides information on its anticipated resources, its proposed activities and its programs for implementation and administration. The Town submits its Annual Action Plan to HUD every year in the late spring.

The two unique public hearings described above, focusing on West Hartford's 2024 Annual Action Plan, went as planned.

West Hartford's 2024 Annual Action Plan provides information on the Town's anticipated resources, proposed activities and funding allocations for the one-year period from July 1, 2024 to June 30, 2025.

On April 24, 2024, the West Hartford Town Council approved its annual budget, which includes HUD appropriation of \$996,237. The appropriation is included in the proposed 2024 Annual Action Plan budget.