2016 DRAFT

City of Lancaster, Pennsylvania

Consolidated Annual Performance and Evaluation Report

Prepared for the U.S. Department of Housing and Urban Development (HUD)

Department of Economic Development and Neighborhood Revitalization

City of Lancaster, Pennsylvania
Municipal Building
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Lancaster, PA 17602

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J. Richard Gray, Mayor

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 City has continued to focus on addressing affordable housing, community development, public safety, the elimination of blight and assisting households experiencing homelessness. Accomplishments for these goals are stated in the table below.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)
Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Assist Homeless Persons	Homeless	ESG: $146,263	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	1300	446	34.31%	260	434	166.92%
			Homeless Person Overnight Shelter	Persons Assisted	2000	473	23.65%	400	284	71.00%
Create Suitable Living Environment	Affordable Housing Non-Housing	CDBG: $417,623	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	33567	7175	21.38%	33567	7175	21.38%

	Community Development		Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	33567	39370	117.29%	33567	39370	117.29%
			Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	750	0	0.00%	150	0	0.00%
Economic Development	Non-Housing Community Development	CDBG: $5,000	Jobs created/retained	Jobs	25	0	0.00%			
			Businesses assisted	Businesses Assisted	0	3		25	3	12.00%
Housing	Affordable Housing	CDBG: $618,788	Homeowner Housing Added	Household Housing Unit	0	18		0	18	
			Homeowner Housing Rehabilitated	Household Housing Unit	82	48	58.54%	35	48	137.14%
			Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	2500	0	0.00%	2500	3565	142.60%
Removal of Blight	Affordable Housing	CDBG: $93,431	Homeowner Housing Rehabilitated	Household Housing Unit	15	24	160.00%	25	24	96.00%

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.

CDBG funds are an integral part of being able to accomplish goals and objectives. CDBG funds provide an additional funding source for areas the low and moderate income areas of the City, which is the area of most need. The funds leverage City general fund dollars, specifically for the Housing Code Enforcement Program, and allow this program to continue to operate pro-actively rather than reactively to housing and health issues.

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	ESG
White	51	249
Black or African American	27	199
Asian	1	3
American Indian or American Native	0	3
Native Hawaiian or Other Pacific Islander	0	1
Total	**79**	**455**
Hispanic	37	197
Not Hispanic	54	341

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

Narrative

For CDBG, 12 participates identified as Other or Other Multi-racial.

For ESG, 83 participates identied as Other or Other Multi-racial.

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		6,498,368	904,594
ESG		562,716	88,114

Table 3 – Resources Made Available

Narrative

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
LANCASTER CITY	100	100	

Table 4 – Identify the geographic distribution and location of investments

Narrative

All funds were spent in the City of Lancaster, with a focus on the low and moderate-income areas of the City.

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.

CDBG funds leverage general fund, Pennvest, and other grant and private funds for activities undertaken by the City and by subrecipient agencies.

The matching requirements for ESG funds were met by the City of Lancaster by way of CDBG and General Funds to match administration expenses. Rapid Rehousing and Emergency Shelter Operations were matched by VA funds, the Pennsylvania Coalition Against Domestic Violence, United Way, Continuum of Care funds and other private donations. All match funds pay for expenses that are eligible under ESG, such as coordinated assessment, street outreach, rental and financial assistance, case management and shelter operations.

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	**260**	**327**
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	**260**	**327**

Table 5- Number of Households

	One-Year Goal	Actual
Number of households supported through rental assistance	**260**	**327**
Number of households supported through the production of new units	**0**	**0**
Number of households supported through the rehab of existing units	**60**	**72**
Number of households supported through the acquisition of existing units	**0**	**0**
Total	**320**	**399**

Table 6 - Number of Households Supported

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

During 2016, the City exceeded its goals in providing affordable housing units to households experiencing homelessness and rental assistance by supporting Rapid Rehousing Programs with Emergency Solutions Grant funds.

The City also exceeded its goals in the rehabilitating properties.

Discuss how these outcomes will impact future annual action plans.

The City will continue to support Rapid Rehousing and Homeowner Rehabilitation programs as these programs are affective in making affordable housing accessible and sustainable for low- and moderate-income households.

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 Persons Served	CDBG Actual	HOME Actual
Extremely Low-income	15	0
Low-income	14	0
Moderate-income	11	0
Total	**40**	**0**

Table 7 – Number of Persons Served

Narrative Information

The number of HOME persons served is located in the Lancaster County portion of the CAPER as the County is the lead entity for the HOME consortium.

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

Lancaster's coordinated assessment/single point of entry system, known as Community Homeless Assessment and Referral Team (CHART), continues to assess and refer persons experiencing or at-risk of experiencing homelessness. Lancaster homeless outreach workers engage homeless persons, including those who are unsheltered and chronically homeless. The Community Homeless Outreach Center (CHOC) is a daytime drop-in center for persons experiencing homelessness. The outreach workers regularly visit CHOC, along with coordinated assessment workers. Outreach workers are also trained in how to conduct assessments through the coordinated assessment system. Lancaster also began using the VI-SPDAT as a prioritization tool.

Addressing the emergency shelter and transitional housing needs of homeless persons

The Lancaster County Coalition to End Homelessness began a Gaps Analysis Committee in late 2014. This committee will review gaps in the service system for homeless individuals. During 2016, the committee reviewed the availability of emergency shelter and transitional housing to individuals or households experiencing a disability or in need of medical care in addition to experiencing homelessness. This review resulted in the establishment of a training for Emergency Shelters and Transitional Shelters on Fair Housing, specifically on ADA requirements. The training is scheduled for March 2017 and is presented by the local Fair Housing program which receives CDBG funds from the City.

CHART assessments are also conducted before any individual or family can enter emergency shelter or transitional housing, with the exception of those fleeing domestic violence.

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

The Lancaster County Continuum of Care meets with publicly funded institutions to ensure proper discharge planning. The Lancaster County Re-Entry Management Organization (RMO) focuses specifically on citizens returning from corrections institutions and programs. Hospitals, county behavioral health, RMO, housing and other various social service providers are represented at the various levels of the

Continuum of Care, including its Homeless Service Provider Network (front-line staff), Continuum of Care Planning Committee (management level staff), Leadership Board (upper management) and Executive Committee (sub-set of Leadership Board). City and County staff also participate at all levels of the Continuum of Care.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

The PA-510 Continuum of Care was awarded over $800,000 in funds for a Consolidated Rapid Rehousing program. This consolidated program was created from various CoC RRH grants that served specific target populations (DV only, families only). The new consolidated RRH grant can serve any household type which has broken the barriers to accessing RRH funds in timely manner. Infrastructure building for this grant took place in 2016 and funds became available early 2017. This funding supplements City and County ESG funds used for Rapid Rehousing. During 2016, other private funds have also been invested in creating a no-silo, no-barrier RRH response system which will allow for greater efficiency. The local CoC has also adopted a Housing Locator, which separates the Housing Locator function from housing stability case management in RRH programs. The Housing Locator is a centralized system, meaning clients receiving RRH services from any agency will use the same Housing Locator service.

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

Actions taken to address the needs of public housing

The Lancaster City Housing Authority (LCHA) is investigating the use of any portion of its Capital Fund Financing Program to undertake capital projects that are not currently funded at an adequate level. Capital projects include window replacement at Farnum Street East. LCHA is also continuing to look for ways to make more units accessible. LCHA allows area agencies to make accessibility improvements to specific units for their clients.

LCHA also continues to purge its waiting list once per year, which opens once every three to four years. LCHA is maximizing Voucher utilization, maintaining a Public Housing vacancy rate of less than 3%, and providing Voucher mobility counseling. LCHA has achieved a “high performer” designation in the Section Eight Management Assessment Program (SEMAP).

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

LCHA holds residential advisory board meetings and has 2 clients in the HCV Homeownership Program.

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)

Lancaster continues seeking opportunities to provide housing for residents in the City identified to be in need of affordable shelter. The main barriers to overcome in order to meet the under-served need is the limited funds available to address the scarcity of affordable housing, the high cost of land available for development/redevelopment and the fact that there is an extremely limited amount of land available in the City for new construction.

Actions continued during the 2014 program year to address the obstacles to meeting the underserved needs include:

- Housing Rehabilitation of owner-occupied units, lead-paint testing and remediation and historic preservation
- First-time homebuyer programs are administered to help make housing affordable,
- Fair Housing program provided education and mediated issues between landlords and tenants
- Conditions of slums and blight have been eliminated and substandard living conditions have been removed to provide suitable living environments, and
- Public service activities have been undertaken, including crime prevention measures to enhance and Lancaster's neighborhoods and increase access to services.

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

The City of Lancaster was a subrecipient of Lawrence County, PA, who received Lead-Based Paint Hazard control funds from HUD. These funds allowed the City to address lead paint hazards in eligible owner occupied properties. During 2016, the City was awarded a Lead-Based Paint Hazard Control (LBPHC) grant that will allow the City to expand their lead paint program to address hazards in rental housing. CDBG funds have and will be used as a match for these grants. During 2016, the City provided reduced lead hazards in 24 properties using LBPHC funds.

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

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

In 2016, the Mayor's Commission to Combat Poverty released *One Good Job, A Strategic Plan to Cut Poverty in Half in Lancaster City by 2032.* During 2016, the Poverty Commissions held public meetings to gain citizen input, conducted research and held work sessions to develop the plan, which includes

recommendations in four areas: Workforce, Education, Housing & Community.

The City has also continued its work to address housing issues for low and moderate income families by providing emergency home repair and homeowner rehabilitation programs.

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

During 2016, the Department of Economic Development and Neighborhood Revitalization assisted with many efforts to overcome gaps in the institutional structure of the service delivery system in the City. These efforts included EDNR representatives belonging to a variety of committees and boards, including:

Lancaster City Alliance, Lancaster Housing Opportunity Partnership (LHOP), Redevelopment Authority of the City of Lancaster, the Lancaster County Coalition to End Homelessness â¿¿ Leadership Council, Lancaster County Coalition to End Homelessness â¿¿ Continuum of Care Planning Committee, Lancaster County Coalition to End Homelessness â¿¿ Homeless Service Providers Network, Lancaster County Behavioral Health & Development Services Advisory Board, SACA Development Corporation (a qualified CHDO), Neighborhood Services

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

The City of Lancaster is a member of the Lancaster County Coalition to End Homelessness. The Coalition is made up of a variety of social service, faith-based, mental health providers and housing agencies. While the main goal of the coalition is focused on ending homelessness, housing plays a key part in executing that goal. The coalition also allows for partnerships to be built and networking to be done between various agencies.

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

See Attachment 1 - Fair Housing Summary

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

In 2016, the City of Lancaster conducted a monitoring of the Fair Housing Project, which is a public services project designed to assist low and moderate income clients with fair housing issues. The monitoring resulted in one finding, which was remedied by the agency in their correction action plan. The monitoring also resulted in the City re-classifying future Fair Housing contract under administrative services. This allows the Fair Housing program to focus more on addressing the impediments noted in the 2013 Lancaster County and Lancaster City Analysis of Impediments to Fair Housing Choice.

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.

A legal advertisement was placed in the local newspaper on March 13, 2017, announcing a 15-day public comment period and public meeting scheduled for March 20, 2017. This information was also posted on the City's website, along with a copy of the report.

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.

N/A

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-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient Name	LANCASTER
Organizational DUNS Number	010569457
EIN/TIN Number	236001904
Identify the Field Office	PHILADELPHIA
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	Lancaster City & County CoC

ESG Contact Name

Prefix	Ms
First Name	Kari
Middle Name	0
Last Name	Shrom
Suffix	0
Title	Community Development Coordinator

ESG Contact Address

Street Address 1	120 North Duke Street
Street Address 2	PO Box 1599
City	Lancaster
State	PA
ZIP Code	-
Phone Number	7172914743
Extension	0
Fax Number	0
Email Address	kshrom@cityoflancasterpa.com

ESG Secondary Contact

Prefix	Mr
First Name	Randy
Last Name	Patterson
Suffix	0
Title	Director, Economic Development and Neighborhood Revitalization
Phone Number	7172914759
Extension	0

Email Address	rpatterson@cityoflancasterpa.com

2. Reporting Period—All Recipients Complete

Program Year Start Date	01/01/2016
Program Year End Date	12/31/2016

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name: LANCASTER
City: Lancaster
State: PA
Zip Code: 17602, 2825
DUNS Number: 010569457
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Unit of Government
ESG Subgrant or Contract Award Amount: 10500

Subrecipient or Contractor Name: Community Action Program
City: Lancaster
State: PA
Zip Code: 17603, 5621
DUNS Number: 072833023
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 50000

Subrecipient or Contractor Name: Tabor Community Services
City: Lancaster
State: PA
Zip Code: 17602, 5013
DUNS Number: 144089000
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 52809

Subrecipient or Contractor Name: YWCA Lancaster
City: Lancaster
State: PA
Zip Code: 17602, 2923
DUNS Number: 075318626
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 27370

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	**0**

Table 8 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	172
Children	155
Don't Know/Refused/Other	0
Missing Information	0
Total	**327**

Table 9 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	97
Children	130
Don't Know/Refused/Other	0
Missing Information	0
Total	**227**

Table 10 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	0
Children	0
Don't Know/Refused/Other	0
Missing Information	0
Total	**0**

Table 11 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	269
Children	285
Don't Know/Refused/Other	0
Missing Information	0
Total	**554**

Table 12 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	196
Female	358
Transgender	0
Don't Know/Refused/Other	0
Missing Information	0
Total	**554**

Table 13 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	285
18-24	39
25 and over	230
Don't Know/Refused/Other	0
Missing Information	0
Total	**554**

Table 14 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households

Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans	0	0	0	0
Victims of Domestic Violence	231	0	37	194
Elderly	0	0	0	0
HIV/AIDS	2	0	2	0
Chronically Homeless	0	0	0	0
Persons with Disabilities:				
Severely Mentally Ill	0	0	0	0
Chronic Substance Abuse	0	0	0	0
Other Disability	93	0	74	19
Total (Unduplicated if possible)	315	0	113	213

Table 15 – Special Population Served

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	15,857
Total Number of bed-nights provided	13,220
Capacity Utilization	83.37%

Table 16 – Shelter Capacity

11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

Please see Attachment 2, Project Outcomes Data for the programs funded during 2016.

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2014	**2015**	**2016**
Expenditures for Rental Assistance	6,555	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	5,161	0	0
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	**11,716**	**0**	**0**

Table 17 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2014	**2015**	**2016**
Expenditures for Rental Assistance	28,400	43,936	1,850
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	10,995	8,267	510
Expenditures for Housing Relocation & Stabilization Services - Services	30,892	37,834	42,809
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	**70,287**	**90,037**	**45,169**

Table 18 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2014	**2015**	**2016**
Essential Services	0	0	0
Operations	35,140	38,590	36,051
Renovation	0	0	0
Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	**35,140**	**38,590**	**36,051**

Table 19 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2014	2015	2016
HMIS	0	0	0
Administration	9,497	10,425	0
Street Outreach	0	0	0

Table 20 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2014	2015	2016
346,912	126,640	139,052	81,220

Table 21 - Total ESG Funds Expended

11f. Match Source

	2014	2015	2016
Other Non-ESG HUD Funds	9,497	10,425	2,831
Other Federal Funds	0	0	0
State Government	0	0	0
Local Government	0	0	0
Private Funds	117,143	128,627	55,022
Other	0	0	0
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	**126,640**	**139,052**	**57,853**

Table 22 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2014	2015	2016
670,457	253,280	278,104	139,073

Table 23 - Total Amount of Funds Expended on ESG Activities

FY 2016 Match Funds Explanation

The City's FY 2016 sub-recipient contracts run from July 1, 2016 thru June 30, 2017. The full amount of match funds for FY 2016 will be me through the end of the contract period.

The City of Lancaster contracts with Lancaster Housing Opportunity Partnership's Housing Equality & Equity Institute (HEEI) for Fair Housing Services. Below are activities undertaken by HEEI during 2016 to address impediments found in the *Analysis of Impediments to Fair Housing Choice* completed in 2013 by the County of Lancaster and City of Lancaster.

Impediment A: With an increasing number of people in the County, there is more demand for an ongoing education program for fair housing requirements. This impediment will be address by conducting the following:

1. Fair Housing trainings in partnership with PHFA and other agencies:
   a. Fair Housing training at Berkshire Hathaway Risk Management Seminar, audience included 450 Real Estate, Leasing Agents and Brokerage professionals.
   b. Radio interview with discussion of Housing Equality & Equity Institute missions and goals and the state of discrimination of housing discrimination.
   c. Fair housing discussion group with 20 individuals that form part of CareerLink's Workfree Program.

2. A Civil Rights in Housing Event was discussed and is scheduled for September 2017.

3. 67 Fair Housing consultations – individuals that believe they may have experienced housing discrimination are encouraged to contact HEEI for information about their housing rights.

4. Distribution of the *Tenant/Landlord Rights and Responsibilities Manual* in print and electronically

Impediment D: Persons with disabilities are limited in where they go due to architectural barriers in the community and in private home construction like curbs, sidewalk, steps, narrow door openings, etc.

1. Work with local disability organizations to explore creation of housing opportunities that will increase housing choice for this community.
   a. Met with ID/Developmental Disabilities staff – presentation of services and 811 Project Rental Assistance
   b. 811 Presentation to VisionCorps
   c. 811 Presentation for CSG case managers
2. Radio interview on the topic of Service Animals in Housing

Impediment F: Lancaster County and the City of Lancaster are racially and ethnically concentrated/segregated.
Impediment I: People with limited English proficiency may have barriers to fair housing

1. Work with local immigrant and resettlement organizations to address ensure that fair housing rights are understood and accommodated for these populations.

2. Distribution of the *Tenant/Landlord Rights and Responsibilities Manual* in print and electronically in multiple languages, includes Spanish
    a. Distributed Landlord/Tenant manuals in 8 languages; also reviewing proposals on obtaining translation services for individuals that have limitations reading
    b. Limited English Proficiency training for HUD funded agencies and organizations. 37 professionals attended from housing, health and human services organizations
    c. Two speaking events at Millersville University's Migrant Education Program, a total of 122 families in attendance. Presentation focus was on fair housing laws and tenant's rights.

Impediment G: Homeownership rates for City residents lag behind other municipalities in Lancaster County.

1. Down-payment assistance and Homebuyer Education Program, which is available in English and Spanish

% of clients w/ mainstream benefits	Q20b This percentage was calculated by looking at the number of people entering the program with mainstream benefits and dividing by the total number of adults enrolled in the program. (If more helpful, this metric could be changed to look only at adult leavers - unfortunately the APR does not compare mainstream benefits at entry and exit)
% client program exits "unknown"	Q23 and Q24 This percentage was calculated by adding the "Other destinations" fields and any "missing" (meaning that the number of leavers did not equal the total exit destinations) data and dividing that by the total number of program leavers
% of client exits to PH	Q23 and Q24 This percentage was calculated by adding the "Permanent Destinations" fields and dividing by the total number of program leavers
% of clients remaining in PH after 2 yrs	The CaseWorthy report of System Performance Measures was used. The measure looks at all clients who exited to PH and then returned to either shelter or outreach enrollments. This metric looks at program exits two years previous to the reporting period.
% of clients who increased total income at exit	Q19a2 This measure looks at changes in Income at entry and exit. The various categories were added together and divided by the total number of adult leavers
% of clients who return to homelessness in 12 months from exits to PH	The CaseWorthy report of System Performance Measures was used. The measure looks at all clients who exited to PH and then returned to either shelter or outreach enrollments.
Data Quality Score**	This score is copied over from the Data Quality Scoring sheets developed by LCCEH. They can be made available if needed.

DVSLC Resident Stats
from 1/1/16 - 12/31/16

The Domestic Violence Emergency Shelter housed 117 Adult victims of domestic violence for the period of 1/1/16 thru 12/31/16.

Could you provide the percentage of clients who:	%	117 Actual #s
access mainstream services (food stamps, subsidized childcare, food banks, etc)	78.00%	91
have exited the program to “unknown” destinations?	30.00%	35
Have exited to permanent housing?	46.00%	53
Have increased their total income from project entry to exit?	13.00%	15

DVSLC Rapid Rehousing Stats
from 1/1/16 - 12/31/16

The Rapid Rehousing Program of Domestic Violence Services of Lancaster County housed 23 adult clients for the period of 1/1/16 thru 12/31/16.

Could you provide the percentage of clients who:	%	Actual #s
access mainstream services (food stamps, subsidized childcare, food banks, etc)	100.00%	23
have exited the program to “unknown” destinations?	18.00%	4
Have exited to permanent housing?	44.00%	10
Have increased their total income from project entry to exit?	44.00%	10

8 clients remain in RRHP.

STIL

	January 2016 - Dec 2016	August 2015 - Dec 2015
% of clients w/ mainstream benefits	56.25%	45.07%
% client program exits "unknown"	22.55%	10.34%
% of client exits to PH	65.69%	79.31%
% of clients remaining in PH after 2 yrs	3.00%	20.00%
% of clients who increased total income at exit	14.29%	18.18%
% of clients who return to homelessness in 12 months	1.00%	12.00%
Data Quality Score**	73	-28

YWCA EMERGENCY SHELTER

	January 2016 - Dec 2016	July 2015 - Dec 2015
% of clients w/ mainstream benefits	77.27%	81.82%
% client program exits "unknown"	13.64%	40.00%
% of client exits to PH	68.18%	60.00%
% of clients remaining in PH after 2 yrs	20.00%	75.00%
% of clients who increased total income at exit	11.76%	57.14%
% of clients who return to homelessness in 12 months	0.00%	75.00%
Data Quality Score**	50	98

	YWCA RRH	
	January 2016 - Dec 2016	July 2015 - Dec 2015
% of clients w/ mainstream benefits	84.62%	86.67%
% client program exits "unknown"	30.43%	N/A
% of client exits to PH	30.43%	N/A
% of clients remaining in PH after 2 yrs	N/A	N/A
% of clients who increased total income at exit	22.22%	N/A
% of clients who return to homelessness in 12 months	N/A	N/A
Data Quality Score**	35	96

These scores are N/A because they did not exit any clients before calendar year 2016.