

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 FY2018 Consolidated Annual Performance Evaluation Report (CAPER) is the sixth year-end submission of accomplishments pertaining to the 2013-2020 Consolidated Plan by the City of Chino Hills. Originally, the Consolidated Plan was for the 2013-2018 period, but it was amended and extended through June 2020. The City has a joint agreement with the San Bernardino County HOME Consortium. As a result, any future Consolidated Plans will be a joint effort between the agencies. The San Bernardino County HOME Consortium's ConPlan covers the period of 2015-2020. Therefore, the City of Chino Hills Consolidated Plan was extended to align with the same timeline. The Consolidated Plan reports accomplishments based on the FY 2018-2019 Annual Action Plan that covers July 1, 2018 through June 30, 2019. State and local governments that directly received Community Development Block Grant Funds (CDBG) from the Department of Housing and Urban Development (HUD) are required to submit the CAPER ninety days after the end of the program year (due September 30th). The CAPER meets three basic purposes:

- It provides HUD with the information necessary to assess the City's ability to carry out CDBG programs in compliance with all applicable rules and regulations;
- It provides information necessary for HUD's Annual Report to Congress, which is statutorily mandated; and
- It provides the City with the opportunity to describe its progress in assisting neighborhoods and specific populations with a variety of community development issues as stipulated in the City's Five-Year Consolidated Plan.

During the 2018 program year, the City had the following projects:

- Los Serranos Infrastructure Project
- Fair Housing (Inland Fair Housing & Mediation Board)
- Landlord Tenant Mediation Services (Inland Fair Housing & Mediation Board)
- Literacy Program (Chino Hills Library)
- Domestic Violence (House of Ruth)
- Housing, Recovery, and Employment Opportunities (Heart2Serve)

In addition, the City continues to offer the Home Improvement Program, which is funded by prior year unexpended funds that have been carried forward. There was one home improvement project that was completed during FY2018. The program stalled due staffing issues. The City had to outsource the home inspection services to a third party. The program is now currently operating and has various applications in different stages of progress.

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
Continue improvements in the Los Serranos Area	Public Infrastructure Improvements	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	4000	4000	100.00%	4000	4000	100.00%
Increase awareness of the Home Improvement Program	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	10	1	10.00%			
Increase education and outreach	Affordable Housing	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	66	28	42.42%			

Provide support services for the City's residents	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	421	203	48.22%	223	203	91.03%
Provide support services for the City's residents	Non-Homeless Special Needs	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		0	0	

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.

In order to meet the above priorities, the City used CDBG funding to move forward several activities in 2018. Below is a list of these activities and an assessment on how they addressed priorities and specific objectives of the plan:

Public Service Programs

- Literacy Program (Chino Hills Library) - The Chino Hills Library Literacy Program assisted 75 residents.
- Domestic Violence (House of Ruth) - House of Ruth was able to assist 9 residents. In addition, they had 13 presentations with a total of 113 participants.
- Tenant and Landlord Mediation Services (Inland Fair Housing and Mediation Board) - Inland Fair Housing and Mediation Board assisted 101 residents with issues regarding rights & responsibilities, evictions, repairs, security deposits, neighbor disputes, and rent increases.
- Housing, Recovery, and Employment Opportunities (Heart2Serve) - Heart2Serve was able to assist 18 residents with transitional housing, medical and counseling services, and employment services.

Fair Housing

Inland Fair Housing and Mediation Board (IFHMB) assisted 28 Chino Hills residents with fair housing issues. A workshop was held on May 1,

2019 at the Chino Hills Community Center. The workshop was attended by 9 individuals. IFHMB conducted community outreach by submitting cable releases regarding discrimination based on familial status, race, disability, marital status, and national origin.

Home Improvement Program

During the FY2018-2019 program year, the City was able to assist one resident make improvements to their home. The program was unexpectedly put on hold during the year due to staffing issues. The City had to seek inspector services from a third party. A successful candidate was chosen and contract awarded. The program currently has various applications in different stages of progress.

Los Serranos Infrastructure Improvements

Fairway Boulevard Pavement Rehabilitation Project was completed during this program year. At the October 23, 2018 council meeting, Council approved the design and plans for the construction of the project. The project called to remove and reconstruct deteriorated pavement, grind and overlay asphalt pavement, construct ADA ramps, striping and adjust utility manholes on Fairway Boulevard from Yorba Avenue to Pomona Rincon Road. On December 11, 2018 City Council awarded a contract to Copp Contracting for completion of this project.

The Lower Los Serranos Street Lights project is still currently in progress. In December 2019, the Public Works Director approved the plans. On February 26, 2019, Council awarded a contract to Barnes Electric for completion of this project. This project includes installation of 13 new street lights in Los Serranos lying east of Ramona Ave. and north of Mesa Boulevard.

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	105
Black or African American	25
Asian	49
American Indian or American Native	1
Native Hawaiian or Other Pacific Islander	0
Total	180
Hispanic	43
Not Hispanic	137

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

Narrative

Local jurisdictions that receive CDBG funds must maintain data on the extent to which each racial and ethnic group and single-headed households (by gender of household head) have applied for, participated in, or benefited from, any program or activity funded in whole or in part by CDBG funds. The racial and ethnic status of families assisted during the 2018 program year are shown above.

During the 2018 program year, 58 percent of participants in the City's CDBG funded programs were white, representing the largest racial group served. The largest ethnic group served were Asian, representing 27 percent of all ethnic groups served. The second largest ethnic group served were Hispanics, representing 24 percent of all ethnic groups served.

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	375,372	293,341

Table 3 - Resources Made Available

Narrative

The total resources made available for the 2018-2019 program year was \$375,372. The City expended \$293,341.05. The total drawdown for the 2018 program was \$89,380.17, plus an additional drawdown for the 2017 program of \$186,398.32, plus an additional drawdown for the 2016 program year of \$17,562.56. The remaining funds in the 2018 program year were a result of the following:

- The City did not drawdown any of the 2018 Los Serranos Funds , \$250,198. The City continues to move the project forward.
- Administration funds in the amount of \$35,793.83 were unspent.

In addition, 2016 Home Improvement Program funds in the amount of \$38,791 were unspent. The City continues to offer the program, but the program was on hold during the program year. The program is currently available, and there are various application in different stages of progress.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description

Table 4 – Identify the geographic distribution and location of investments

Narrative

During the program year, \$293,341.05 was expended to further the objectives of the City's Consolidated Plan (which includes unexpended CDBG funds from prior year plus 2018 entitlement funds). All public services activities met the Low/Mod Clientele objective, and were available community wide. The Los Serranos Infrastructure Improvement project met the Los/Mod area (LMA) national objective and was restricted to the low-and-moderate-income census tracts and block groups of that area (Census Tract 1.10 Block Groups 01,02,03,04, and 05). The Home Improvement Program met the Low/Mod Housing (LMH) objective and was available community wide.

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.

The City of Chino Hills leveraged its Community Development Block Grant (CDBG) Entitlement Funds, County Funds, and other funds to address the Consolidated Plan priorities and activities (specifically in the Los Serranos LMA) during program year 2018 with funding from the Gas Tax in the amount of \$250,000. The City's General Fund also supports many community services and community development activities integral to the Consolidated Plan. Similarly, federal funds under the San Bernardino County Home Consortium provide for a variety of housing projects.

The City has been working with Habitat for Humanity to transfer ownership of two City-owned residential lots located on Fairway Drive for the development of two affordable single-family homes. The development of these two homes will be part of Habitat's Veteran Build Program. The program is Habitat's national initiative to provide housing solutions, as well as volunteer and employment opportunities, to income-qualified US Veterans, military service members, and their families. Unfortunately, this project has been slow moving and one of the reasons is the retirement on the executive director of Habitat for Humanity. A new director is now on board and eager to complete the project. It is expected that plans will be submitted to the Planning Commission by the end of 2019.

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	0
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	0

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	8	1
Number of households supported through Acquisition of Existing Units	0	0
Total	8	1

Table 6 – Number of Households Supported

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

The City Home Improvement Grant Program was able to rehabilitate one home in the 2018 program year. Unfortunately, the program was on hold during the year until the City could seek home inspection services from a third party. A successful candidate was chosen and awarded a contract. The program is back at full capacity and there are various applications at various stages of progress.

Discuss how these outcomes will impact future annual action plans.

Future Annual Action Plans will provide additional information on program changes that are currently in development as the City continues to determine the needs of residents in Chino Hills. During the next coming years, the City will continue to support organizations to expand affordable housing opportunities, homeless assistance and supportive services, and to meet the other needs of the low-income residents. Through the use of CDBG funds, the City offers grants to low-income households for emergency/health and safety repairs and accessibility modifications for disabled homeowners.

Worst Case Needs

Worst case affordable housing needs are defined as housing needs by low-income renters with severe cost burden, in substandard housing, or involuntary displaced. The City of Chino Hills serves the worst-case needs by working with the Housing Authority of San Bernardino. In the 2018, the Housing Authority of San Bernardino provided 3 Voucher Rental Assistance Program Units. These units are privately owned, with rent subsidies paid directing to owners by the Housing Authority. These programs are managed by the Housing Authority of San Bernardino. In addition, the Heights Apartments, a 124 unit apartment complex has an affordability requirement on 25 units. During the 2018 program year, all 25 units were occupied.

Other Efforts Taken to Foster and Maintain Affordable Housing

The City established an In-lieu Housing Fee Program which is aimed at generating funds for the City's affordable housing program. The program requires an in-lieu fee in the amount of \$1 per square foot of livable space for each residential dwelling unit and not to exceed \$3,500 for a new single-family residential unit and not to exceed \$1,000 for a new multi-family residential unit. To date, this program has generated approximately \$3,182,473 in funds. Previously, these funds were used for the Habitat for Humanity very low income for-sale house. In the coming year, the funds will be used towards two new affordable housing units.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	0	0
Low-income	1	0
Moderate-income	0	0
Total	1	0

Table 7 – Number of Households Served

Narrative Information

During the 18-19 program year, the Home Improvement Program was able to assist one homeowners make improvements to their homes. The recipient was low-income. Unfortunately, the program was on hold during the year until the City could seek home inspection services from a third party. A successful candidate was chosen and awarded a contract. The program is back at full capacity and there are various applications at various stages of progress.

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

This section outlines the process to maintain and fill the gaps in the Continuum of Care Model for the homeless in the combined continuum area of the City of Chino Hills and the County of San Bernardino. Program year 2018 was the fourteenth year that the City participated in and assisted in building the regional Continuum of Care for the homeless and those at-risk of becoming homeless. In the past, the City had not participated in the Continuum of Care because homelessness has not been an apparent issue in Chino Hills. However, as demonstrated through the needs analysis of the Consolidated Plan, the City recognizes that approximately 10 percent of lower-income households in Chino Hills are at-risk of becoming homeless. In addition, families and individuals living in poverty and female victims of domestic violence are noted to be at higher risk, thus the City has funded House of Ruth. The following provides a detailed summary of the accomplishments of the City during program year 2018 to address the unmet need and/or gaps identified in the Consolidated Plan and by the Homeless Coalition:

Homeless Prevention: the City provided referrals (food, clothing, and utility assistance), information and outreach to area residents through the Community Services Department.

Emergency Shelter: There are currently no emergency shelter facilities in the City of Chino Hills. There are, however, a number of agencies in the area that provide for these services.

- **House of Ruth** offers 24-hour emergency shelter, transportation, counseling for approximately 100 battered women and their children. Serving the west-end of San Bernardino County and east-end of Los Angeles County, House of Ruth is the only domestic violence shelter in the area. During the 2016 program year, the City funded this project with \$10,000.
- **Homeless Outreach Programs and Education (HOPE)** provides cold weather shelter for the homeless in Ontario and the west area of San Bernardino County. Shelter is provided in the form of vouchers issued from a facility at 213 N. Fern Avenue in Ontario. The vouchers are funded in part by the County's Emergency Shelter Grant.
- **Salvation Army** operates two homeless shelters in the City of San Bernardino. In addition, the Salvation Army issues shelter vouchers at six locations throughout San Bernardino County.
- **County of San Bernardino Human Services** System administers Temporary Assistance to Needy Families. The program provides vouchers to qualified homeless families with children to purchase temporary or permanent shelter, or to assist with living expenses.
- **San Bernardino County Community Services Department (CSD)** operates a Federal Emergency Management Agency, Emergency Food and Shelter Program, which provides emergency shelter vouchers and emergency food and utility assistance. In addition, stipends are provided for

making a mortgage payment on a home threatened with foreclosure.

Addressing the emergency shelter and transitional housing needs of homeless persons

Boys Republic began construction on a Transitional Housing Project in Chino Hills. The project includes four duplexes (eight two-bedroom units), which will provide transitional student housing for graduates while they are completing their vocational training before they establish themselves off campus. The duplexes are completed and occupied.

Additionally, the following transitional shelters provide for the homeless in the area:

- The **Foothill Family Shelter** began as St. Mark's Homeless Shelter and currently serves as a transitional facility for homeless families with children from the west end of San Bernardino County and the east end of Los Angeles county. The Shelter has eight two-bedroom apartments, which are fully furnished and offered free for a maximum of 90 days.
- **Inland Temporary Homes** provides transitional shelter for four families. Families are required to set-aside 80% of their income, which is placed in an account for when they leave the shelter. Shelter is provided up to six months.

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

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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

Rental assistance is a component of the City's strategy to prevent homelessness by individuals and families who are at risk of homelessness. Among this group are extremely low-income renters who are spending more than 50% of their income on housing costs. Also among the people who are threatened with homelessness are the persons and families on the Section 8 waiting list. The City will continue to support the County of San Bernardino Housing Authority's Section 8 rental assistance program.

In addition, the City will encourage and facilitate the Housing Authority's landlord outreach efforts in Chino Hills. The City's fair housing provider will assist those renters and homeowners in jeopardy of losing their housing. They will mediate landlord/tenant complaints and work with the tenant in formulating a plan, such as a rent repayment plan, and mediate with the landlord in accepting the terms so that the tenant is not eventually evicted. Through its default and foreclosure counseling, the Housing Resource Center's first charge is to assist the homeowner in obtaining a loan modification or workout plan that will keep them in their home. Both of these actions contribute to preventing homelessness.

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

Actions taken to address the needs of public housing

There are no public housing units in Chino Hills. Therefore, there were no Planned Activities to Foster Public Housing Improvements and Resident initiatives. The nearest units, administered by the San Bernardino County Housing Authority, are located in the City of Chino.

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

There are no public housing units in Chino Hills. Therefore, there no Planned Activities to Foster Public Housing Improvements and Resident Initiatives. The nearest units, administered by the San Bernardino County Housing Authority, are located in the City of Chino.

Actions taken to provide assistance to troubled PHAs

N/A

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)

Actions of the City can have an impact on the price and availability of affordable housing in the City. As part of the City's Housing Element, the City identifies adequate housing sites and policies to remove barriers to affordable housing. An in-lieu fee was approved during the update, which has generated approximately \$3,182,473 in funds for the City's affordable housing program activities. In addition, the City regularly reviews land use regulatory controls, site improvement requirements, building codes, fees, and other local programs to improve the quality of housing.

The City is partnering with Habitat for Humanity again to build two additional affordable housing units in Los Serranos. Unfortunately, the process was slowed down by due the retirement of Habitat for Humanity's executive director. A new director is now on board and eager to complete the project. It is expected that new plans will be submitted to the Planning Commission for approval by the end of 2019.

The City also utilizes the following programs to remove barriers to affordable housing:

- Expedited Project Review - This program provides fast track permit processing for projects with an affordable component. The City will continue to assist developers and non-profit entities with financing and priority processing for affordable housing projects.
- Development Fees Deferment - This program reduces fees for affordable housing projects. The City waives the housing in-lieu fee for projects that have developed affordable housing units. In addition, the City defers the payment of development impact fees until the issuance of building permits. In some cases, some fees are deferred even further until prior to the final inspection.
- In-lieu Housing Fee - This program is aimed at generating funds for the City's affordable housing programs.

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

funding. Over the years, community partnerships with county, state, and federal agencies have been integral to meeting the needs of the underserved community. However, with the dissolution of the Redevelopment Agencies in California under AB X1 26, Low/Moderate Income Housing Funds are no longer available to use for site assembly and other forms of assistance for affordable housing development. During FY 2018-19, the City of Chino Hills maintained and fostered new relationships to ensure that the needs of the community were adequately fulfilled which includes a mobile recreation program. The Mobile Recreation Program is a year-round program that provides a safe after-school environment for kids in grades kindergarten through 7th and travels to various parks throughout the City including the Los Serranos Area. Staff provides free homework assistance and supplies, arts, crafts,

sporting activities and outdoor games, nutritional education and snacks.

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

The two primary obstacles to meeting the needs of underserved populations in Chino Hills are:

1. Limited City Funding for support services
2. Costs associated with acquiring and maintaining affordable housing for low and extremely low (homeless) income residents. The City of Chino Hills took the following actions to address obstacles to meeting underserved needs:
 - Promoted and encouraged housing opportunities for all economic segments of the community, regardless of age, sex, ethnic background, physical condition, or family size.
 - Maintained and enhanced the quality of existing residential neighborhoods.
 - Provided support services to meet the housing needs of the City's residents, specifically homeless households and at risk youth or other special needs groups.
 - Improved the quality and increased the quantity of public improvements that benefit low- and moderate-income residents. Provided services to non-homeless special needs populations.

The City of Chino Hills ensures that all homes for which CDBG assistance is provided meet the lead based regulations, as required, including any applicable inspections. All Home Improvement Program applicants are provided printed information concerning lead-based paint hazards.

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

Chino Hills' antipoverty strategy is closely aligned with the goals and objectives of the overall affordable housing plan. These goals include: reducing poverty, creating new and affordable housing, developing and promoting services for at-risk populations, expanding job training, and providing public and social services. The City will also continue partnering with organizations to provide a continuum of services addressing the full range of needs of low- and moderate-income families. Additionally, the City works with the Boys and Girls Club to provide at-risk households with after school programs and services. All communities share a goal to eradicate poverty. The City recognizes that a goal to reduce poverty will contribute to the economic wellbeing of individuals and families. The families whose income increases above the poverty level will be able to live independent of public and private assistance. Below is the Goal and Policies implemented by the City during the 2018-19 fiscal year:

Goal: To reduce poverty level incomes below current levels by 2020. This goal will be monitored – in part - by the results of Census 2010.

Policy: To continue to support and coordinate with public and private efforts aimed at preventing and reducing poverty level incomes.

Policy: To conduct outreach with public and private agencies whose mission is to reduce poverty level incomes.

Households at or below poverty level are eligible to participate in CDBG funded programs. Through the public services component of the CDBG program, The City ensures that these programs help to serve this population.

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

The City relied on various methods to overcome gaps in the City's institutional structure and enhance coordination of service delivery including:

- The Community Services Department, acting as the lead agency, met with various City departments (Public Works, Police, Finance, and Community Development) and with outside agencies to gain input on the annual needs, enhance coordination of services, prevent duplication of service, and resolve issues within the interagency institutional structure.
- Trainings developed by the Department of Housing and Urban Development were attended to ensure that the City was in full compliance with the program and to ensure the maximum use and availability of CDBG funds. This training was shared with in-house staff and sub-recipients to ensure the collection of data for monitoring the progress of the Consolidated Plan activities.
- Monitoring of sub-recipients was conducted to ensure that there was accountability and productivity, and sub-recipient contracts were revised to ensure regulatory compliance.
- Homeless Coalition meetings were attended to better identify potential homeless individuals in the City of Chino Hills and their needs and/or to better assist in the Continuum of Care Model.
- Meetings were conducted with the Community Development Department to keep abreast of housing issues and affordable housing options, particularly in reference to the development of the Comprehensive Affordable Housing Plan, the Housing Element, and changes to the Regional Housing Needs Assessment, if any.

The Community Services Department administers the CDBG program, including the Home Improvement Program. The Community Development Department is responsible for implementing the City's housing and economic development programs. The Finance Department facilitates sub-recipient payments and project tracking, and the Public Works Department oversees capital projects, including the Los Serranos Infrastructure Program.

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

During the 2018-19 fiscal year, Chino Hills worked closely and partnered with the County of San Bernardino, local organizations, nonprofits, and the SBHAC to address regional issues that affect the needs of low-income persons, special needs populations, and other at-risk groups.

Program: To support and coordinate with the organizations who directly or indirectly contribute to a reduction in poverty such as the Community Action Partnership (CAP) of San Bernardino County, County of San Bernardino Housing Authority and Desert Alliance for Community Empowerment.

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

Action: The City, through its fair housing service provider, may include the monitoring of lending practices as part of the fair housing program scope of services. The City will also continue to provide information on financial literacy, foreclosure prevention services, and homebuyer education for residents. Finally, the City will continue to coordinate with local lenders to expand outreach activities with the goal of diversifying the lenders' applicant profiles.

Time Frame: Ongoing

Responsible Agency: Community Development/ Planning Division; Community Services Department

Funding Source: CDBG

II. Advertising

Impediment: Both for-rent and for-sale listings on the internet show uses of potentially discriminatory language.

Action: The City, through its fair housing service provider, may consider increasing outreach and education to property owners, management companies, and real estate offices regarding appropriate language in advertising. Include local newspapers and outreach to internet listing sites regarding fair housing workshops and services available.

Time Frame: Ongoing

Responsible Agency: Community Services Department

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

1. Frequency of Annual Monitoring Site Visits and How Conducted - Annual monitoring site visits are conducted with subrecipients. Items reviewed included record keeping, reporting, financial management, service intake, program implementation, and regulatory compliance.
2. Results and Improvements - Monitoring of a subrecipient's performance includes a review of their administrative methods, program implementation and compliance with CDBG regulations. These reviews focus on the extent to which the planned program has been implemented and measurable goals achieved, the effectiveness of program management and the impact of the program.

All agencies were in compliance with HUD requirements, but a few fell short of their goals. City staff met with the agencies that fell short of their goal and to work on an outreach plan, which included advertising the various services in the quarterly City of Chino Hills Recreation Guide & City News, and City's website. Also, discussions were held to see if workshops could be held within City limits and on topics that were of specific interest and/or need for Chino Hills residents.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The CAPER was made available for citizen comment for fifteen days from September 3, 2019 through September 17, 2019, as required by HUD regulations. Copies were available through the Community Services Department, and Chino Hills website. The City's website has the ability to convert website content into different languages. Notices, including the availability of interpreters, are available upon request. As per City policy, Citizens with a disability who need special accommodations in order to access program information must contract the Community Services Department with a reasonable accommodation request.

The CAPER was brought to Council on September 24, 2019 and then forwarded to HUD on September 26, 2019. There were no public comment at the public hearing or during the public comment period.

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 substantial changes in program objectives 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.

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 substantial changes in program objectives 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.