

Expected Resources

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

Introduction

West Hartford receives CDBG Program funds on an annual basis through HUD. The table below shows the Town's CDBG allocation for the 2024/2025 (July 1, 2024 to June 30, 2025) Program Year and the expected amount available over the remainder of the Five-Year Plan Strategy Period. For purpose of estimation, the assumption is that the annual allocation over the next two years would be level with the current year's allocation.

Projects included in the Annual Action Plan (July 1, 2024 to June 30, 2025) are chosen in response to the priority needs of the Five Year CDBG Consolidated Plan (July 1, 2020 to June 30, 2025) listed below:

- The priority need to provide affordable rental housing opportunities, to cultivate affordable homeownership opportunities, to increase supply of special needs housing, to promote ADA accessibility improvements, and to improve lead-based paint education and remediation is reflected in the Housing Rehab Program, which provides funding to improve residential properties for eligible residents.
- The priority need to support code enforcement efforts is reflected in funding of housing and neighborhood stabilization.
- The priority need to provide support to homeless and at-risk populations and to support continuation/expansion of public services is reflected in the funding of HANOC, volunteer services, and the food pantry.
- The priority need to maintain and improve public facilities and infrastructure is reflected in the funding of public & private partnerships.
- The priority need to continue to administrative and planning activities is reflected in the funding of CDBG administration and fair housing

activities.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	996,237	50,000	0	1,046,237	1,046,237	PY24 is Year 5 of the Five Year ConPlan. To estimate amount available for the remainder of ConPlan, a conservative estimate for annual allocation was added \$50,000 as possible program income.

Table 1 - Expected Resources – Priority Table

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

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

- The CDBG-funded Housing Rehabilitation Program continues to offers flexible funding opportunities to income eligible property owners (including grants and extremely low-interest loans).
- West Hartford utilizes \$7,000 of CDBG funds for Greater Hartford Legal Aid (GHLA). GHLA provides free legal services to low-income persons whose assets or resources meet the attached GHLA guidelines for eligibility. GHLA abides by the provisions of nondiscrimination

under Title VI of The Civil Rights Act of 1964.

- The Town of West Hartford coordinates and offers several transportation services to the community. Dial-A-Ride provides transportation assistance to West Hartford residents who are age 60+ OR who are over 18 years old and have a qualifying disability. Residents may use this service up to three times per week for medical appointment, grocery shopping and social activities. A state transportation grant helps West Hartford subsidize the cost of this service. The fee for residents is limited to \$50 per year. Those with ongoing or urgent medical treatment can utilize the Medical Assistance Program (MAP) Program. There is a separate application for this program, including a physician's statement, but there is no additional charge for current Dial-A-Ride clients.

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

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

West Hartford does not have a land bank program.

Discussion

In order to liquidate older assets, West Hartford will utilize program income (PI) and new CDBG funds first and then utilize funds held from prior years to fund Capital Improvement Projects in LMI areas.

Annual Goals and Objectives

AP-20 Annual Goals and Objectives

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Public & Private Partnerships	2024	2025	Non-Housing Community Development	HUD-approved LMI areas	Maintain and improve public facilities	CDBG: \$116,644	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 2 Projects are planned to be completed.
2	Volunteer Services	2024	2025	Non-Housing Community Development	West Hartford	Support continuance/expansion of Public Services	CDBG: \$28,980	Public service activities other than Low/Moderate Income Housing Benefit: 250 Persons Assisted
3	Food Pantry	2024	2025	Non-Housing Community Development	West Hartford	Support continuance/expansion of Public Services	CDBG: \$28,980	Public service activities other than Low/Moderate Income Housing Benefit: 1,500 Persons Assisted
4	HANOC	2024	2025	Non-Homeless Special Needs Non-Housing Community Development	Hillcrest Avenue neighborhood	Support continuance/expansion of Public Services	CDBG: \$91,280	Public service activities other than Low/Moderate Income Housing Benefit: 450 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	Fair Housing Activities	2024	2025	Fair Housing	West Hartford	Continue Administrative/Planning Activities	CDBG: \$7,000	Public service activities other than Low/Moderate Income Housing Benefit: 25 Persons Assisted
6	CDBG Administration	2024	2025	Administration	West Hartford	Continue Administrative/Planning Activities	CDBG: \$183,468	Other: 1 Other
7	Housing Rehab Program	2024	2025	Affordable Housing	West Hartford	Provide affordable rental housing opportunities Cultivate affordable homeownership opportunities Increase Supply of Special Needs Housing Improve Lead-based Paint Education & Remediation Promote ADA Accessibility Improvements	CDBG: \$539,885	Homeowner Housing Rehabilitated: 13 Household Housing Unit

Goal Descriptions

1	Goal Name	Public & Private Partnerships
	Goal Description	<p>Within this initiative, West Hartford actively identifies, cultivates, finances, and finalizes projects in collaboration with community organizations and private entities across the town. The emphasis is placed on enhancing public facilities located within HUD-designated Low and Moderate Income (LMI) areas or those meeting other national objective criteria. For the fiscal year spanning 2024 to 2025, the objective for this endeavor is to successfully conclude a minimum of two projects.</p>
2	Goal Name	Volunteer Services
	Goal Description	<p>Volunteer Services endeavors to meet the social service requirements of the most vulnerable residents, including the elderly, individuals with disabilities, and low-income families with children. This is achieved by deploying screened and trained volunteers to participate in town-wide volunteer initiatives. Programs encompass Medical Escort, Friendly Visiting, Grocery Shopping, Telephone Reassurance, Tutoring for Adults and Children, and support for the Food Pantry. For the fiscal year spanning 2024 to 2025, the objective for this endeavor is to serve 250 individuals through a diverse range of volunteer programs.</p>
3	Goal Name	Food Pantry
	Goal Description	<p>West Hartford's Division of Community Partnership operates a food pantry catering to the emergency needs of low-income residents. Annually, the pantry extends assistance to hundreds of low-income households by distributing approximately 4,000 bags of non-perishable groceries, supplemented at times with grocery store gift certificates to aid in purchasing perishable food items.</p> <p>Contributions of food and monetary donations originate from diverse sources including school and church groups, businesses, families, individuals, and community organizations. For the fiscal year 2024-2025, the objective for this initiative is to serve 1,500 individuals through the Food Pantry.</p>

4	Goal Name	HANOC
	Goal Description	<p>The Hillcrest Area Neighborhood Outreach Center (HANOC) represents a collaborative endeavor involving the Town of West Hartford, the West Hartford Public Schools, the West Hartford Housing Authority, and various community agencies. Situated in the southeastern section of West Hartford, HANOC serves a culturally diverse, low-income population. Its programs and services aim to empower families with limited economic means to achieve financial independence and increased involvement in schools and community affairs by coordinating resources to meet their needs.</p> <p>Operating on a community partnership model, HANOC offers youths and adults opportunities to enhance their quality of life through educational, social, health, and wellness programs within a safe and supportive environment. For the fiscal year 2024-2025, the objective for this initiative is to serve 450 individuals through a range of adult and youth programming.</p>
5	Goal Name	Fair Housing Activities
	Goal Description	<p>West Hartford actively engages in several ongoing programs aimed at enhancing fair housing conditions within the community. Annually, the town hosts workshops designed to educate the public on various fair housing issues, including landlord and tenant rights and responsibilities, predatory lending, and homeownership opportunities. Through collaboration with the Social Services department, numerous households receive support to prevent or delay eviction, thereby mitigating the adverse effects of such events on residents. Social Services staff and the West Hartford Fair Rent Commission frequently mediate improved solutions for tenants facing eviction or served with final eviction papers.</p> <p>Furthermore, West Hartford allocates Community Development Block Grant (CDBG) funding through annual grants to Greater Hartford Legal Aid (GHLA). This enables GHLA to offer free legal services to West Hartford residents who exceed GHLA's standard income guidelines but fall within CDBG criteria.</p> <p>For the fiscal year 2024 to 2025, the objectives for this initiative are:</p> <ul style="list-style-type: none"> Conducting 2 workshops. Providing free legal services to 25 clients through GHLA.

6	Goal Name	CDBG Administration
	Goal Description	<p>West Hartford has a well-established track record of adhering to all HUD requirements for CDBG entitlement communities. While HUD CPD staff have issued occasional findings in the past, during the fiscal year 2023 to 2024, our office received commendation from HUD auditors for our exemplary performance. Our ongoing objective is to maintain our status as an outstanding agency by consistently meeting National Objectives and adhering to all HUD regulations.</p>
7	Goal Name	Housing Rehab Program
	Goal Description	<p>Ensuring the quality of housing remains a top priority in West Hartford, with accessible funding provided through the town's Housing Rehabilitation Program for eligible residents. This program offers grants and low-interest loans to address housing code violations, remove hazardous materials, and eliminate architectural barriers hindering the mobility of household members with disabilities. Additionally, funds are available to enhance energy efficiency. Recipients who sell or transfer any portion of the property within a 10-year period are obligated to repay all or part of the funding. The goal for the fiscal year 2024 to 2025 is to complete 13 projects under this program.</p> <p>To prevent the deterioration of West Hartford's aging housing stock and neighborhoods, strategic stabilization efforts are crucial, particularly in older, lower-income areas. A portion of the town's CDBG entitlement grant is allocated to fund code compliance activities in HUD-Designated Low and Moderate Income (LMI) neighborhoods. These activities include inspections for State Health Code, West Hartford Property & Maintenance Code, and State Building Code compliance. Eligible homeowners identified through code enforcement agencies are referred to the Housing Rehabilitation Program to assist in property maintenance.</p> <p>For the fiscal year 2024 to 2025, the objectives are as follows:</p> <p>Health Code Inspections combined with West Hartford Property & Maintenance Code inspections to refer 10 residents/homeowners to the Housing Rehabilitation Program for eligible housing improvements.</p> <p>Building Code Inspections to refer 50 residents/homeowners to the Housing Rehabilitation Program for eligible housing improvements.</p>

Projects

AP-35 Projects – 91.220(d)

Introduction

The projects included in West Hartford's 2024 AAP reflect those identified in the 2020 Five-Year CDBG Consolidated Plan.

Projects

#	Project Name
1	CDBG Administration
2	Housing Rehab Admin Services
3	Housing Rehab Grants & Loans
4	HANOC
5	Volunteer Services
6	Public & Private Partnership
7	Food Pantry
8	Fair Housing Activities

Table 2 – Project Information

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

Funds are allocated to projects that are in line with the priority needs identified in the Five Year CDBG Consolidated Plan (July 1, 2020 to June 30, 2025). These needs are as follows:

- 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.
- Preserve existing home ownership of housing through rehabilitation, and improve the availability of supportive social services to homeowners. Increase the level and delivery of support services to the homeless and those at- risk of becoming homeless.
- Increase the supply of housing that meets the special accommodation and support service needs of population groups with special housing needs.
- Support the continuance and/or expansion of existing public service programs including services to persons with disabilities, youths, seniors and/or substance abusers or which offer transportation services and employment training.
- Maintain and improve existing public facilities.
- Encourage the development of upgraded facilities, particularly with regard to parks/recreation

facilities and parking facilities serving low-income populations.

- Encourage the continued maintenance and improvement of the Town's infrastructure, including street and sidewalk improvements, as well as storm drain improvements.
- Enhance and expand other community development efforts, particularly with regard to lead-based paint remediation/education and code enforcement activities.
- Expand existing efforts to meet the needs of the Town's physically disabled population by supporting projects designed to make current facilities accessible or to provide new ADA compliant facilities/equipment.
- Continue existing administrative and planning activities necessary for the implementation of the objectives, actions and programs outlined in this Consolidated Plan including fair housing counseling, tenant-landlord counseling and/or public awareness activities.

AP-38 Project Summary
Project Summary Information

1	Project Name	CDBG Administration
	Target Area	West Hartford
	Goals Supported	CDBG Administration
	Needs Addressed	Continue Administrative/Planning Activities
	Funding	CDBG: \$183,468
	Description	Funds will cover the cost of the administration of all CDBG funded programs. This includes applications for funding; reporting to HUD on program and expenditure issues, etc. The Town of West Hartford personnel execute these activities.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	This activity is for CDBG program administration.
	Location Description	This activity is for CDBG program administration, and is administered town-wide.
	Planned Activities	This activity is for CDBG program administration.
2	Project Name	Housing Rehab Admin Services
	Target Area	West Hartford
	Goals Supported	Housing Rehab Program
	Needs Addressed	Maintain homeownership for LMI residents. Improve Lead-based Paint Education & Remediation
	Funding	CDBG: \$219,885
	Description	To provide program delivery and project oversight for West Hartford's residential rehabilitation program.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	This activity provides administration services for the Housing Rehab Program.
	Location Description	In LMI-areas throughout West Hartford and income qualified residents throughout West Hartford

	Planned Activities	This activity provides administration services for the Housing Rehab Program.
3	Project Name	Housing Rehab Grants & Loans
	Target Area	Throughout West Hartford for Income qualified residents
	Goals Supported	Housing Rehab Program
	Needs Addressed	Maintain housing stock for LMI residents. Provide affordable rental housing opportunities through multifamily houses renovated. Improve Lead-based Paint Education & Remediation Promote ADA Accessibility Improvements.
	Funding	CDBG: \$320,000
	Description	Maintaining quality housing is a high priority in West Hartford, and funding to improve residential properties is available to eligible residents through the town's Housing Rehabilitation program.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	An estimated 13 families annually will receive rehabilitation funds to improve their homes.
	Location Description	Throughout West Hartford based on income qualifications.
	Planned Activities	Grants and low interest loans are available to correct housing code violations, to remove hazardous materials from the structure and to eliminate architectural barriers, which restrict the mobility of household members with disabilities. Funds are also available to improve energy efficiency.
4	Project Name	HANOC
	Target Area	Hillcrest Avenue neighborhood
	Goals Supported	HANOC
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG:\$ 91,280
	Description	HANOC is a neighborhood community center providing a comprehensive array of social, educational and vocational services in West Hartford's lowest income neighborhood. Funding covers the salaries and related expenses of professional social work staff and operating expenses.
	Target Date	6/30/2025

	Estimate the number and type of families that will benefit from the proposed activities	450 low-income families annually.
	Location Description	The Hillcrest Avenue Neighborhood Outreach Center
	Planned Activities	Adult and youth programming.
5	Project Name	Volunteer Services
	Target Area	West Hartford
	Goals Supported	Volunteer Services
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG: 28,980
	Description	Volunteer Services provides support services for at-risk residents including the frail elderly and persons with disabilities; educational enrichment services for low-income adults and children and manages the Town's food pantry. Delivery of services is through the provision of screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	250 low-moderate income persons.
	Location Description	Town-wide volunteer program.
	Planned Activities	Volunteer Services provides support services for at-risk residents including the frail elderly and persons with disabilities; educational enrichment services for low-income adults and children and manages the Town's food pantry. Delivery of services is through the provision of screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.
6	Project Name	Public & Private Partnership
	Target Area	West Hartford
	Goals Supported	Public & Private Partnerships

	Needs Addressed	Support maintenance/improvement of Infrastructure Promote ADA Accessibility Improvements
	Funding	CDBG: 116,644
	Description	Public improvement projects including the maintenance and expansion of existing infrastructure, public facilities and/or public improvements as determined by a need-based application process. Projects must benefit LMI populations. Goal is 2 projects annually.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	Public improvement projects are determined by a need-based process; number of families that will benefit will vary.
	Location Description	Projects may be town-wide, but must benefit LMI populations.
	Planned Activities	To correct deficiencies in facilities and public improvements serving the Town's lower income populations. Two projects will be assisted annually.
7	Project Name	Food Pantry
	Target Area	West Hartford
	Goals Supported	Food Pantry
	Needs Addressed	Support continuance/expansion of Public Services
	Funding	CDBG: 28,980
	Description	West Hartford's Division of Community Partnership operates a food pantry to meet the needs of low-income residents with emergency needs. Assistance to low-income households is through the distribution of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources; school and church groups, businesses, families, individuals, community organizations, etc.
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	1,500 families in need of food assistance annually.
	Location Description	West Hartford Food Pantry.

	Planned Activities	<p>West Hartford’s Division of Community Partnership operates a food pantry to meet the needs of low-income residents with emergency needs. Annually, assistance to hundreds of low-income households is through the distribution of approximately 6,300 bags of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items.</p> <p>Donations of food and money come from a variety of sources: school and church groups, businesses, families, individuals, community organizations, etc.</p>
8	Project Name	Fair Housing Activities
	Target Area	West Hartford
	Goals Supported	Fair Housing Activities
	Needs Addressed	Continue Administrative/Planning Activities
	Funding	CDBG: \$7,000
	Description	<p>West Hartford engages several ongoing programs targeting the improvement of fair housing conditions. Annually West Hartford conducts workshops aimed at better educating the public on issues related to fair housing, including landlord and tenant rights and responsibilities, predatory lending, home ownership opportunities, etc. By funding the position of fair housing officer each year many households are able to avoid or postpone eviction, lessening the negative impact such an event has on the residents. By working with tenants at-risk of eviction or for whom have received final eviction execution papers, the attorney is often able to mediate a better solution than eviction. West Hartford provides CDBG funding through annual grants to (1) Greater Hartford Legal Aid (GHLA) for the provision of free legal services to West Hartford residents who are within CDBG guidelines.</p>
	Target Date	6/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	Activities will be undertaken Town-wide.
Planned Activities	During the fiscal-year period 2024 to 2025 the goals for this activity are: (1) 2 workshops; (2) GHLA will provide free legal services to 25 clients.	

AP-50 Geographic Distribution – 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

West Hartford's 2024 Annual Action Plan will follow the same guidelines and objectives as outlined in its 2020 CON-Plan submission.

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

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

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

Town of West Hartford.

Geographic Distribution

Target Area	Percentage of Funds
Hillcrest Avenue neighborhood	9.16
West Hartford	79.44
HUD-approved LMI areas	11.40

Table 3 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

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

Discussion

None.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

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

The Housing Rehabilitation Program assists qualified owners to reduce and abate hazardous materials (e.g. lead based paint and asbestos), eliminate health and safety concerns, remove handicapped barriers, and improve the energy efficiency of the structure. The funding is provided in a combination of a grant and a low interest loan with a \$25,000 cap for a single family home. All programs require the gross household income to be at or below 80% of median income (e.g. family of 3, \$85,050 for Hartford PMSA as prescribed by the United States Department of Housing and Urban Development (HUD).

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

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

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

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

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

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

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

One Year Goals for the Number of Households Supported Through	
Rental Assistance	20
The Production of New Units	0
Rehab of Existing Units	13
Acquisition of Existing Units	0
Total	33

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

Discussion

West Hartford Housing Authority (WHHA) currently has 397 residential units under management, 329 of which are deed restricted affordable units targeting households at 25%, 50%, and 60% of area median income.

For those who need support in the prevention of homelessness, including families, elderly, veterans, disabled residents and those with mental illness, the West Hartford Department of Social Services (WHSS) accepts referrals from residents, community members and from other sources. In addition, WHSS consistently supports residents who face evictions. On average, WHSS supports approximately 30 persons or families annually once the Housing Court sets the formal eviction process in motion. With CDBG funding, West Hartford also provides a grant program for qualified low-income and elderly homeowners who need assistance with major home renovations. This year, renovation and code compliance anticipates assisting 13 housing units.

Although specific outcome goals to aid the homeless are not established at present, West Hartford Social Services, in collaboration with various town departments such as Police, Fire, and Public Health, as well as Journey Home, remains committed to assisting individuals confronting eviction, displacement, and reliance on panhandling for sustenance amid substance abuse challenges. This initiative represents a proactive approach to addressing homelessness. The program's progress will be documented in the

2020-2024 CAPER reports.

AP-60 Public Housing – 91.220(h)

Introduction

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

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

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

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

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

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

NA

Discussion

None.

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

Introduction

West Hartford Social Services (WHSS) serves as the primary agency in the town, addressing the needs of individuals and families experiencing homelessness or facing the risk of homelessness. WHSS maintains a partnership with the current emergency shelter coordination program, 211-Infoline, facilitating connections for clients in need of sheltering services. Additionally, the town of West Hartford allocated \$25,000 to Journey Home last year and expresses willingness to sustain collaboration in the upcoming year to support homeless individuals within our community.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including

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

West Hartford Social Services receives referrals directly from clients, as well as from the police and fire departments. Social workers within the department proactively engage with individuals and families to evaluate their needs and guide them towards suitable services. The department remains vigilant regarding eviction and ejection cases, ensuring affected families receive necessary homeless services. Furthermore, the town is committed to sustaining its collaboration with Journey Home to proactively address homelessness within the community. Additionally, in instances of fires or natural disasters, the Town will implement the Uniform Relocation Act to provide assistance as needed.

Addressing the emergency shelter and transitional housing needs of homeless persons

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

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to

permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

The ultimate aim of all service providers is to help formerly homeless individuals or families achieve permanent housing and self-sufficiency. This objective is essential for addressing the broader issue of homelessness. Individuals and families require permanent and affordable housing options as a crucial step towards attaining self-sufficiency and independence. While rental housing is primarily needed to fulfill this goal, for some families, affordable homeownership models may also present viable options.

In West Hartford, numerous local agencies work in collaboration with sister organizations, sharing a common goal of preventing recurrences of homelessness. These collaborative efforts aim to provide comprehensive support and resources, ensuring individuals and families have the necessary means to secure stable housing and build sustainable futures.

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

By actively engaging in the Hartford Area Continuum of Care and extending support to programs and initiatives aligned with the objectives outlined in its Consolidated Plan, the Town is committed to addressing the needs of the homeless and those at risk of homelessness. Through its various agencies, the Town of West Hartford provides a plethora of services aimed at assisting families in need and preventing homelessness.

One of our primary goals is to launch an initiative that aids residents who have lost their jobs by providing opportunities for education and skill development, thereby empowering them to pursue new employment opportunities and regain stability in their lives.

Discussion

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

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

Introduction:

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

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment

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

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

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

- Review zoning ordinances around Transit Oriented Development to support goals in the Town's recently adopted Plan of Conservation and Development. Specifically, explore opportunities and constraints for implementing possible transit-oriented development supportive zoning ordinances and focus on areas within one-quarter (0.25) mile of the Elmwood and Flatbush Avenue stations.
- Utilize renovation or rehabilitation of the Town's older existing housing stock as a resource for affordable home ownership. Home rehabilitation can span a wide spectrum from minor fix-up, through remodeling and renovation, all the way to total "gut" rehabilitation, with each action presenting technical and financial issues requiring regulatory flexibility. Given the wide range of conditions and choices, home rehabilitation entails difficult regulatory challenges.
- Review building code requirements. In general, building codes require that when a given percentage of a structure was replaced, the entire building has to be brought up to new construction code requirements. New requirements in areas such as lead-based paint

abatement, asbestos removal, energy efficiency, fire safety, and protection from natural hazards represent further constraints to cost-effective home rehabilitation.

- Zoning restrictions and design rules. Other new requirements involve off-street parking accommodations and zoning restrictions intended for new construction. There are also design rules more appropriately applicable to new construction than rehabilitation. Although many of these requirements protect public health and safety, they can add to costs, deter rehabilitation, and inadvertently lead to abandonment or disinvestment rather than improvement of existing structures.
- Change conventional methods of design and building less expensive houses will enable many more low- and moderate-income families to purchase homes. Regulatory reform to allow developers and builders to reduce the costs of land assembly, housing construction, and home rehabilitation, making homeownership more affordable for willing homebuyers who are now priced out of the housing market.
- Across all income levels, African-American and Hispanic American households have lower homeownership rates compared to other groups with comparable incomes. At the same time, low- and moderate- income households are much less likely than higher income households to own homes. Breaking down racial and ethnic barriers and increasing access for other underserved households will extend homeownership opportunities to families and enable minority households to own homes.

In the Town's Plan of Conservation and Development, completed and adopted in 2020, the Town articulated its housing goal: to enhance and maintain West Hartford's existing neighborhoods and encourage diversity of housing types and costs to provide access and availability of housing options to current and future residents. The plan identified five strategies:

1. Protect and enhance the quality and safety of West Hartford's residential neighborhoods by investing in infrastructure, continuing and strengthening code compliance, and taking other measures necessary to support those neighborhoods
2. Support mixed-use development within commercial areas and adjacent to transit facilities. One action is to review the commercial zoning districts and associated zoning ordinance standards and identify potential areas for targeted modification that better facilitate mixed-use development.
3. Encourage appropriate development and redevelopment within transitional zones between current commercial and residential boundaries in a manner that promotes pedestrian-friendly, contextually-sensitive design at an appropriate scale that enhances and compliments the quality of the neighborhoods.
4. Review the zoning ordinances, and revise as necessary, to encourage the availability of a range of housing types and affordability levels to meet the diverse needs of the community.
5. Promote the maintenance, rehabilitation and improvement of the Town's existing housing stock; expand the Housing Rehabilitation program to increase resident participation.

Discussion:

See narrative above.

AP-85 Other Actions – 91.220(k)

Introduction:

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

Actions planned to address obstacles to meeting underserved needs

HANOC stands as a cornerstone in the West Hartford community, offering a wide spectrum of social, educational, and vocational support services to residents in the area facing economic challenges. The allocated funding will be directed towards supporting essential personnel, including a skilled Program Coordinator, dedicated social work professionals, and covering operational costs crucial for sustaining the center's impactful initiatives.

Actions planned to foster and maintain affordable housing

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

Actions planned to reduce lead-based paint hazards

The Health Code, Housing & Property Code Enforcement initiative aims to bolster compliance and safety standards by empowering health code inspectors and compliance officers to conduct thorough initial and follow-up inspections. Through partnerships with the West Hartford Social Services Department and other municipal entities, eligible property owners can be referred for potential inclusion in the Housing Rehabilitation Program. Additionally, the Town of West Hartford is teaming up with the Connecticut Children Healthy Homes Program to provide assistance to qualified residents in addressing lead remediation and enhancing overall home health. This collaboration includes joint funding efforts to ensure that households requiring extensive renovations can become lead-safe and environmentally sustainable.

Actions planned to reduce the number of poverty-level families

Volunteer Services provides support services for at-risk residents including the frail, elderly and persons with disabilities. Volunteer Services also provides educational enrichment services for low-income adults and children and works in conjunction with the Town of West Hartford Food Pantry. The Volunteer

Services coordinator vets screened volunteers who assist with town-wide volunteer programs. Funds pay for salaries and related expenses of professional social work staff and coordinator of volunteer services.

West Hartford's Department of Social Services operates The West Hartford Food Pantry to meet the needs of low-income residents with emergency needs. Low-income households receive distribution of non-perishable groceries and, in some cases, a grocery store gift certificate to assist with the purchase of perishable food items. Donations of food and money come from a variety of sources including school and church groups, businesses, families, individuals, community organizations, etc.

Actions planned to develop institutional structure

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

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

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

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

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

Discussion:

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

based investment decisions.

The allocation of CDBG funds to various activities defined in the Town's Action Plan for the 2023-2024 Program Year Plan will assist the Town to accomplish the following:

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

During FY 2023, the Town will support efforts and funding applications by the West Hartford Housing Authority to foster improvements to the properties that they manage and resident initiatives. Through administration of the HUD Programs, the Department of Leisure Services and Social Services will coordinate activities with other Town departments and between public and private housing and social services.

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

Program Specific Requirements

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

Introduction:

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

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(I)(1)

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

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	0
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	50,000

Other CDBG Requirements

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