

TOWN OF MANCHESTER



COMMUNITY DEVELOPMENT BLOCK GRANT ANNUAL ACTION PLAN

OCTOBER 1, 2024 – SEPTEMBER 30, 2025

Executive Summary

AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

1. Introduction

As an entitlement community for the federal Community Development Block Grant (CDBG) program, the Town of Manchester is required to prepare an Annual Action Plan for the use of CDBG funds. To be eligible for CDBG funding, a project must meet one of three national objectives: (1) be of benefit to low and/or moderate-income households, (2) work towards the elimination of slum and blight or (3) meet a particular urgent community development need.

This Annual Action Plan outlines Manchester's proposed investment of CDBG grant funds in the areas of housing, infrastructure, community development and public services. The town has \$565,198 in CDBG funds available for projects and activities in the fiftieth (50th) program year, which will run October 1, 2024 - September 30, 2025. The Town's Planning & Economic Development Department is the agency responsible for administering the CDBG program.

This Action Plan represents the final year (year 5) of the 2020-2024 Consolidated Plan and will discuss objectives, funding levels, and specific projects and activities planned for this program year. Projects and activities described in this report were approved for funding by the Board of Directors after providing numerous opportunities for public participation and input.

2. Summarize the objectives and outcomes identified in the Plan

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

The Town's primary goal for the use of CDBG funding is to preserve, improve and revitalize our older neighborhoods, where housing and other needs are greatest and broadest, so they will continue to be livable and attractive places.

The Department of Housing and Urban Development (HUD) requires a focus on three particular outcomes to guide CDBG expenditures: Affordability, Availability/Accessibility and Sustainability. To create vibrant, healthy neighborhoods, provide opportunities for our residents and to meet HUD's desired outcomes, we will pursue these objectives by funding the following projects during the 50th program year:

Affordability

- Maintain availability of affordable, safe and sanitary housing through: home repair, rehabilitation of owner- and renter-occupied units, accessibility improvements, addressing lead hazards and code enforcement. *Projects: Housing Rehab Program and Rebuilding Together Roofing Program.*

Availability/Accessibility

- Provide services to improve the health, well-being and economic position of low/moderate-income individuals and families. *Projects: Interval House, PEHT Transitional Residential Program, Dentistry for Seniors and Hoarding Remediation Program.*
- Complete public improvements including but not limited to park and trail improvements, sidewalk replacement or installation and general streetscape improvements in low/moderate-income neighborhoods. *Projects: 163 Spruce St. parking lot.*

3. Evaluation of past performance

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

Housing programs funded by CDBG have had a significant impact on the condition of both renter- and owner-occupied affordable housing units in Manchester. Rebuilding Together’s roofing program has filled a service gap by providing replacements for roofs in poor condition and, when needed, related chimney work. The program has been an important community resource and continues to maintain a waiting list. The cost of roof replacements has increased significantly so additional funding was allocated to this program for the upcoming program year.

The Housing Rehab Program’s general rehab portion continues to fill the need for addressing lead and code issues in lower-income Manchester properties, particularly in our older neighborhoods. Continued coordination with the Health Department ensures cases of lead poisoned children are quickly referred to the Rehab Program or Connecticut Children’s Healthy Homes Program (CCHHP), with whom we frequently partner on lead projects. The emergency replacement component of the Rehab Program continues to be a vital resource to residents in very challenging situations. This program addresses issues that threaten the health and/or safety of a property’s occupants and provides flexibility to address a variety of issues, such as failed water heaters and compromised sewer lines. The Emergency Replacement Program was very busy this past year, which allowed us to assist numerous residents without spending as much money as we would on full lead/code rehab projects.

Past performance of sub-recipients is reviewed when considering whether to fund a program again. Some programs may experience adjustments to their funding based on number of people served or whether the program spent all funding received during past program years. As anticipated, with the decline in Covid-related funding, we saw a noticeable increase in the number of public service

applications from area nonprofits. There was a mix of new and previously funded applicants and all presented solid projects for consideration.

CDBG's impact on Manchester's low/moderate income households and neighborhoods has been significant. In fact, a resident at a Board of Directors' meeting spoke enthusiastically about how much CDBG has positively impacted his neighborhood, which happens to be a target neighborhood for this funding.

The town continues to use the needs and priorities identified in the Consolidated Plan as a guide when selecting programs to fund. Citizen participation and input is also always considered. There continues to be strong support for the various housing programs funded through CDBG.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

The town followed their Citizen Participation Plan (CPP) during the formation of this year's Annual Action Plan. Efforts to foster resident and stakeholder input included the following:

Public Hearings

Two hybrid (virtual and in-person) public hearings were offered at the start of the planning process to gather opinions on previously funded programs, explain CDBG funding and provide residents an opportunity to suggest future projects and discuss community concerns.

Stakeholder Discussions

Each year, a memo is distributed to all department heads and members of the Board of Directors outlining funding availability and describing eligibility for CDBG funds. Recipients of this memo are encouraged to consider project requests received from the public that may be eligible for this funding stream and to develop applications that reflect identified needs. Information was also gathered during service provider meetings and shared with their networks, including with the Manchester Community Services Council (MCSC) and the town's Continuum of Care (CoC) group, during the planning process for this year's Action Plan.

Board of Directors Public Hearings

Public hearings were included as part of the Board of Directors' meetings in June and July to allow for public feedback on the Town Manager's recommendations and the Board of Directors' Proposed Action Plan before the Plan was finalized.

5. Summary of public comments

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

Public hearings and opportunities to participate in the planning process were broadly publicized. Despite this, there was minimal participation at the meetings. Residents also had the opportunity to speak at each Board of Directors meeting when information about the plan was presented. The only member of the public to speak at the Board's hearing voiced his strong support for the work performed by the Community Development Program Manager and the importance of the CDBG grant to his neighborhood.

Minutes summarizing discussions from the hybrid public hearings can be found in the appendix.

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

All comments and views were accepted.

7. Summary

During the Covid-19 pandemic, the Town of Manchester incorporated adaptations to enable continued opportunities for public input. Participation in public meetings increased with the inclusion of a virtual option so though the pandemic has officially ended, an online option was still offered – along with an in-person option - while preparing this Action Plan.

PR-05 Lead & Responsible Agencies – 91.200(b)

1. Agency/entity responsible for preparing/administering the Consolidated Plan

Describe the agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	Town of Manchester, CT	Planning and Economic Development Department

Table 1 – Responsible Agencies

Narrative (optional)

The Planning and Economic Development Department is responsible for administration of the town's Community Development Block Grant funds. The department will also run the CDBG-funded Housing Rehabilitation program. Other activities are implemented by Town departments and nonprofit community organizations.

Consolidated Plan Public Contact Information

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AP-10 Consultation – 91.100, 91.200(b), 91.215(I)

1. Introduction

Manchester employs a variety of methods to solicit information and feedback from the general public and other stakeholders. In preparing this Plan, this included incorporation of the following methods: public hearings, consultation with the town’s Continuum of Care, Housing Authority and Housing and Fair Rent Commission, and soliciting input from local officials, town departments and area nonprofits.

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

The Planning and Economic Department seeks to improve coordination of housing and human services providers through participation in the local CoC group, housing and social service forums, and the Manchester Housing and Fair Rent Commission. The Commission aims to promote the development and continued availability of affordable housing in Manchester and also holds hearings regarding fair rent complaints. Ex-officio members that frequently participate in meetings include the housing authority's Executive Director and the Town's Planning and Human Services Directors.

The Manchester Community Services Council (MCSC) has operated since 1972 with the primary mission of determining needs, setting priorities and enhancing health and social services within the community. Their Executive Board and membership includes representatives from mental health and substance abuse organizations, child welfare groups, town government, the housing authority, the local hospital, and a variety of other groups, as well as interested town residents.

Senior Adult and Family Services (SAFS) spearheaded the restart of working group meetings to address underlying issues faced by frequent users of hospital services. This group is one of about a dozen statewide hospital/community collaboratives known as Community Care Teams (CCT). CCT members also act as referral sources by educating participating groups about services and programs provided by their organization or department. Local CCT meetings attract a variety of attendees each month including mental health providers, first responders, hospital staff, town staff and local social service providers. Ideally, the hospital or another member group identifies residents (with a signed Release of Information) who frequently visit the emergency room or rely on multiple healthcare providers and access points. The team creates a service plan to try to reduce service utilization. Effectiveness is measured by monitoring this plan and its impact on emergency room visits. Since the start of 2024, 4 meetings were held but the group has not met since April because no new cases have emerged. Moving forward, the group will likely meet on an as-needed basis.

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

Manchester is part of the “Balance of State Continuum of Care”. Many years ago, however, the Town and its homeless service providers made a commitment to establish a "sub-CoC" representing those who serve Manchester’s homeless community. This local network provides an opportunity for Town staff, the public schools, local service agencies, and housing providers to meet each month to discuss issues of relevance. Members of this group include the Town's Community Development Program Manager and Senior Adult and Family Services (SAFS) Supervisor, staff from the Manchester Housing Authority, the local food pantry/soup kitchen, and representatives from housing agencies targeting persons with mental health diagnosis, chronically homeless persons, Veterans and formerly homeless.

Continuation of this localized CoC enables coordination of service delivery to homeless and at-risk households. Members share information about the availability of housing vouchers, shelter beds, and events such as job fairs, vaccination clinics and renter rebate clinics that benefit these populations. Shelter staff from a neighboring town are members and help provide a regional approach to addressing homelessness. Participating Manchester Public Schools (MPS) staff work with at-risk youth and assist families with children impacted by homelessness. Other CoC members coordinate with MPS to connect these families with affordable housing, housing vouchers, mental health services and stabilization services.

Journey Home, a regional homelessness nonprofit, continues their work with the town’s Youth Service Bureau to evaluate and address youth homelessness in Manchester. They ran workshops to develop a solid foundation of community support for this initiative and have begun expanding their work.

This past winter, Human Services and Manchester Area Conference of Churches (MACC) worked tirelessly to temporarily house homeless individuals in hotel rooms during the winter warming initiative. Participants were also connected with social services during their stay and efforts were made to find more permanent housing opportunities for each participant. This model was the same used the year prior and the collaborating providers found it to be quite effective. Unfortunately, state funds were not available to support this model of service provision; the state chose to only provide funding for warming centers. The Board of Directors offered encouragement and financial support to re-engage this model that was found to better serve Manchester’s homeless population. Their support for this initiative is reflective of the resolution passed a few years ago, confirming a desire to address homelessness, commit resources and challenge others to do the same. Plans are underway for the upcoming winter, though no final decisions have yet been made.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate

outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS

The Town of Manchester does not receive ESG funds. Through our localized CoC, area nonprofits keep us informed of applications for and receipt of any ESG funds through the Balance of State CoC.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction’s consultations with housing, social service agencies and other entities

1	Agency/Group/Organization	MANCHESTER HOUSING AUTHORITY
	Agency/Group/Organization Type	PHA
	What section of the Plan was addressed by Consultation?	Public Housing Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Manchester Housing Authority was asked to provide and discuss their capital expense plan for the upcoming program year. They were also asked to provide information for the narrative portion detailing local housing authority initiatives, resources, etc.
2	Agency/Group/Organization	Manchester - Planning and Economic Development
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Affordable housing, zoning and sustainability
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	Discussion of AP-75: actions to remove or ameliorate public policies that served as barriers to affordable housing. Highlighted accomplishments at the local level that should allow for more equity in housing options. Also discussed local sustainability efforts.
3	Agency/Group/Organization	Manchester - SAFS
	Agency/Group/Organization Type	Services – Housing, Services – Children, Services – Elderly Persons, Services – Persons with disabilities, Services – Homeless, Other government - Local

	What section of the Plan was addressed by Consultation?	Homeless Strategy; Non-homeless Special Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	Discussion of AP-10: information on the current status of the Community Care Team (CCT). The group had formerly been run by the local hospital but is now spearheaded by SAFS. They will now meet as-needed to keep participants engaged.
4	Agency/Group/Organization	Continuum of Care (CoC)
	Agency/Group/Organization Type	Other government – Local, Other – Service provider collaborative
	What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy Non-Homeless Special Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	Discussion of various initiatives to assist at-risk and special needs populations. The minutes from CoC meetings over the past year were very informative, as were active participation in the meetings. The CoC provides an effective platform for information sharing and increased collaboration.

Table 2 – Agencies, groups, organizations who participated

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

According to the FCC National Broadband map, 100% of Manchester residents have access to residential broadband of 100 Mbps download/20 Mbps upload and 93.75% have access to rates of 250 Mbps download/25 Mbps upload. 5-G mobile broadband is also available to 100% of residents. Therefore, no further consultation was needed.

Manchester’s 2023 Plan of Conservation and Development outlines goals to expand equitable access to broadband internet. One of the Plan’s recommendations to address this states, “Evaluate options for bringing faster high-speed broadband internet throughout the community, especially to low- and moderate-income neighborhoods, whether by partnering with a private provider or through investments in some sort of a municipally-funded network.” The town Planning Department revisits the Plan frequently to highlight areas where goals are being addressed and to pinpoint areas where improvement is still needed – how we might achieve the goal and what parties could play a role.

As is evident in the discussion portion of section AP-15, Manchester received federal FCC grants for the Emergency Connectiveness Program and Universal Service E-Rate. These grants provide funds for schools and libraries to help connect residents who lack necessary internet access or devices. The state Department of Social Services also offers the Affordable Connectivity Program that provides significantly discounted internet to Medicaid and SNAP-eligible members.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Balance of State CoC	Shared goals of preventing and ending homelessness by connecting homeless and at-risk residents with housing and social services.
Annual PHA Plan and Capital Fund Plan	Manchester Housing Authority	Both aim to provide and improve quality affordable housing to lower-income residents.

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Manchester Affordable Housing Plan	Town of Manchester	This plan highlights ongoing efforts to preserve affordable housing and outlines new ways the town will try to ensure housing opportunities for all. The Affordable Housing Plan features numerous housing efforts related to CDBG and the two plans complement one another.
SustainableCT Action Plan	Manchester Public Works	Both reports emphasize affordability, sustainability and resiliency in the housing stock. The plans also discuss impacts of zoning policy on affordable housing options.
Manchester NEXT: Plan of Conservation & Development	Town of Manchester	The State of Connecticut requires municipalities and regional councils of government to prepare and update their plans of conservation and development (POCD) at least once every ten years. Manchester’s POCD is designed to guide the Town’s future by providing a vision and policy framework for the zoning regulations and Town priorities. The plan includes a chapter dedicated to housing and discusses the Town’s current housing stock, changing preferences, housing attainability, and homelessness. It also discusses sustainability and resilience efforts.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

The Manchester Sustainability Commission consists of a diverse group of residents who "promote and encourage the development, implementation and interdepartmental integration of sustainability into all Town operations, both internally in government operations, as well as externally in community-wide efforts. The Commission works with agencies and organizations at the state, regional and local level to embed diversity, inclusion and equity into all sustainability topics and considerations for the Town." This Commission’s vision states: “A sustainable Manchester integrates environmental and public health, community needs and economic well-being to weave sustainability into all town programs, serve as a model for other communities, and benefit all residents, **especially those most vulnerable to climate change.**” Since October 2022, Manchester has maintained silver certification through Sustainable CT and was awarded Climate Leader Designation by the organization in October 2023 for the town’s proactive efforts to reduce greenhouse gas emissions and prepare for climate change impacts. The town is now working to attain Gold Certification.

The town’s most recent Plan of Conservation and Development (POCD) update was adopted on June 21, 2023. The Plan begins by highlighting the Town’s emphasis on Equity and Resiliency, stating “Every decision the Town makes should be a step toward reducing inequities among its residents and neighborhoods and making the Town a more sustainable place for future generations to live in.” The final plan includes a

description and examples of resilience hubs, or places augmented to support residents, coordinate communication, distribute resources, and reduce carbon pollution. These hubs also enhance quality of life, therefore improving resilience and social equity during everyday disruptions and recovery conditions. The plan suggests that Manchester could designate existing and/or proposed community buildings (community centers, libraries, schools, and park facilities) to cost-effectively double as resilience hubs and serve as a public education location and emergency shelter sites. Multiple departments worked with the Capital Region Council of Governments and the Connecticut Institute for Resilience and Climate Adaptation to update the capital region's Hazard Mitigation and Climate Adaptation Plan. Meetings included conversations around identifying repetitive loss properties due to flooding, conducting outreach regarding mitigation strategies, and coordinating with the CT Department of Energy and Environmental Protection to formally validate the list. FEMA has now conditionally approved the Plan, pending approval by the Board of Directors.

Using ARPA funds, the Sustainability Commission created the "ARPA Sustainability Grant Program". The first application period ran during the fall of 2023 and \$423,341 in grant funds were distributed to 13 different Manchester-based organizations.

AP-12 Participation – 91.105, 91.200(c)

1. Summary of citizen participation process/Efforts made to broaden citizen participation

Summarize citizen participation process and how it impacted goal-setting

Due to the flexibility provided, a hybrid format was used to solicit public input and comment. The hybrid format is a more inclusive option that resulted in greater participation in Board of Directors meetings - and other meetings - than an in-person only format.

Flyers were distributed to various community nonprofits and social service groups including the Continuum of Care, Manchester Community Services Council, the housing authority, and all current sub-recipient organizations. Information about public meetings was shared on all town social media platforms, the town calendar, in Manchester Matters emails and on the Town website. Ads were placed in the regional newspaper, the Journal Inquirer, in an effort to notify additional residents of opportunities to make comments and share their opinions. The two public hearings were held at different times of day to accommodate various schedules.

Information and an application packet were distributed to department heads and members of the Board of Directors to encourage submission of funding applications based upon resident proposals and requests. Application information was discussed with member organizations of the CoC and the MCSC network, and all were encouraged to submit applications to support eligible endeavors. Our Citizen Participation Plan outlines agencies to be notified when application materials are available; all such agencies received information. The application was also posted on the town website to simplify access for any parties.

The Planning department ran public notices outlining the Town Manager's funding recommendations and, later, the Board of Directors' Proposed Annual Action Plan. The Board of Directors also ran public notices for their June and July meetings that included public hearings on both versions of the Plan. At the June meeting, Board members and the public were presented with the Town Manager's funding recommendations and were offered the opportunity to ask questions and provide comments. The June and July Board meetings were held as hybrid meetings, thereby accommodating residents who wanted to attend in-person as well as those who preferred to participate online. The Town continues efforts to overcome barriers to the public participation process. The goal was to remain flexible and provide numerous opportunities and avenues for the public to participate and we succeeded in doing that.

A 30-day comment period was held prior to approval of the finalized Action Plan, but no comments were received.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
1	Public Meeting	Minorities Non-English Speaking - Specify other language: Spanish Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	Two people requested a meeting link but there were no attendees.	Not applicable.	Not applicable.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
2	Public Meeting	<p>Minorities</p> <p>Non-English Speaking - Specify other language: Spanish</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	Three residents requested the meeting link but only one attended (virtually).	A summary of comments is attached.	Not applicable.	
3	Newspaper Ad	Non-targeted/broad community	No responses were received.	Not applicable.	Not applicable.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
4	Flyers (for public meetings)	<p>Minorities</p> <p>Non-English Speaking - Specify other language: Spanish</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	Two written responses were received.	A summary of comments is attached.	Not applicable.	
5	Manchester Matters email notification system	Non-targeted/broad community	No responses received.	No responses received.	Not applicable.	
6	Social media – Town Facebook and Twitter accounts	Non-targeted/broad community	No responses received.	No responses received.	Not applicable.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
7	Public Hearing	Non-targeted/broad community	Public hearings were held as part of the Board of Directors' June and July meetings. The meetings were well attended. Both were hybrid format.	Comments from one resident were general regarding positive impact of CDBG funds on his neighborhood.	No public comments were rejected.	

Table 4 – Citizen Participation Outreach

Expected Resources

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

Introduction

As a HUD Entitlement Community, the Town of Manchester receives an annual CDBG grant from HUD but does not receive HOME, ESG or HOPWA funding. The town’s CDBG entitlement grant for program year 50 is \$565,198. This represents a 5.87% increase from the prior program year.

To maximize the impact of the CDBG entitlement funds, the Town also expends general government funds, partners with other community funders, and encourages all community-based organizations and project sponsors to strategically leverage additional monies.

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	565,198	0	0	565,198	0	This is the final year of the 2020-2024 Consolidated Plan.

Table 5 - 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

The Town of Manchester anticipates CDBG funds will leverage significant additional resources. Manchester will continue to encourage CDBG sub-recipients to identify and secure such resources. Resources that directly contribute to the furtherance of Consolidated Plan goals will include both public and private sources. Anticipated private sources are likely to include private foundations, faith-based organizations, and individual donors.

The following public resources are anticipated to be leveraged during this Action Plan period:

Town General Funds: The annual Town budget commits resources for priority activities including economic development, code enforcement, housing safety, services for youth, families and seniors, and improvements to public parks, facilities and infrastructure. Town departments also pursue outside grants to assist low- and moderate-income residents.

Local Capital Improvement Program (LoCIP): Each year, a portion of these funds are allocated to benefit lower-income neighborhoods for projects such as new sidewalks.

CARES Act Funds: Federal funds related to the Covid-19 pandemic continue to be used to support human services and capital improvements eligible for CDBG funding. Remaining CDBG-CV funds have been dedicated to a community technology and accessibility program for seniors and lower-income residents.

Continuum of Care funds: Federal CoC funds awarded to non-profit human service providers to assist in housing and services to homeless persons.

Connecticut Children’s Healthy Homes Program (CCHHP): Resources are leveraged to support the Housing Rehab Program for the rehabilitation of renter- and owner-occupied units.

ARPA funds: The Town used ARPA funds to support numerous initiatives that complement or expand CDBG programs. Allocated funds that leverage monies for existing CDBG initiatives include financial support for rental assistance, CO detectors, hoarding remediation, LED streetlights and trail upgrades.

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

While the Town will continue to identify opportunities for publicly owned properties to further community development goals identified within the Consolidated Plan, opportunities are likely to be limited to vacant school buildings and properties taken for back taxes. The Town’s Repurposed Schools Committee continues progress to identify the highest and best use for Manchester’s vacant schools. Plans are proceeding for a public-private partnership to re-use a former elementary school in a CDBG-eligible neighborhood. Numerous neighborhood improvements are planned as part of this redevelopment, which is in a priority area for CDBG investment.

While the redevelopment of publicly owned land is not identified in this fifth year Annual Action plan, the Town has prioritized improvements to public infrastructure and improvements to the existing affordable housing supply as activities within this plan.

Discussion

In addition to resources directly leveraged to complete Action Plan activities, additional federal and state sources will fund programs to assist low- and moderate-income residents during the upcoming program year. These resources include the following:

FEDERAL	STATE
USDA School Breakfast Program National School Lunch Program Summer Food Service Program for Children Child Nutrition Discretionary Grants Limited Availability	DOE Child Nutrition State Match Adult Education Priority School Districts School Accountability School Breakfast Program
DOE Title 1 Grants to Local Educational Agencies Adult Education – Basic Grants to States English Language Acquisition State Grants	DCF Youth Service Bureau Youth Service Bureau Enhancement Community Based Prevention Program
FCC Emergency Connectiveness Program Universal Service E-Rate	OEC Early Care & Education Head Start Services
DHHS Head Start Covid-19 Head Start	OPM Property Tax Relief for Veterans Reimbursement Property Tax – Disability Exemption
DOJ Services for Trafficking Victims	Judicial Branch Youth Services Prevention

HUD Emergency Solutions Grant Program	DSS Medicaid
TREAS ARPA Free Meals for Students ARPA Priority School Districts & Faith Acts	DOT ADA Dial-A-Ride
Approximate funding: \$10,363,752	Approximate funding: \$2,985,006

In the categories outlined above, there were significant increases from the previous year in federal financial support. As pandemic-related funding dissolves, it is very likely the town will experience cuts in funding even if need remains elevated.

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	Housing: Improve Quality of Affordable Stock	2020	2024	Affordable Housing Public Housing	MANCHESTER HOUSING REHABILITATION AREA	Housing	CDBG: \$238,520	Rental units rehabilitated: 2 Household Housing Unit Homeowner Housing Rehabilitated: 16 Household Housing Unit
2	Public Services: Provide to Low/Mod Residents	2020	2024	Homeless Non-Homeless Special Needs		Public Services	CDBG: \$81,648	Public service activities other than Low/Moderate Income Housing Benefit: 822 Persons Assisted
3	Public Improvements	2020	2024	Non-Housing Community Development		Public Improvements/Infrastructure	CDBG: \$132,000	Public Facility or Improvement activities other than Low/Moderate Income Housing Benefit: 5,385 (total) Persons Assisted
4	Planning and Administration	2020	2024	Administration		Housing Public Facilities and Parks Public Improvements/Infrastructure Public Services	CDBG: \$113,030	Other: 1 Other

Table 6 – Goals Summary

Goal Descriptions

1	Goal Name	Housing: Improve Quality of Affordable Stock
	Goal Description	
2	Goal Name	Public Services: Provide to Low/Mod Residents
	Goal Description	
4	Goal Name	Public Improvements
	Goal Description	
6	Goal Name	Planning and Administration
	Goal Description	

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b)

During the final year of the 2020-2024 Consolidated Plan, the Town estimates providing rehabilitation assistance to approximately 18 low-moderate income families.

Projects

AP-35 Projects – 91.220(d)

Introduction

All projects funded during Program Year 50 support the goals and objectives of the 2020-2024 Consolidated Plan.

Projects

#	Project Name
1	Housing Rehab Program
2	Rebuilding Together Roof Replacements
3	PEHT Transitional Residential Program
4	Interval House
5	Dentistry for Seniors
6	Hoarding Remediation Program
7	163 Spruce St. Parking Lot
8	Planning and Administration

Table 7 - Project Information

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

The two core housing rehabilitation activities are top priorities due to their impact on the well-being of families assisted and the overall positive impact on older, core neighborhoods. These programs consistently receive support from town residents.

The PEHT Transitional Housing Program and Interval House will both provide critical services – and in some cases, temporary housing – to presumed benefit clientele at great risk. These individuals are in urgent need of assistance to escape dangerous situations (human trafficking and domestic violence) and the two sub-recipients running these programs have a strong track record of effective program delivery.

AP-38 Project Summary

Project Summary Information

1	Project Name	Housing Rehab Program/Emergency Replacements
	Target Area	MANCHESTER HOUSING REHABILITATION AREA
	Goals Supported	Housing: Improve Quality of Affordable Stock
	Needs Addressed	Housing
	Funding	CDBG: \$63,520
	Description	Address lead-based paint and property maintenance code deficiencies in Manchester homes. In the future, Healthy Home hazards may be added to the program's scope. Also funds an emergency replacement program to address non-functioning boilers, furnaces, etc. that threaten the health and/or safety of residents.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	We anticipate this year's funding will allow us to rehab 4 single-family homes and 1 multi-family property. It is estimated that this will provide assistance to 1 rental unit and 5 owner-occupied units. These figures represent the combined goals of the general Rehab Program and the Emergency Replacement Program. The type of households assisted will depend on applications received and the urgency with which we need to complete a project.
	Location Description	The Housing Rehab Program has an applicable "Rehab Program Eligible Area" to target program investment primarily in the Town's core neighborhoods. The program does venture outside of these boundaries under some circumstances: when the program partners with CCHHP or when completing an emergency replacement project. The "Eligible Area" does not apply to the emergency replacement portion of the program; this program is available town-wide to households that meet the eligibility criteria.
Planned Activities	Continue Housing Rehab Program that focuses on lead-based paint and property maintenance code issues. Also continue emergency replacement program to address situations that, if left unaddressed, threaten the health and/or safety of residents.	
	Project Name	Rebuilding Together Roofing Program

2	Target Area	
	Goals Supported	Housing: Improve Quality of Affordable Stock
	Needs Addressed	Housing
	Funding	CDBG: \$175,000
	Description	Funds roof repair/replacement and, if necessary, repair of chimneys of residential properties occupied by income eligible households.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	Rebuilding Together proposes they will assist approximately 12 households through the provision of roof (and possibly related chimney) replacements. Though they do assist some rental households (and we estimate one will be served next program year), their program requires that the property owner lives on-site. So the program is primarily geared to assist low-income owner-occupied households. Many homeowners assisted are seniors or disabled.
	Location Description	This program will be available town-wide to income-eligible households.
	Planned Activities	Continue Rebuilding Together's supplemental program that funds roof replacements and chimney repairs for income-qualified households.
3	Project Name	PEHT Transitional Residential Program
	Target Area	
	Goals Supported	Public Services: Provide to Low/Mod Residents
	Needs Addressed	Public Services
	Funding	CDBG: \$25,648
	Description	Funding for transitional housing staff to assist clients in securing permanent housing and developing life skills for long-term success.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	PEHT estimates that at least 7 individuals will be assisted during this program year.
	Location Description	Undisclosed locations for the safety of participants.
	Planned Activities	Help participants by providing temporary housing along with support services and assistance to identify and secure permanent housing.

4	Project Name	Interval House Community Programs
	Target Area	
	Goals Supported	Public Services: Provide to Low/Mod Residents
	Needs Addressed	Public Services
	Funding	CDBG: \$10,000
	Description	Fund satellite office staff who provide services and assistance to victims of domestic violence in Manchester.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	Interval House East estimates 775 unduplicated survivors of domestic violence in Manchester will be served.
	Location Description	DV Safe House/Undisclosed location.
	Planned Activities	Provide free, individualized services to each program participant in a confidential manner.
5	Project Name	Dentistry for Seniors
	Target Area	
	Goals Supported	Public Services: Provide to Low/Mod Residents
	Needs Addressed	Public Services
	Funding	CDBG: \$26,000
	Description	Mobile health program to provide seniors with dentures, oral health information and referrals.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	The Health Collective, the non-profit running this program, estimates 20 Manchester seniors will benefit from this program.
	Location Description	Manchester Senior Center, 549 Middle Turnpike East.
	Planned Activities	Improve low-income seniors' access to dental health and dentures by providing on-site services at the Senior Center.
	Project Name	Hoarding Remediation

6	Target Area	
	Goals Supported	Public Services: Provide to Low/Mod Residents
	Needs Addressed	Public Services
	Funding	CDBG: \$20,000
	Description	Funding for partial or complete cleanouts of homes deemed or in danger of being declared uninhabitable due to hoarding conditions.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	This program aims to assist approximately 20 households.
	Location Description	This program will be available town-wide to income-eligible households.
	Planned Activities	Assist residents with cleanouts to address hoarding and help prevent their homes from being condemned. Help ensure their housing is safe and stable.
7	Project Name	163 Spruce St. Parking Lot
	Goals Supported	Public Improvements
	Needs Addressed	Public Improvements/Infrastructure
	Funding	CDBG: \$132,000
	Description	Construction of a new parking lot and related improvements to be installed in a CDBG-eligible neighborhood to serve attendees of programs and events at or right near the East Side Neighborhood Resource Center.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	The primary service area is the East Side, which is a CDBG eligible neighborhood. Most benefiting households are located within the following block groups: 5147.001, 5147.002, 5148.001 and 5148.002. When combined, the low/mod population of the service area is 3,930, or 73% of the service area total population of 5,385.
	Location Description	The project will be located at 163 Spruce St. which is located in the CDBG-eligible census tract 5148, block group 2.

	Planned Activities	Construct a new parking lot and sidewalk connecting the lot to the East Side Neighborhood Resource Center. This will be helpful to residents attending the Center and activities such as the community garden and farmers' market adjacent to the Center.
8	Project Name	Planning and Administration
	Target Area	
	Goals Supported	Planning and Administration
	Needs Addressed	Housing Public Services Public Facilities and Parks Public Improvements/Infrastructure Economic Development
	Funding	CDBG: \$113,030
	Description	Administration of CDBG funds.
	Target Date	9/30/2025
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Town wide.
	Planned Activities	Administer funds and provide oversight for CDBG-funded projects.

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

In general, CDBG spending is not limited to specific geographic areas as long as it is an eligible census tract or the household receiving direct assistance is income-eligible. Public infrastructure and capital improvement projects funded through CDBG are typically located around the center of town since eligible census tracts are more concentrated in this area.

Neighborhoods targeted for Rehab Program assistance are those with the highest percentages of low- and moderate-income households and aged housing stock and infrastructure. They are concentrated in the central area of Manchester and most residential properties were originally built between the 1880s and 1930s. They are, for the most part, traditional neighborhoods in terms of urban design: grid streets, sidewalks, and large homes on generally smaller lots. Housing is typically one unit detached and duplexes, with some four-unit buildings and larger apartment projects dispersed throughout these neighborhoods.

Geographic Distribution

Target Area	Percentage of Funds
MANCHESTER HOUSING REHABILITATION AREA	11

Table 8 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

Based upon relevant data and the desire to invest funds in an impactful way, the Town’s Board of Directors approved the “Housing Rehab Eligible Area” in 2010 to concentrate housing investment where it seemed most needed and to create a greater impact on our core neighborhoods. At last count, the eligible area had a total of 7,319 housing units and of those, 85%, or 6,251, were built prior to 1978.

Despite this targeted investment, the program allows flexibility in spending rehab funds outside of these boundaries when partnering with CCHHP or when performing emergency replacements. Rebuilding Together’s Roof Replacements Program is available town-wide to income-eligible households.

Discussion

The target area percentage above only represents the town’s investment through expenditure of Housing Rehab funds. Manchester’s core neighborhoods, which make up the Housing Rehab area, are also where numerous other CDBG investments take place each year.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The charts below summarize work to be done by the Town and sub-recipients through the use of CDBG funds.

One Year Goals for the Number of Households to be Supported	
Homeless	7
Non-Homeless	18
Special-Needs	0
Total	25

Table 9 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	0
The Production of New Units	0
Rehab of Existing Units	18
Acquisition of Existing Units	0
Total	18

Table 10 - One Year Goals for Affordable Housing by Support Type

Discussion

PEHT’s Transitional Residential Program will provide temporary (18-24 months) housing for homeless residents who were victims of human trafficking. They estimate approximately 7 residents will benefit from the program during the program year. The CDBG-funded Rebuilding Together roofing program aims to assist at least 12 households through roof replacements. The Housing Rehab Program plans to assist at least 6 households with CDBG funds this program year. Though not a specific program goal, it is likely some households assisted by Rebuilding Together and the Rehab Program will also serve special needs populations.

As for rehab of existing units, as previously stated, Rebuilding Together’s roof replacement program has set a goal of replacing at least 12 roofs. The Housing Rehab Program plans to rehabilitate at least 6 units with CDBG funds.

AP-60 Public Housing – 91.220(h)

Introduction

The Manchester Housing Authority manages a rental portfolio that includes both federally and state-funded public housing units. In addition, the agency administers federal and state housing vouchers under contract with John D’Amelia & Associates. In 2024, the total number of public housing units and Housing Choice Vouchers administered by the MHA is 821.

The MHA continues to be recognized as a high-performing Public Housing Authority and has been a leader in public housing modernization and restructuring. The MHA was the first New England housing authority to install a solar field array, which has resulted in reduced utility costs. MHA continues to explore creative ways to reduce expenditures for the housing authority and for its residents.

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

As a “High Performer PHA”, the MHA was allowed to submit a Streamlined Annual PHA Plan for 2024. The MHA has been working with consultants to manage planned renovations at various sites.

The housing authority is continuing the process of converting 317 public housing units to project-based vouchers through use of the Section 18 Demolition/Disposition streamlined conversion, the Rental Assistance Demonstration (RAD) program and Streamlined Voluntary Conversion (SVC). The intent of this conversion is to position their housing stock to be eligible for additional funding. The process will also provide the opportunity to complete minor rehabilitation of the impacted units. There will be no change to the number or distribution of units through this conversion process.

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

The housing authority maintains a Resident Advisory Board, consisting of one representative from each property (including scattered site). The RAB was offered the opportunity to comment on the housing authority’s 5-year Plan, but no comments were received.

MHA’s Board of Commissioners includes a tenant commissioner who is engaged in the proceedings and decision-making processes of the commission.

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

provided or other assistance

The MHA is not a troubled housing authority.

Discussion

The MHA is a critical partner in the provision of affordable housing and efforts to provide housing, particularly to elderly and disabled persons but also to families. The Town and the MHA will continue to have open conversations and identify opportunities to improve the quality of life for these subpopulations.

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

Introduction

Manchester has not had an in-town shelter since 2015. Until Covid's financial impact hit households, there had been a noticeable decrease in the number of homeless individuals visiting the MACC facility where the shelter was formerly located. Despite the shelter closing, MACC continues to offer a soup kitchen, food pantry and a thrift store at their complex - as well as counseling, housing assistance and other programs - to provide support and assistance to Manchester's homeless and at-risk populations.

MACC and CHR frequently coordinate outreach efforts to connect residents facing homelessness and/or dealing with mental health issues. These two organizations also frequently meet with SAFS to coordinate efforts with the town. Broader conversations are continued within meetings such as the Continuum of Care where connections can be made with other agencies.

During the past three winters the Town, in collaboration with MACC and other area nonprofit partners, operated a Winter Warming Initiative using hotel rooms with social service supports to house the homeless. The operation has been successful, not only providing temporary shelter but also helping connect participants with necessary services and, in some cases, permanent housing. This past winter, the state did not allow emergency winter shelter funds to be used for hotels. Agencies involved in the Winter Warming Initiative found the hoteling approach to be beneficial to Manchester's homeless population and shared that opinion with the Board of Directors. This past winter the Board of Directors allocated additional funds to cover the lack of state financial support for this approach.

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

MACC receives funding through the Human Services Department, supplemented by additional ARPA Town funds, to cover the cost of homeless outreach. Their outreach case worker continues to investigate issues reported by the police, visit homeless encampments, engage business owners along Main St. (an area where homeless tend to congregate) and meet with visitors to MACC's Community Kitchen.

MACC staff works tirelessly to provide services to homeless and low-income residents and connect these individuals with programs provided by area organizations or develop new programs to meet identified needs. MACC, CHR and SAFS continue to meet at least monthly to coordinate efforts and connect homeless with housing and support services.

Interval House continues to provide housing, whether temporary or permanent (through vouchers) to

individuals and families made homeless as a result of domestic violence.

The state also funds homeless outreach at the regional level. CHR holds the contract for this region and a member of its staff provides mental health, substance abuse and housing counseling to the area's unsheltered homeless population through this grant.

Addressing the emergency shelter and transitional housing needs of homeless persons

In Connecticut, shelter bed referrals are handled through the state's 211 system. SAFS, MACC and local and regional agencies serving the homeless provide direct assistance to those needing help navigating the system.

Interval House provides services to survivors of domestic violence through an office and shelter in Hartford. In Manchester, they operate a satellite office and staff a Law Enforcement Advocate position in the Police Department. Their Safe House has operated at capacity for an extended period of time. Interval House continues to receive CDBG funds to support staff at their satellite office serving residents of Manchester.

The Partnership to End Human Trafficking will receive CDBG funds this year to support the provision of temporary housing and support service staff for victims of human trafficking.

Conversations are already underway between the Human Services Department and MACC to plan for the upcoming winter warming season. The Board of Directors has been supportive of local efforts to assist the homeless during the winter months.

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

Veterans Inc. maintains a strong presence in Manchester. Their work with homeless Vets is even more important since Dinda House – which formerly provided transitional units to Vets – closed. Local and regional organizations serving Veterans continue efforts to identify property owners in Manchester who will accept HUD-VASH vouchers. Efforts will continue during the upcoming program year to assist Veterans to transition into permanent housing with the necessary support structures.

CHR's "Promise House" provides housing and on-site social services for homeless youth that have aged out of the DCF system. The nonprofit recognized the need for this type of housing to keep youth from becoming homeless. Additionally, Journey Home and the town's Youth Service Bureau continue efforts to determine the full extent of youth homelessness in Manchester and identify ways to assist these

youth to secure housing and support services.

The town's Human Services Department maintains an online list of local rooming houses with their location, contact information and prices. These units frequently serve as a bridge between homelessness and permanent housing options for individuals with very low incomes. Organizations such as CHR and MACC and the town's SAFS department will continue to be the strongest presence in efforts to prevent individuals and families from extended periods of homelessness. Staff work with residents to prevent evictions and help connect homeless families with temporary as well as long-term housing solutions.

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.

SAFS Human Services Directory provides information on resources available to persons being released from - or trying to prevent - incarceration. The guide lists 11 resources, including CHR's Jail Diversion Program, Manchester Alternative in the Community through Community Partners in Action, the Inmate Trust Fund and resources for dealing with substance abuse issues.

Second Chance Re-entry Program, or SCRIP, is relatively new to Manchester. The organization provides temporary housing and holistic wraparound services to formerly incarcerated men who are now homeless to help them transition back into the community. The organization is celebrating their 5th anniversary and are looking to expand operations to serve more individuals.

As the Local Mental Health Authority for Manchester, CHR is the primary contact for persons being discharged from institutions and systems of care. Their liaison works to connect these clients with resources to meet basic needs and refer them to services. The continued provision of such services also assists families in avoiding homelessness or, in other cases, get their feet back on the ground so they can pursue stable housing and employment.

CHR Center St. Apartments I includes 4 units with DCF referrals and Center St. Apartments II includes 5 units set aside for unaccompanied youth. Three units are for Veterans ineligible for HUD VASH vouchers, so this fills a housing and service gap for these individuals. All of these units, including two more for chronically homeless with mental health and substance abuse issues, are supported.

Rapid Rehousing funding is available for numerous groups in Connecticut, including survivors of domestic violence (DV). Each DV shelter has a housing advocate to assist with locating appropriate housing options. This responsibility has become increasingly challenging as the rental market remains

very tight and rental costs are so high.

Discussion

Local nonprofits and town departments employ numerous methods to assist the above-named groups. There was additional funding available to address homeless (and other) needs in an attempt to curb the negative impacts of Covid-19. As this funding dries up, service providers have discussed how to address the ongoing need for additional financial, emotional and mental health support.

SAFS has received more than \$1.5 million from various sources – including CDBG-CV and ARPA funding approved by the Board of Directors - to address housing issues since the start of the pandemic. Concerns remain about how to assist families now that all ARPA allocations are almost fully depleted.

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

Introduction:

Manchester offers a wide variety of housing to persons at all income levels. Although there are limited public policies that create barriers to affordable housing, every community faces barriers that make securing affordable housing challenging for certain populations. The current housing market has made it nearly impossible for lower-income families to find affordable rental or ownership options.

SAFS staff has a list of landlords of smaller properties they can contact when assisting residents in need of affordable rentals who may not have a very positive rental history. The market is so tight, however, that even moderate-income households are challenged to pay for housing. Town departments and local agencies continue to discuss these challenges. SAFS has used ARPA, town funds and a CDBG-CV grant to assist households in stabilizing their housing situation if impacted by Covid. The demand for assistance was so high that SAFS returned to the Board of Directors for additional financial assistance for non-Covid situations, which was granted, but these additional funds will likely be fully expended by the start of this program year.

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

There is limited developable land remaining in Manchester. Both the town and private developers will likely have to primarily focus on opportunities for adaptive reuse or demolition and new construction for future affordable housing developments.

In 2023 an updated Plan of Conservation and Development (POCD) was adopted, which included several recommendations for regulation and policy updates pertaining to housing. This year, the town initiated – and continues work on - a comprehensive update to the zoning regulations that will consider many of the recommendations made in the POCD.

In 2024 a zoning regulation amendment was approved that allows the conversion of former schools to multi-family housing.

Discussion:

Over the past few years, there has been a noticeable trend of out-of-state landlords scooping up affordable rental properties in Manchester. Unfortunately, this has led to (many times unjustifiable) rent increases for existing tenants, who were dependent on the previously affordable rent. The Town Attorney and the Housing and Fair Rent Commission have dealt with numerous cases in the past three years, mediating between landlords and tenants. Residents have expressed their gratitude that such a

Commission exists to assist tenants and prevent unfair rent hikes.

Even prior to the Covid-related housing market constriction, the supply of quality affordable housing in Manchester did not meet the demand. The Town must continue efforts to identify housing opportunities for those in need as well as maintain and improve the existing affordable housing stock to increase opportunities for low and moderate-income households.

AP-85 Other Actions – 91.220(k)

Introduction:

The Town of Manchester will continue to pursue a variety of methods to meet the needs outlined below. Along with CDBG funds, town departments and local organizations will also use other available resources to meet residents' needs and provide an improved quality of life.

Actions planned to address obstacles to meeting underserved needs

Obstacles to meeting underserved needs have shifted and increased as additional funding available during the pandemic has dwindled. Organizations once again grapple with identifying sufficient funding to meet community needs. Additionally, local government and nonprofits are challenged by a lack of staff to manage funds, create and execute programs and get the resources to those within the community who need it most.

Families face additional challenges as the cost of goods and services remains high while extra Covid-related assistance is no longer available. Identifying any affordable housing options – whether to own or rent - is now more challenging than ever. MACC is offering rental and eviction assistance and has noticed increased demand for these services. SAFS designed the Hoarding Remediation Program to address the need for home cleanouts to prevent properties from being deemed uninhabitable and instead enable people to remain in their home.

Food security is an ongoing concern as the availability and cost of food and household items remains elevated. The town and local nonprofits continue to monitor impacts on residents and discuss ways to help individuals and families as needed. The 163 Spruce St. parking lot project will improve accessibility to the neighboring community gardens and the Spruce St. Farmers Market. This market offers double SNAP benefits for eligible residents, which helps increase the appeal to lower-income residents. Additionally, residents over 60 years old with an income of less than \$2,322 per month for a 1-person household are eligible for a \$50 reusable farmers market debit card. These programs and projects increase the appeal and accessibility of fresh fruits and vegetables for lower-income residents.

When underserved needs are discussed at a forum such as a CoC meeting, member organizations work together to bridge gaps and provide the assistance needed or refer as necessary. Town departments also meet to cover topics of shared relevance, such as the provision of health services, affordable housing and lead abatement cases. Such collaborative efforts tend to expedite action and reduce duplicative efforts.

Actions planned to foster and maintain affordable housing

CDBG funds continue to be allocated to the Housing Rehab Program whose primary goal is to maintain and improve affordable housing. This program partners with CCHHP, where appropriate, to improve the

quality and safety of affordable units. The emergency replacement portion of the program will assist owners and renters in situations (such as a failed boiler or water heater) that threaten occupants' health or safety. Additionally, CDBG continues to fund Rebuilding Together's roof replacement program to improve the safety and quality of affordable housing in Manchester.

MHA continues conversion of units to the Rental Assistance Demonstration (RAD) program. This program is intended to enable housing authorities to address the backlog of deferred maintenance nationwide and finance capital improvements. The Executive Director is also pursuing Section 18 demolition/disposition and repositioning of some scattered site and elderly MHA units.

Nonprofit developers continue to pursue opportunities for new construction, rehabilitation, and acquisition of additional vouchers to increase the supply of affordable housing. Habitat for Humanity purchased two undeveloped lots and is trying to secure funding for required infrastructure improvements to support construction of two affordable homes. Several other developers have proposed projects over the next few years that would either increase or rehab and maintain the number of affordable rental units in town.

Rebuilding Together works year-round to rehabilitate and provide modifications to seniors and disabled residents to enable them to remain in their homes. They do yard clean-ups, renovate bathrooms, install grab bars and chair lifts as well as installing temporary ramps for persons who require an accessible means of entering and leaving their home.

Actions planned to reduce lead-based paint hazards

The Town will continue to fund the Housing Rehabilitation Program that focuses on remediation of lead paint hazards. CCHHP will also fund lead projects in Manchester and the town's program will partner with CCHHP, as needed, to leverage funds and increase the capacity of both programs.

As the Planning Department becomes aware of RRP training programs, this information is passed on to contractors visiting the department. It is also shared with Building Department staff to pass on to local contractors and increase the number of RRP trained contractors who can help prevent unnecessary exposure to lead hazards.

The Health Department will continue to send Environmental Health Inspectors into the field for lead inspections and to investigate lead orders. There are currently 5 certified lead inspector/risk assessors within the department. The department also educates the public about the dangers of lead paint and ways to prevent exposure. The Community Nurse attends events each year to share information and education about lead-based paint and other health and safety issues.

As of January 1, 2023, the State Department of Public Health reduced the threshold for blood lead levels and post-abatement lead clearance level for windowsills and floors. This should lead to an increase in cases because more children will fall within the threshold, but will also result in reduced hazards as

communities and families are required to address the situation. So far, the Housing Rehab Program has not noticed an uptick in applications related to this regulatory change, but the Health Department has coordinated with the Rehab Program and CCHHP to prepare for an increase in lead abatement applications.

Actions planned to reduce the number of poverty-level families

During this program year, Interval House and the Partnership to End Human Trafficking will use CDBG funds to assist victims of domestic violence and human trafficking (respectively) with temporary housing and support services. The goal is to help individuals get back on their feet by securing permanent housing, employment and connecting them with services that will assist on their journey.

Manchester Adult & Continuing Education offers opportunities for adults who want to improve their educational attainment and/or economic situation. The group continues to work closely with the local American Job Center office to provide residents with a smooth transition between education and job opportunities.

Actions planned to develop institutional structure

Institutional structures within Manchester have been developed and improved over time to a point where they are coordinated and efficient. We will continue efforts to improve coordination as opportunities are identified.

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

We try to maintain open lines of communication between agencies and departments serving the housing and social service needs of town residents. This coordination is improved through groups such as the Continuum of Care, Manchester Community Services Council and publication of the Human Services Directory. Referrals are frequently made between town departments, to local and regional service providers or even to 211 for general assistance.

The Planning and Human Services Department Directors, as well as the Executive Director of the housing authority, all serve as ex-officio members of the Housing and Fair Rent Commission. They participate in meetings to share updates and information with Commission members.

The Squire Village subsidized housing complex is privately owned but the property's Resident Services Coordinator and social workers continue to develop partnerships with town departments, the Manchester Police Department, local businesses and community organizations to meet residents' needs and interests, both on-site and within the larger community.

The Executive Director and Resident Services Coordinator for the MHA maintain contact with the

Planning and Human Services Department to discuss initiatives, consistency of plans and tenant needs that require referrals. The Resident Services Coordinator also participates in CoC meetings.

MISAC is a local nonprofit that owns numerous affordable housing properties around town. They are fortunate to have paid off their mortgages and generously use their profits to support affordable housing (as well as other worthwhile efforts by nonprofits) in the region. The town and local nonprofits are very grateful for MISAC's support and involvement in efforts to preserve and expand affordable housing options for Manchester residents.

The Human Services Department maintains a list of local landlords that have housed special needs populations in the past so they can be contacted when potential new tenants are identified.

Discussion:

Much of Manchester's success in serving low and moderate-income residents is attributable to continuous efforts to improve coordination and collaboration. Town staff and local organizations continue to identify ways in which we can better serve the public.

Program Specific Requirements

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

Introduction:

As outlined below, no program income is anticipated during the course of this Action Plan.

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	0

Other CDBG Requirements

1. The amount of urgent need activities	0
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The overall benefit calculation used by the Town of Manchester spans a three-year period. The period of applicability for this Action Plan will include the following years: 2024, 2025, 2026.