

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

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

The Town of West Hartford continues to maintain and implement the programs identified in its CDBG Strategic Plan and Annual Action Plans to provide suitable living environments, improve housing conditions, and enhance the quality of life for low- and moderate-income residents and eligible neighborhoods throughout West Hartford. The Town also received Coronavirus Aid, Relief, and Economic Security (CARES) Act funding through the Community Development Block Grant–Coronavirus (CDBG-CV) program. During this reporting period, the Town completed the expenditure of the remaining CDBG-CV funds, with the final portion of the allocation expended during the previous fiscal year. As a result, the Town fully utilized its CDBG-CV allocation approximately one-and-a-half-years ahead of the expenditure deadline established by HUD. This demonstrates the Town's continued commitment to the timely and effective use of federal resources to address documented community needs and carry out eligible CDBG activities benefiting low- and moderate-income residents.

The Town's housing and neighborhood stabilization activities include programs that assist households with limited incomes and documented housing needs. The West Hartford Housing Authority, a quasi-governmental agency, oversees public housing and administers Section 8 Housing Choice Voucher assistance, providing eligible households with access to affordable housing opportunities. The CDBG-funded West Hartford Housing Rehabilitation Program, in coordination with the West Hartford Building Department, supports the preservation and improvement of existing housing stock and helps maintain safe, sanitary, and suitable living conditions.

The Town continues to work with external agencies to provide residents with access to available services and assistance. The Community Renewal Team (CRT) provides assistance with applications for the Connecticut Energy Assistance Program. Greater Hartford Legal Aid provides housing counseling and legal assistance to eligible residents. Town social workers make referrals to Operation Fuel, now known as Generation Power CT, to assist eligible households with heating and fuel expenses and household budgeting. Social workers also assist eligible elderly and disabled renters with the State of Connecticut Renter's Rebate Program, including applications for rebates when rent exceeds 30 percent of annual income. The Town also works with the Connecticut Fair Housing Center and other appropriate organizations regarding housing rights, fair housing requirements, and housing-related concerns.

The West Hartford Food Pantry is an important community resource that helps address food insecurity among eligible residents. The program works collaboratively with local food pantries and Foodshare to coordinate and administer food assistance programs. Coordination among these organizations was particularly important during the pandemic, and these partnerships continue to support residents with food assistance needs.

West Hartford operates the Hillcrest Area Neighborhood Outreach Center (HANOC), a neighborhood community center located within a low-income area of the Town. HANOC is the result of a collaborative partnership among the Town of West Hartford, the West Hartford Housing Authority, and the West Hartford Board of Education. The community center is owned by the West Hartford Housing Authority and leased and operated by the Town. Programming at the center is facilitated through the Town of West

Hartford Social Services Department's Community Partnerships Division and the West Hartford Board of Education.

The Town also continues to utilize CDBG funding for eligible infrastructure and public facility improvements that support accessibility, compliance with applicable accessibility requirements, and the delivery of services to eligible residents, including youth, seniors, and individuals requiring access to appropriate community services. The Town facilitates numerous boards and commissions that address municipal responsibilities and community needs, including the Sustainability Commission, Zoning Board of Appeals, Fair Rent Commission, Senior Citizens Advisory Commission, Advisory Commission for Persons with Disabilities, and West Hartford Prevention Council.

In addition, the Town continues to prioritize the maintenance and improvement of existing public facilities and the development and improvement of community facilities, including parks, recreation facilities, and parking facilities that serve low- and moderate-income residents and eligible areas. Accomplishments are detailed in the chart below.

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
CDBG Administration	Administration	CDBG: \$	Other	Other	0	0		0	0	
Fair Housing Activities	Fair Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	125	25	20%	25	18	72%
Fair Housing Activities	Fair Housing	CDBG: \$	Other	Other		0				
Food Pantry	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3500	700	20%	700	788	112.57%
Food Pantry	Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				
HANOC	Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted						
HANOC	Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0				

Housing & Neighborhood Stabilization	Affordable Housing Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	0	0	0%	0	0	0.00%
Housing Rehabilitation Program	Affordable Housing	CDBG: \$		Household Housing Unit	0	0				
Housing Rehabilitation Program	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	50	10	20%	10	14	140.%
Public & Private Partnerships	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10	2	20%	2	2	100.%
Public & Private Partnerships	Non-Housing Community Development	CDBG: \$	Other	Other	0	0			0	0%
Volunteer Services	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		0	218	218%
Volunteer Services	Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0	0%	0	218	218%

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 Town of West Hartford continues to implement CDBG-funded activities consistent with HUD's CDBG program objectives, with a focus on improving housing conditions, providing suitable living environments, supporting essential services, and addressing documented community needs among low- and moderate-income residents and eligible areas. While CDBG funding received from HUD does not directly fund all housing activities within the community, CDBG-funded programs complement the Town's broader housing efforts by supporting safety, housing quality, quality of life, and essential services for residents with limited incomes and other documented needs, including eligible elderly residents.

The Food Pantry program tracks the number of food bags distributed monthly and the number of participating households. By June 30, 2026, the Food Pantry served 788 households, representing 1,608 individuals. In addition, 55 households, representing 78 residents, received food assistance in their homes through the Commodities Program. Delivery of these commodities is coordinated by the West Hartford Social Services Department's Community Partnerships Division. At the Hillcrest Area Neighborhood Outreach Center (HANOC), 214 meals were served to 20 low- and moderate-income (LMI) residents.

During the reporting year, HANOC continued to provide CDBG-supported public services in a HUD-approved low- and moderate-income (LMI) area. Staffing challenges reduced the number of programs available to adults; however, services for students remained active. The after-school homework program served 30 students, and 30 students participated in the Summer Academic Enrichment Program. In partnership with West Hartford Police Department, the Police Program helps build rapport with residents. Twenty-one (21) residents attended visits to HANOC by various police officers who shared what they do. The Food Pantry assisted two residents, and the Summer Meals Program served 17 residents. HANOC also provided educational field trips and other activities. These services were provided in an HUD-approved LMI area and in accordance with applicable CDBG requirements.

Through the Volunteer Services Program, 218 duplicated residents were served. Volunteers provided services including, grocery shopping assistance, and friendly visiting for seniors, as well as support for youth participating in HANOC programs during the school year and summer. The Volunteer Services Program is administered by the Social Services Department's Community Partnerships Division.

Two CDBG-funded capital projects were completed during the last fiscal year. These included the installation of two dehumidifiers at the Cornerstone Aquatics Center to improve indoor environmental conditions and the reconstruction of bathrooms at Wolcott Park to improve accessibility and comply with applicable ADA requirements.

Looking ahead, three additional CDBG-funded projects are scheduled for completion in the upcoming program year: Kennedy Park planning, installation of new sidewalks in eligible low- and moderate-income areas, and improvements to the Kennedy Park Playscape.

The Director of Leisure Services and Social Services will continue to coordinate departmental priorities with CDBG program goals and the Town's strategic plan, while ensuring that available federal funds are administered effectively and efficiently. The Town of West Hartford remains committed to utilizing CDBG funding for eligible activities that benefit low- and moderate-income residents and eligible areas, improve public facilities and infrastructure, and address accessibility requirements at municipal facilities and public schools, as further detailed in this report.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted). 91.520(a)

	CDBG
White	14,791
Black or African American	1,062
Asian	2,007
American Indian or American Native	21
Native Hawaiian or Other Pacific Islander	0
Total	20,548
Hispanic	2,667
Not Hispanic	17,881

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

Narrative

The Town of West Hartford administers CDBG funding in accordance with HUD requirements and applicable national objectives, including activities that benefit low- and moderate-income persons and activities serving eligible low- and moderate-income areas. The table above presents demographic information, including race, for residents who benefited from CDBG-funded activities during Program Year 2025–2026. Race and other demographic information are reported for program and performance-reporting purposes and are not used as a basis for determining eligibility for CDBG assistance.

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	1,197,494.06	\$615,893.72

Table 3 - Resources Made Available

Narrative

The CDBG funding available was \$1,197,494.06, from which \$615,893.72 was expended. The CDBG-CV funding available was \$ 9,540.99, which all the amount was expended.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Hillcrest Avenue Neighborhood	6.84	16.64	
HUD-approved LMI areas	42.91	29.86	
West Hartford Housing Rehab	50.25	53.50	Municipality

Table 4 – Identify the geographic distribution and location of investments

The CARES Act funding provided through the Community Development Block Grant–Coronavirus (CDBG-CV) program played an important role in helping the Town address the impacts of the COVID-19 pandemic by supporting essential community services and improving indoor environmental conditions at a public indoor aquatics facility. During FY 2025–2026, the Town expended the remaining CDBG-CV allocation of \$9,540.99 in full.

A key activity included:

- **Cornerstone Aquatics Center (55 Buena Vista Road):** \$9,540.99 was used to replace two dehumidifiers to improve indoor environmental conditions at the public indoor aquatics facility.

There are no remaining CDBG-CV funds available for the upcoming fiscal year.

During Program Year 2025–2026, the Town of West Hartford administered CDBG Entitlement funds through eligible activities that benefited low- and moderate-income residents and eligible low- and moderate-income areas. CDBG-funded public service activities included programs provided through the Hillcrest Area Neighborhood Outreach Center (HANOC), as well as other eligible public service activities identified in the Town's Annual Action Plan.

CDBG funds were also used to support eligible activities serving low- and moderate-income areas and the municipality's eligible public facilities and infrastructure, consistent with applicable HUD requirements and CDBG national objectives.

During Program Year 2025–2026, the Town of West Hartford allocated and expended CDBG Entitlement funds in accordance with HUD requirements and the Town's Annual Action Plan. CDBG funds supported eligible activities in the following areas:

- **Low- and Moderate-Income Persons:** CDBG-funded activities provided eligible services and assistance to low- and moderate-income residents.
- **Low- and Moderate-Income Areas:** CDBG funds supported eligible activities and improvements benefiting designated low- and moderate-income areas of West Hartford.
- **Municipality-Wide Eligible Activities:** CDBG funds supported eligible public services, facilities, infrastructure, and other activities serving the community, as permitted under HUD CDBG requirements and the applicable national objectives.

These activities were administered in accordance with applicable HUD regulations, CDBG national objectives, and the Town's approved Annual Action Plan.

Total CDBG funding directed to the Hillcrest Avenue neighborhood area represented 16.64% of the Town's overall CDBG funding. During the last fiscal year, 53.50% of CDBG expenditures supported the Housing Rehabilitation Program, which provides assistance to eligible low- and moderate-income homeowners to address necessary property improvements and housing conditions.

The Town of West Hartford continues to direct CDBG resources based on HUD eligibility requirements, documented low- and moderate-income (LMI) needs, and ADA compliance. Approximately 29.86% of total CDBG funding was allocated to HUD-approved LMI areas within the Town.

For public services, 6.69% of CDBG funding was used during the last fiscal year to support eligible activities, including services provided through HANOC, Volunteer Services, and the Food Pantry. CDBG administration accounted for 9.14% of total expenditures and supported the planning, oversight, compliance, reporting, and management requirements associated with the CDBG program.

The remaining CDBG resources supported eligible capital improvement projects in LMI areas, housing rehabilitation activities, and other HUD-approved activities that benefit eligible residents and address documented community needs. Overall, West Hartford continues to prioritize CDBG investments toward eligible LMI populations, HUD-approved LMI areas, housing rehabilitation, ADA-related needs, and essential public and community services, while maintaining compliance with federal CDBG requirements and applicable executive directives.

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.

During the reporting period, West Hartford leveraged other funding sources and community resources to supplement federally funded activities as follows:

- West Hartford typically leverages \$5,000 from the Town of Bloomfield to support the placement of a West Hartford social worker for one day each week at the Hartford Community Court. The social worker provides counseling, crisis intervention, and other brief and general social services to defendants arrested in West Hartford and Bloomfield whose cases are adjudicated in that court. During Program Year 2025–2026, 166 Community Court intake interviews and referrals were made for residents of both municipalities.
- The CDBG-funded Housing Rehabilitation Program continues to offer flexible funding opportunities to income-eligible property owners, including grants and low-interest loans, to support eligible housing rehabilitation activities.
- Greater Hartford Legal Aid (GHCLA) provides legal services to eligible individuals whose assets or resources meet applicable program eligibility guidelines. GHCLA operates in accordance with applicable Federal requirements, including Title VI of the Civil Rights Act of 1964.
- The Town of West Hartford coordinates and provides several transportation services to eligible residents. Dial-a-Ride provides transportation assistance to West Hartford residents age 60 and older or residents over age 18 who have a qualifying disability. Residents may use this service up to three times per week for medical appointments, grocery shopping, and other eligible activities. West Hartford subsidizes the cost of this service, together with a state transportation grant. The annual fee for residents is limited to \$65. Residents receiving ongoing or urgent medical treatment may utilize the Medical Assistance Program (MAP), which provides additional transportation at no additional charge.
- The West Hartford Social Services Department continues to address the needs of low-income and elderly residents through available programs and services. Social workers assist residents with issues including behavioral health, substance use, food insecurity, and difficulty meeting heating, energy, and rental expenses. The department also facilitates temporary or permanent relocation of residents when required as part of code enforcement activities, assists with Fair Rent Commission matters, and coordinates with state marshals regarding evictions occurring within the Town.
- The West Hartford Engineering Division, Building Division, and Public Works Department prioritize Capital Improvement Program projects based on documented community needs and available resources. These departments coordinate with the Administrator of CDBG activities to support compliance with applicable CDBG requirements and the Town's adopted goals and priorities.
- The West Hartford–Bloomfield Health District (WHBHD) works in coordination with the Building and Engineering Divisions to address applicable health and structural code requirements and promote compliance with local and state regulations.

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	0	14
Number of Non-Homeless households to be provided affordable housing units	0	0
Number of Special-Needs households to be provided affordable housing units	0	0
Total	0	14

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	684	576
Number of households supported through The Production of New Units	0	49
Number of households supported through Rehab of Existing Units	10	14
Number of households supported through Acquisition of Existing Units	0	n/a
Total	694	639

Table 6 – Number of Households Supported

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

As with other state and federal agencies and private-sector housing providers, the West Hartford Housing Authority's mission is to create, preserve, revitalize, and support affordable housing opportunities for eligible households. The Housing Authority and its affiliate, Trout Brook Realty Advisors, currently manage approximately 625 affordable housing units in the community for eligible households, including units designated for households experiencing homelessness or other qualifying housing needs. The approximate number of affordable housing units provided by private-sector owners and other agencies in West Hartford is not currently known.

One of the Town of West Hartford's missions is to support eligible community development activities, particularly activities benefiting low- and moderate-income residents and eligible areas when CDBG funding is used.

The West Hartford Housing Rehabilitation (HR) Program aims to rehabilitate 10 housing units annually, for a total of 50 units over the five-year planning period, as established in the Consolidated Plan.

During FY 2025–2026, the program successfully rehabilitated 12 single-family homes and one two-family home, resulting in a total of 14 rehabilitated housing units.

Accordingly, the Housing Rehabilitation Program exceeded its annual goal and successfully met the target established in the FY 2025–2026 Annual Action Plan (AAP).

Discuss how these outcomes will impact future annual action plans.

The outcomes of the Housing Rehabilitation (HR) Program, Public Services activities, and Public Facility and Infrastructure Improvement projects serving low- and moderate-income (LMI) residents and eligible LMI areas will help inform the priorities, funding levels, and strategies included in future Annual Action Plans. The number of residents and households benefiting from these activities, together with the extent to which identified and documented community needs are being addressed, will provide important information for evaluating the effectiveness of CDBG funding and determining future funding priorities.

The realignment of the Housing Rehabilitation Program's administrative needs will enable the CDBG Coordinator to more effectively identify and assist property owners and households that meet the program's eligibility requirements and qualify for housing rehabilitation assistance. The number of housing units rehabilitated, the types of improvements completed, and the level of demand for assistance will be used to assess whether future funding for the program should be maintained, increased, or decreased. Continued demand for housing rehabilitation assistance may indicate a need for additional resources, while changes in the number of eligible applicants and units served may result in adjustments to future allocations.

The West Hartford Town Council has made a concerted effort in recent years to expand housing opportunities throughout the Town, including the development of affordable housing. Projects that have become operational in recent years, as well as projects that are currently approved, under development, or completed, are expected to result in approximately 1,500 new housing units, nearly 20% of which will be restricted as affordable. The continued growth of the Town's housing stock, together with the outcomes of CDBG-funded housing, public service, and infrastructure activities, will provide valuable information for assessing future community needs.

Overall, the Town will use outcomes and beneficiary data from CDBG-funded activities to evaluate progress toward its Consolidated Plan goals and determine whether adjustments are needed to future Annual Action Plans. This outcome-based approach will help ensure that limited CDBG resources are directed to eligible activities and geographic areas where documented needs and measurable outcomes support the effective use of CDBG funds for the benefit of low- and moderate-income residents and eligible areas of West Hartford.

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	2	0
Low-income	5	0
Moderate-income	6	0
Total	13	0

Table 7 – Number of Households Served

Narrative Information

The Housing Rehabilitation Program assists eligible property owners in addressing hazardous materials and conditions, including lead-based paint and asbestos; correcting health and safety concerns; removing barriers to accessibility; and improving the energy efficiency of residential structures. Funding is provided through a combination of grants and low-interest loans, with assistance capped at \$25,000 for a single-family home. Program eligibility requires that gross household income be at or below 80% of the area median income, as established by the United States Department of Housing and Urban Development (HUD) for the Hartford Primary Metropolitan Statistical Area (PMSA). For example, the applicable income limits include \$93,050 for a three-person household and \$103,350 for a four-person household.

During Fiscal Year 2025–2026, the Housing Rehabilitation Program continued to operate within the Community Partnerships Division of the Department of Social Services. Following the previous year's organizational changes, the CDBG Coordinator conducts intake for Housing Rehabilitation applications and manages related program responsibilities.

In addition, the Town of West Hartford engaged two consultants to support the Housing Rehabilitation Program: one specializing in lead-related projects and another providing architectural services for emergency replacements. These consultants work closely with the CDBG Coordinator to identify eligible lead remediation and emergency replacement needs, develop scopes of work for emergency replacements and lead remediation, conduct project walkthroughs with contractors, review and recommend additional work authorizations or change orders when necessary, and inspect and approve completed work.

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 Town of West Hartford does not have emergency shelters, transitional housing, permanent supportive housing, or permanent housing specifically designated for individuals and families experiencing homelessness within its municipal boundaries. West Hartford relies on the Coordinated Access Network (CAN) through the United Way 211 system to connect individuals and families with available shelter, housing, and supportive services.

When West Hartford Social Services staff receive referrals from the Police Department, Fire Department, or community members, a social worker conducts an assessment of the individual's or family's circumstances and service needs. Social workers assist residents in identifying and accessing available resources. When other local resources are not available or sufficient, individuals and families are referred to the 211 system to speak with a Diversion Counselor. This process may include connecting individuals and families with emergency shelter, housing assistance, and other services available through the Greater Hartford area, including facilities and programs located in the City of Hartford. West Hartford Social Services continues to provide follow-up assistance and referrals to other appropriate resources based on the individual's or family's circumstances.

Social Services staff may not have complete information regarding the extent of homelessness in West Hartford when individuals or families do not contact the Town for assistance. Accordingly, data collected by the Connecticut Coalition to End Homelessness is an important resource for tracking homelessness and related service needs. The organization coordinates the Point-in-Time Count, Connecticut Counts, and the Coordinated Access Dashboard. West Hartford has access to Greater Hartford area data; however, obtaining data specific to West Hartford can be challenging.

West Hartford allocated \$10,000 to Journey Home to assist individuals and families experiencing homelessness in the Town. During Fiscal Year 2025–2026, Journey Home successfully supported 19 West Hartford residents through the Greater Hartford Coordinated Access Network (CAN), facilitating access to shelter and housing resources.

West Hartford continues to focus on homelessness prevention. In addition to fair housing programs and access to Greater Hartford Legal Aid, West Hartford Social Services works to prevent evictions and housing instability. The Town also has access to privately raised funds and other community partners that may provide eviction-prevention assistance in appropriate circumstances. West Hartford Social Services staff work collaboratively with Connecticut State Marshals, the West Hartford–Bloomfield Health District, and affected households when evictions are scheduled. During Fiscal Year 2025–2026, the department was involved in 32 eviction matters.

Addressing the emergency shelter and transitional housing needs of homeless persons

The regional approach to addressing homelessness is to centralize access to shelter and housing services through United Way 211 rather than having each municipality independently manage shelter placements. This coordinated approach helps facilitate timely access to available shelter, appropriate bed assignments, and connections to housing and supportive services for individuals and families experiencing homelessness.

To help ensure that individuals and families experiencing homelessness receive timely assistance, West Hartford Social Services participates in the Coordinated Access Network (CAN), a network of homeless service providers. Under CAN Leadership/Sub-Continuum of Care, five workgroups meet throughout the year: CAN Operations, Housing Matching for Individuals, Housing Matching for Families, Homeless Outreach, and the Youth Engagement Team Initiative (YETI).

The coordination of these efforts supports the goal of connecting individuals and families experiencing homelessness with permanent housing and, when appropriate, services that promote housing stability and self-sufficiency. The need for permanent housing applies to individuals and families experiencing homelessness throughout the region. Affordable housing options are important in helping households transition to stable housing and, when appropriate, greater self-sufficiency and independence. An adequate supply of affordable rental housing is an important component of achieving this objective. For some households, affordable homeownership opportunities may also provide a pathway to long-term housing stability.

West Hartford addresses the needs of individuals and families experiencing homelessness or at risk of homelessness through active participation in the Continuum of Care and, where feasible, through support of eligible programs and projects within the Town. These efforts contribute to the housing and community development objectives established in the Town's Consolidated Plan.

In addition, West Hartford continues to coordinate efforts among municipal departments to address the needs of individuals and families who are experiencing or are at risk of experiencing homelessness. The West Hartford Police Department works closely with the Social Services Department to identify and implement appropriate methods of connecting residents with available services. Annually, the Social Services Department provides training to police officers regarding available resources and appropriate responses to individuals who may require assistance. Palm-sized resource guides are also provided to patrol officers identifying services available to residents throughout the community.

In 2021, West Hartford hired a Police Liaison Social Worker to assist with concerns related to behavioral health, substance use, and other social service needs within the municipality. This ongoing collaboration between law enforcement and social services is designed to provide an additional public safety and social service support system. The Police Liaison Social Worker conducts outreach to individuals who panhandle in Town, including individuals who may be experiencing homelessness or other circumstances requiring assistance. As previously stated, police officers and social workers may refer individuals and families to the United Way 211 Connecticut system, which serves as a centralized access point for shelter, housing, and other supportive services in the Greater Hartford area. Staff also provide individualized assistance, when appropriate, to help connect residents with available resources and resolve situations as efficiently as possible.

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

West Hartford provides a full-service Social Services Department. Residents may work one-on-one with licensed professional social workers to address crisis situations and access ongoing case management and other available services. Individuals and families with children, older adults, and other residents who contact West Hartford Social Services may seek assistance with energy bills, emergency food, rent, or other urgent needs.

West Hartford Social Services coordinates and provides access to a variety of resources, including Generation Power CT, the West Hartford Food Pantry, the Commodities Program, The Town That Cares charity fund, the Connecticut Energy Assistance Program, the Renter's Rebate Program, and other available community resources. These programs assist eligible residents and households experiencing financial hardship, including those with limited or fixed incomes who may have difficulty meeting essential household expenses and maintaining stable housing.

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

West Hartford's efforts in this area continue to focus on homelessness prevention and housing stability. Prevention activities are carried out through the Town's fair housing program and referral processes involving the West Hartford Social Services Department, Police Department, and Fire Department. These efforts help residents address housing-related concerns and may prevent evictions each year. The Town also participates in the regional Coordinated Access Network and works with regional shelter and housing providers to connect individuals and families experiencing homelessness with available services.

West Hartford has allocated \$10,000 to Journey Home to support residents experiencing homelessness or housing instability. During FY 2025–2026, Journey Home assisted 19 West Hartford residents through the Greater Hartford Coordinated Access Network (GH CAN), connecting individuals and families with shelter, housing, and other appropriate supportive services.

As previously noted, when West Hartford Social Services staff become aware of an individual or family at risk of homelessness—whether through a referral, eviction notice, or ejection notice—social workers provide information, referrals, and other available resources to help prevent the loss of housing. When additional assistance is needed, individuals and families are encouraged to contact 211 to complete a Diversion intake and be connected with appropriate emergency shelter, housing, and stabilization

services. Social workers continue to work with individuals and families throughout the process, providing assistance and coordinating available resources until a housing placement, move, or other appropriate transition has been completed. Information regarding these cases and the assistance provided is maintained through the Town's internal tracking systems.

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

Actions taken to address the needs of public housing

As stated previously in West Hartford's Consolidated Plan, Annual Action Plans, and CAPERs submitted since July 1, 2011, the West Hartford Housing Authority (WHHA) operates as a quasi-governmental agency in conjunction with the U.S. Department of Housing and Urban Development (HUD) Public Housing Program. The Town of West Hartford no longer owns any housing units.

The West Hartford Housing Authority's mission is to create, preserve, revitalize, and support affordable housing and community development opportunities in the Greater West Hartford region. The WHHA manages affordable and quality housing and provides housing assistance and related services to eligible residents and households, with the goal of supporting housing stability and, where appropriate, independent living.

While the WHHA works closely with local, state, and federal agencies, it is an independent public organization overseen by a five-member Board of Commissioners appointed by the West Hartford Town Council.

The WHHA currently manages seven multifamily properties in West Hartford totaling 446 units, of which 379 are designated affordable. WHHA-managed properties include:

- **Elm Grove Senior Apartments:** 40 affordable units for residents age 55 and over. The complex has a community room, off-street parking, laundry facilities, and a garden. A Resident Services Coordinator is onsite three days a week, providing information and assistance with accessing Town and State programs.
- **Alfred E. Plant Elderly Apartments:** 137 affordable units for residents age 55 and over. The complex has a community room, onsite covered parking, laundry facilities, and a private courtyard garden. A Resident Services Coordinator is onsite three days a week.
- **The Goodwin Apartments:** 47 units, 15 of which are designated affordable and 32 of which are market-rate. The complex offers off-street parking, in-unit laundry, and a community room.
- **The Faxon Apartments:** 67 units, 53 of which are affordable and 14 of which are market-rate. The complex has off-street parking and laundry facilities. A Resident Services Coordinator is onsite three days a week.
- **The Lofts at 616 New Park Avenue:** A 54-unit transit-oriented development consisting of 43 affordable units and 11 market-rate units. The development features off-street and covered parking, community and lounge spaces, a gym, and in-unit laundry. A Resident Services Coordinator is onsite five days a week.
- **The Residences at 540 New Park Avenue:** A 52-unit transit-oriented development consisting of 41 affordable units and 11 market-rate units. The development features off-street parking, community space, a gym, and in-unit laundry. A Resident Services Coordinator is onsite five days a week.
- **Elle at North Main Street:** A 49-unit development consisting of 39 affordable units and 10 market-rate units.

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

The West Hartford Housing Authority (WHHA) operates a Family Self-Sufficiency (FSS) Program designed to assist participating families in achieving greater financial stability and economic self-sufficiency. The program connects participating families with resources and services that can support education, employment, career development, financial management, and long-term housing stability.

Families participating in the Housing Choice Voucher FSS Program may receive assistance and referrals for education, job training, employment services, and other supportive services based on their individual goals and program needs. The FSS Program coordinates with available community resources to help participants establish and pursue individual goals. Services may include:

- Financial literacy
- English as a Second Language (ESL) classes
- Job preparation and job-search assistance
- Career assessment and career development

Actions taken to provide assistance to troubled PHAs

Not applicable

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)

West Hartford has adopted an ordinance permitting residential dwellings within the General Industrial (IG) and Restricted Industrial (IR) Districts to facilitate mixed-use development projects. These projects expand housing opportunities that were previously limited in these areas. Mixed-use development can provide residents with access to transit, goods and services, employment opportunities, and other community amenities while supporting efficient use of land and existing infrastructure.

The Town adopted its 2024–2029 Affordable Housing Plan. The plan recognizes the variety of housing types, tenure options, household income levels, and housing costs within West Hartford. The plan identifies strategies to encourage, permit, and facilitate additional affordable housing opportunities for eligible households. Expanding the availability of affordable housing can provide additional housing options for households that meet applicable eligibility requirements and support the Town's broader housing and community development goals.

West Hartford has the administrative capacity, resources, and governance structures necessary to implement the strategies identified in the Affordable Housing Plan and to support housing affordability in accordance with applicable Town, State, and federal requirements.

The full plan is available on the Town's website: <https://www.westhartfordct.gov/town-departments/planning-zoning/affordable-housing-plan>

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

West Hartford continues to implement its 2020–2030 Plan of Conservation and Development (POCD), including the Neighborhoods and Housing Section, which seeks to encourage a variety of “housing types and costs to provide access and availability of housing options to current and future residents.” The POCD identifies a number of strategies and actions to support this goal.

Strategy 4 reviews and revises zoning ordinances to encourage the availability of a range of housing types and affordability levels to meet the documented housing needs of the community. It also calls for the Town to support the work of nonprofit organizations and for-profit developers to expand housing choices and opportunities.

Strategy 5 promotes the maintenance, rehabilitation, and improvement of the Town's existing housing stock and supports the continuation and expansion of the Housing Rehabilitation Program and Elderly Assistance Program.

Constructed / Occupied as of 2025-2026

- The Residences at Berkshire: 2 80% AMI deed restricted units. Represents approximately 7.5% of total units in project of 26 units.
- One Park: 30 80% AMI deed restricted units. Represents approximately 10% of total units in project of 295 units.
- 540 New Park Avenue: 41 units at or below 60% AMI: 11 at 25%; 21 units at 50% AMI and 9 at/or below 60%. Represents approximately 80 % of total units in project of 52 units.
- The Faxon: 53 units at or below 60% AMI: 17 at 25%; 27 at 50% and 9 at/below 60 %. Represents approximately 80% of total units in project of 67 units.
- The Byline at 920-924 Farmington Avenue: 2 80% AMI deed restricted units. Occupancy began in Spring 2025 completed Winter 26. Represents approximately 4.1 % of total units in project of 48 units.
- Fellowship Housing at 10-50 Starkel Road – PHASE I: With the completion of Phase I, 65 brand new, state-of-the-art, energy efficient, affordable apartments were made available to West Hartford residents – 22 more affordable residences than the outdated buildings that the new structure replaced. The modern and fully-accessible four-story building includes in-unit laundry facilities in all 65 units, also has community spaces such as a roughly 2,800-square-foot multipurpose room, cafe, conference room, fitness room, art room, and clinic. There is also a communal laundry area with large-capacity washers and dryers, which also serve as the transitional laundry room for those still living in the older units. Entire plan calls for 261 units to be replaced by 300 units. Final affordability breakdown unknown but will include 80% or 240 units to be at or below 80% AMI.
- Fellowship Housing at 10-50 Starkel Road – PHASE II: Phase II of West Hartford Fellowship housing is under construction and expected to reach completion by the end of 2026. One- and two-bedroom units that will be available to seniors and individuals with physical limitations with limited incomes. The entire, phased plan calls for 261 units to be replaced by 300 units. Final affordability breakdown unknown but will include 80% or 240 units to be at or below 80% AMI.
- The Camelot: 900 Farmington Avenue: Opened in Spring 2025. All 44 units at or below 80% AMI final breakdown to be determined based on funding requirements. Represents 100% of units in project. The Town Council unanimously approved the allocation of \$6 million in American Rescue Plan Act (ARPA) funds in 2022 to support the goal of increasing its stock of affordable housing. The Camelot project was able to secure a \$3 million grant from the Town through this affordable housing fund. The Camelot occupies a prime piece of property on the eastern edge of West Hartford Center, about two-thirds of an acre that formerly housed a 1960s-era hotel and commercial space.

- One West Hartford (950 Trout Brook Drive): Project complete summer 2026; 9 units are 80% AMI deed restricted which represents approximately 5 % of total units in project of 172 units.
- Residences at Steele Road: The Residences at Steele Road completed an additional 18 more units at its property which now offers 208 units. The new building includes 10 one-bedroom apartments and eight two-bedroom apartments, one of which is will be deed restricted at or below 80% AMI.

Under Construction in 2025-2026:

- Center Park Place + 75 LaSalle: 58 condos and 25 apartments in two separate buildings will be coming to the heart of West Hartford Center. Known as Center Park Place and 75 LaSalle, the project will consist of two buildings, with one housing 58 condos that will provide ownership opportunities. The other building will feature 25 apartments, with 4 of those units at 80% AMI deed restricted units. Represents approximately 4.8 % of total units in a total project of 83 units. The project will also include surface level parking and an underground parking garage. The parking structure is currently under construction with final overall project completion is anticipated in late 2027-2028.
- 1360 Trout Brook Drive: Redevelopment 14.87 acres of the former UCONN campus set to become the Residences at Heritage Park by Garden Homes. The new development would consist of 322 units, with 26 units at 80% AMI, representing approximately 8.1% of total units in the project. The rest of the property was donated to the Town of West Hartford, and includes existing ballfields and a playground.
- The Elle at 1244 North Main Street: A former synagogue on North Main Street closed its doors in 2018. Trout Brook Realty Advisors, an arm of the West Hartford Housing Authority, is building 49 units of housing called The Elle at the site all while retaining the part of the synagogue facing North Main Street. Project breakdown includes 39 units at or below 60% AMI; 13 at 30% AMI; 20 units at 50% AMI; and 6 at 60% AMI. Represents approximately 80% of total units in project of 49 units. Project completion and full occupancy is expected mid-Fall 2026.
- The Jayden at 579 New Park Avenue: A proposal to create 70 units of housing on New Park Avenue would be the second use of the town's transit-oriented development district, which is intended to encourage methods of transportation other than vehicles and allows developers to build with higher density, gives bonuses for affordable housing and only requires administrative approval. The Jayden will offer 29 one-bedroom units and 41 two-bedroom units - 14 of which are affordable housing units (at 80% AMI, which represents approximately 20% of total units in a project of 70 units) - along with ground floor retail space. The project is currently under construction and is anticipated to reach completion in late 2027.
- Hoffman SummerWood: In March 2025, the owners of Hoffman SummerWood, a senior living facility in West Hartford, announced the site would be closing later that year. The owners cited changing trends in the senior living industry and a vacancy rate that had dropped below 50%. In

May 2025, the prospective new owners of the site, Oceanport Realty, filed plans with the town to make some changes to the property that would turn the building into non-age-restricted multifamily housing, providing 108 units, including some affordable ones. The proposed plans noted that they would retain the existing architecture of the building while adding more parking and adding amenities like a club room, fitness center, spa, library, game room and more to the site. In June of 2025 the site's new owners received approval from the Town Council to move forward with their plans. The project is under active building renovation and is expected to be partially occupied occupancy mid-fall, with full occupancy by the end of 2027.

Projects Approved but NOT yet Under Construction in 2025-2026:

- Elmwood Lofts at 1051-1061 New Britain Avenue: In June of 2024, the project received a second site plan approval from the town after the developers altered plans. Developers of this former Puritan Furniture store in Elmwood plan to build 94 one-bedroom units, including 17 studio apartments, and 33 two-bedroom units. Approximately 20% of the units (about 23 units) will be designated as affordable housing, but that the final number has not yet been determined.
- Heritage Park (1800 Asylum Avenue): Heritage Park will be a mixed-use housing development, at the former University of Connecticut campus. First proposed in October 2022, plans have changed several times. The most recent plans call for 569 units of housing that would be split between a combination of apartments, assisted living and townhouses. The western parcel will be considered separately. The massive project would be the largest development in West Hartford since Blue Back Square. In April 2024, the Town Council approved rezoning one portion of this development, paving the way for 322 new multifamily homes on the site. The other portion of the campus, which will contain a blend of homes and retail, finally received approval in February 2025, paving the way for 118 more homes to be developed, along with retail uses like a spa, grocery store, restaurant and more. The existing buildings are being demolished and building and site remediation is expected to be completed in late 2026 / early 2027.

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

The CDBG Coordinator in the Housing Rehabilitation Program works with eligible residents and property owners to address documented housing rehabilitation needs. Information about these services is available on the Town of West Hartford's website under Town Departments/Housing Rehabilitation. In addition, the CDBG Coordinator refers residents with lead remediation needs to appropriate state and local organizations and programs, such as Connecticut Children's Healthy Homes Program, for additional information and assistance.

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

West Hartford continues to address documented community needs through the following activities:

- Support the continuation and/or expansion of existing public service programs for low-income residents, including programs that provide services to persons with limited physical mobility, youth, older adults, and individuals experiencing substance use disorders, as well as programs that provide transportation services and employment training.
- The West Hartford Housing Authority (WHHA) provides affordable rental housing opportunities for extremely low- and very-low-income households by maintaining and, where applicable, expanding the availability of affordable rental housing in the Town.
- Increase the availability and delivery of support services to individuals and families experiencing homelessness or at risk of homelessness. West Hartford Social Services serves as an initial point of contact for residents seeking assistance and referrals to available resources.
- Continue efforts to address accessibility needs by supporting projects designed to improve accessibility of existing facilities and provide new ADA-compliant facilities and equipment, as well as continuing the Town's ADA self-evaluation process.
- Maintain and improve existing public facilities and encourage the development of upgraded facilities, particularly parks, recreation facilities, and facilities serving low-income populations.
- Support the continued maintenance and improvement of the Town's infrastructure, particularly street and sidewalk improvements and storm drain improvements.
- Enhance and expand community development activities, particularly lead-based paint remediation and education and code enforcement activities.
- Continue administrative and planning activities necessary to implement the objectives, actions, and programs outlined in the Strategic Plan, including fair housing counseling, tenant-landlord counseling, and public awareness activities.
- Provide energy assistance to low- and moderate-income (LMI) residents through the Community Renewal Team (CRT), including emergency fuel and utility assistance programs. A total of 554 LMI residents benefited from these combined services during the past year.
- A total of 58 residents received utility assistance through Generation Power CT.
- The Social Services Department received 166 cases referred by Hartford Community Court during the fiscal year.
- Assisted 615 LMI individuals with rental payments through the State of Connecticut Renter's Rebate Program. Social workers supported applicants by assisting them with completing and submitting the required documentation.

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

West Hartford is fortunate to have a comprehensive delivery system of established programs and services. The Town continues its efforts to maintain and enhance its programs and services while ensuring compliance with applicable state and federal accessibility requirements, including the Americans with Disabilities Act (ADA). The Town also continues efforts to streamline the administration and implementation of CDBG-funded activities.

Several ADA-related improvements were made throughout the Town. West Hartford continues to implement improvements to parks and public facilities in eligible low- and moderate-income areas and to improve accessibility to parks and facilities for persons with physical challenges. In addition, the West Hartford Board of Education completed several ADA-related improvements at schools throughout the year.

The Town of West Hartford's website is designed to comply with applicable accessibility requirements and includes accessibility features, including an audio reader that converts text into audio for users who may have difficulty accessing written content.

To ensure that program implementation continues to address the documented needs of low- and moderate-income residents, the Department of Leisure and Social Services and its staff continue to monitor program performance, reporting procedures, and best practices. Staff also evaluate potential service gaps and develop actions, when appropriate, to improve service delivery. These efforts help the Town identify areas where existing services may be enhanced or additional resources may be needed. The Town of West Hartford contracted with a consultant to begin a formal ADA Self-Evaluation to inform current efforts and future planning.

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

The Town of West Hartford works closely with the West Hartford Housing Authority (WHHA) to support residents and strengthen coordination among housing and social service providers. Staff from the WHHA, the Town, and West Hartford Social Services maintain ongoing communication and collaborate as needed to improve coordination, administrative efficiency, and the delivery of services to residents. West Hartford Social Services also monitors WHHA processes and protocols related to tenant selection, housing access, and other housing-related matters within the scope of its responsibilities.

The Town supports fair housing education through CDBG-funded activities. During the year, the Town hosted two Fair Housing education events, with a total of 19 residents participating.

In 2026, the Department of Social Services will continue to mediate landlord-tenant disputes and facilitate voluntary, consensus-based resolutions, when appropriate, to help reduce the need for court intervention or referrals to the West Hartford Fair Rent Commission. The Town will also organize educational sessions in partnership with Greater Hartford Legal Aid and/or the Connecticut Fair Housing Center to provide residents with information regarding fair housing rights, responsibilities, applicable protections, and housing-related practices.

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

Specific Fair Housing-related activities completed during the reporting period include:

- The Town of West Hartford continued to support the West Hartford Housing Authority in connection with its housing development activities.
- Greater Hartford Legal Aid provided free legal services related to housing matters to low- and moderate-income (LMI) West Hartford households.

The Department of Social Services is notified by the State Marshal when an eviction or ejectment is scheduled. The purpose of this notification is to allow the Department to provide timely crisis intervention and information about available resources. A social worker contacts the individual or family to offer assistance, which may include counseling, referrals to available housing resources, boxes for personal belongings, a storage unit paid for by the Town of West Hartford for up to 30 days when appropriate, and, in certain circumstances, financial assistance through The Town That Cares fund for storage or other eligible necessities. During FY 2025–2026, the Department was involved in 32 eviction matters.

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

During the reporting period, West Hartford continued its practice of monitoring CDBG-funded activities and programs to ensure compliance with applicable federal, state, and local requirements, including the following:

- Comprehensive subrecipient agreements were maintained with Jewish Family Services of Greater Hartford and Journey Home, Inc. Annual onsite monitoring visits were conducted with these agencies, along with quarterly monitoring of internal CDBG programs and related activities to assess program performance and compliance.
- Subrecipient organizations completed and submitted formal documentation and reports to the Town of West Hartford detailing the results and activities associated with their CDBG-funded programs during the program year.
- The Town's Housing Rehabilitation, Engineering, and Planning and Zoning Departments continued to comply with applicable state and federal requirements related to procurement standards, employment practices, employment requirements, prevailing wage requirements, hazardous material disposal, and applicable zoning and building codes.
- The Town's Leisure and Social Services Department and Financial Services Department worked collaboratively to manage accounting functions related to the use and expenditure of CDBG funds and to maintain accurate financial records in accordance with generally accepted accounting principles applicable to governmental entities and applicable federal requirements.
- West Hartford prepared and submitted required performance reports to HUD, including the Consolidated Annual Performance and Evaluation Report (CAPER) for the reporting year.

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.

All public hearings and milestone actions, including the submission to HUD of West Hartford's CAPERs, Annual Action Plans, and Consolidated Plans, are announced through the local newspaper (Hartford Courant) and posted on the Town's website prior to submission. For community members who have registered for the Town's Listserv, notices are also provided electronically.

Public comments are encouraged in accordance with the Town's Citizen Participation Plan. West Hartford provides public notice at least 15 days in advance of the submission of CDBG reports, as required by the applicable Citizen Participation Plan.

For the 2025–2026 CAPER, the draft report was published and made available for public review on August 21, 2026, on the Town's website and through the required public notice process. The Town conducted a public hearing in person on Friday, September 4, 2026. The Town plans to submit the 2025–2026 CAPER to HUD on or before September 30, 2026.

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.

No such changes have been made.

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

No

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