
Consolidated Activity Performance and Evaluation Report (CAPER)

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SUBMITTED BY:

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CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan.

91.520(a)

The City of Santa Fe's focus throughout the program year was to improve and sustain affordable housing, rental, homeownership, and economic opportunities for low- to moderate-income households in Santa Fe. Equally important addressing the needs of those experiencing homelessness or at risk of becoming homeless, while aligning housing opportunities with emerging needs. The City accomplished this by administering program funds to service providers, supporting collaboration and strategically applying resources to community needs. To meet these housing goals, the City utilized the *2018-2022 Consolidated Plan* and its Five-year Plan which assesses housing need in Santa Fe and provides recommendations for addressing the needs.

Additionally, the COVID-19 global pandemic highlighted the need to immediately house people without shelter or safe places for quarantine. To this end, the City converted student housing into a shelter facility for homeless people and worked closely with regional partners to also provide a place for people to be discharged from hospitals (either because of COVID or other illnesses), recovery programs and detention centers. This enabled local shelters to keep their population density low enough to maintain proper social distancing for their guests. The other ways in which the City responded was to increase outreach through its mobile integrated health office (MIHO) to encampments, widespread distribution of PPE and other safety equipment, and transitioning to an online working and meeting environment to protect the health and safety of its employees.

The 2020 Action Plan identified the following goals as they related to HUD-mandated objectives and outcomes for its upcoming housing and community development activities. Accomplishments from the 2020 – 21 program year are summarized below.

- SFPS Adelante served 2,880 homeless students and their families by providing referrals to housing resources as well as assistance with counseling, education, food and clothing;
- Interfaith Shelters provided services to 109 homeless individuals through the Summer Safe Haven, a shelter for homeless women and their children;
- Youth Shelters and Family Services provided winter shelter beds, outreach services and referrals to 47 homeless or at risk for homelessness youth.
- The Santa Fe Civic Housing Authority completed planning, predevelopment, and environmental studies to support the rehabilitation of the Villa Consuelo apartments which provide 100 units for very low income renters, most of whom are elderly;
- New Mexico Interfaith Housing Corp broke ground on 65 units of affordable rental housing, 100% solar powered, that will set aside 12 units for very low income renters (<30% AMI);
- Homewise assisted a total of 21 homebuyers with mortgage principle reduction loans, using a combination of reprogrammed funds and program income;
- Habitat for Humanity rehabilitated 9 homes;

- Homewise rehabilitated 22 homes using program income;
- Housing Trust assisted a total of 6 homebuyers with mortgage principle reduction loans, using program income.
- Youth Shelters and Family services installed a new roof for the children and youth emergency shelter serving 19.
- Casa Cielo, a residential care facility that provides end-of-life care for chronically ill, very low income people served 10 persons.

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)

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Program Year	Actual – Program Year	Percent Complete
2018 Goal - Align Housing Opportunities With Emerging Needs	Affordable Housing Non-Homeless Special Needs Non-Housing Community Development	CDBG/ \$40,000	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	40	66	165%
2018 Goal - Align Housing Opportunities With Emerging Needs	Affordable Housing Non-Homeless Special Needs Non-Housing Community Development	CDBG/ \$97,000 CDBG-CV/ \$361,227	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	1245	3417	274%
2018 Goal - Increase Affordable Homeowner Opportunities	Affordable Housing	CDBG/ \$115,716	Homeowner Housing Rehabilitated	Household Housing Unit	22	10	45%
2018 Goal - Increase Affordable Homeowner Opportunities	Affordable Housing	CDBG/ \$459,163	Direct Financial Assistance to Homebuyers	Households Assisted	17	22	129%
2018 Goal - Increase Affordable Rental Housing Opportunities	Affordable Housing	CDBG/\$0	Rental units constructed	Household Housing Unit	0	0	N/A

2018 Goal - Increase Affordable Rental Housing Opportunities	Affordable Housing	CDBG/ \$100,000	Rental units rehabilitated	Household Housing Unit	9	9	100%
2018 Goal - Increase Affordable Rental Housing Opportunities	Affordable Housing	\$0	Housing for Homeless added	Household Housing Unit	0	0	N/A
2018 Goal - Increase Opportunities for At-Risk Populations	Affordable Housing Public Housing Homeless	CDBG/ \$40,000	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	40	66	165%
2018 Goal - Increase Opportunities for At-Risk Populations	Affordable Housing Public Housing Homeless	CDBG/ \$97,000 CDBG-CV/ \$361,227	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	1245	3417	274%
2018 Goal - Increase Opportunities for At-Risk Populations	Affordable Housing Public Housing Homeless	CDBG/ \$45,000 CDBG-CV/ \$361,227	Homeless Person Overnight Shelter	Persons Assisted	299	583	195%
2020 Goal - AFH Goal #1: Create more affordable, quality housing	Affordable Housing	CDBG/ \$459,163	Rental Units Constructed, Housing for Homeless Added, Direct Financial Assistance to Homebuyers	Household Housing Unit	17	22	129%
2020 Goal - AFH Goal #2: Preserve and improve existing housing	Affordable Housing	CDBG/ \$215,716	Rental units Rehabilitated and Homeowner Housing Rehabilitated	Household Housing Unit	31	19	61%

2020 Goal - AFH Goal #4: Create more accessible, affordable, quality housing for people with disabilities	Affordable Housing Non-Homeless Special Needs	CDBG/ \$215,716	Rental units Rehabilitated and Homeowner Housing Rehabilitated and Construction of New Housing Units	Household Housing Unit	31	19	61%
2020 Goal - AFH Goal #6: Strengthen access to fair housing and	Fair Housing & Renters Rights	\$0	Other	Households Assisted	0	0	N/A

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The global health pandemic and economic downturn abruptly expanded the City's priorities. An amendment to the 2019 Action Plan was accepted by HUD to deploy CARES Act funding in direct support of people experiencing homelessness in the amount of \$361,227. The City converted vacant student housing at the Midtown campus (owned by the City) into housing for people who would otherwise be living on the streets or in homeless encampments and deployed CARES Act funds to provide direct services and operations at the shelter. This achieved two goals: One, keeping the population density low at local shelters so that social distancing protocols could be maintained; and secondly, providing a place for people to quarantine if they are vulnerable to infection or COVID-positive and don't have a safe place to live. Importantly, the Midtown shelter also accepts people discharged from hospitals, recovery programs and detention centers who would otherwise be back living on the streets. The residents of the shelter receive three meals/day, referral to support services and case management, and basic health monitoring.

In mid-August of 2020, the programming and operations of the Midtown Emergency Shelter was transitioned to a newly-formed nonprofit affiliate of the NM Coalition to End Homelessness, called Consuelo's Place. A shelter director and two case managers were brought in to begin developing programming and overseeing operations of the shelter. Front office staff were also hired under Consuelo's Place to replace the furloughed city staff that had been working as front office staff. The director and case management team quickly began building out the programming structure, including: expanding the referral and intake process. The case management was trained in completing and entering clients into HMIS (Health Management Information System). The team was also trained in completing VI-SPDATs for clients to be entered into the Coordinated Entry System under the Coalition to End Homelessness. All staffed were trained in administering NARCAN. Forms and documentation were implemented for data entry and tracking for clients.

The shelter continues to provide quarantine services for clients who were COVID positive and require a safe environment in which to quarantine. While Consuelo's Place had limited documentation of clients and their departure information prior to August 2020, a total of 418 clients served at Midtown from mid-August to June 30th, 2021. Eighty-four (84) clients were COVID positive requiring quarantine at Midtown and 292 unduplicated clients were provided emergency housing and case management services. The shelter also provided services for 43 duplicated clients during this reporting period. Approximately 25% (only for those provided emergency housing), clients discharged prior to Consuelo's Place onboarding did not have documented discharge location. Case managers connected clients to permanent housing, such as: Permanent Supportive Housing, Rapid Rehousing, and other housing vouchers, as well low-income housing. Many clients were able to get into housing as self-pay with Consuelo's Place providing move-in cost assistance. Unsuccessful discharges due to inability to adhere to COVID safety protocols or program policies, and others AWOL from the program. Many times, those clients were referred to other shelter programs, whenever possible.

In a normal year, the highest priority in Santa Fe's plan is to serve the entire continuum of housing and related public services needs from the homeless to the homeowner. To some extent, accomplishments during the year reflect that priority and most goals were achieved in their entirety if not exceeded. It was anticipated that 40 households would be served as a result of Public Facility improvements and the actual served was 66, a 165% accomplishment. Likewise, public services funded through CDBG proposed to serve 1,245 households and served almost three times that number (3,417). Twenty-two (22) households were served through downpayment assistance, exceeding the goal of 17, funded primarily through program income earned by the subrecipients (Homewise and the Housing Trust). Nine rental units were acquired, continuing to serve 9 very low income renters. Shelter providers proposed providing shelter beds to 299 individuals experiencing homeless and exceeded that proposal by almost double (583). The goal to provide home repair services to 22 households was not achieved entirely, partially due to Covid restrictions which curtailed work within individual homes so only 10 homes were repaired. AFH Goal #4 was not achieved as new units serving non-homeless special needs were not supported directly through CDBG (although through other local projects, several ADA-compliant units were constructed or rehabbed); AFH Goal #6 was not achieved because the City lacks capacity for a dedicated fair housing campaign.

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	3,188
Black or African American	59
Asian	6
American Indian or American Native	223
Native Hawaiian or Other Pacific Islander	3
Other	40
Total	3,519
Hispanic	3,345
Not Hispanic	1,035

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

Narrative

The racial and ethnic composition reported for CDBG program sub-recipients represent cumulative annual data collected that represents a total of three thousand eight hundred and sixty one (3,519) recipients of CDBG-funded projects, programs and services. Of this number, the self-identified racial and ethnic statuses are shown in the table above.

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	811,880	397,570.62
Other - CV	public - federal	361,227	361,227

Table 3 - Resources Made Available

Narrative

The City was awarded entitlement funds of \$623,093 for FY2020. Program Income generated by Homewise Home Repair and Home Purchase programs totaled: \$605,781.15 through Q4 of 2020-2021 PY of which \$446,906.34 was expended. Program Income generated by the Housing Trust mortgage reduction assistance programs totaled: \$110,817.00, through Q4 of 2020-2021 PY of which \$92,000.00 was expended. Total expenditures of CDBG funds reported in 2020-2021 PR26 including program income were \$936,476.96.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Citywide	100	100	Citywide

Table 4 – Identify the geographic distribution and location of investments

Narrative

In any given program year, the City of Santa Fe does not prioritize allocating funds and supporting programs geographically, due to the City's lack of population density relative to its size. For the past three program years, no single Census Tract was earmarked for serving its LMI population. Instead, the City focuses programs on the household income or an identified characteristic of the participants and/or recipients of assistance. For example, mortgage reduction assistance is provided based upon the homebuyer's income rather than the location of the home. Likewise, public service programs for at risk youth serve the citywide population, rather than those youth living in a specific census tract. This description has been reported in previous years and that priority remains. However, on occasion, a project proposal will be accepted because allocating funds at that site will also serve other community development goals.

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 Santa Fe's model of service delivery is to pass through most federal funds to subgrantees, who provide the services. This ensures that services are furnished in the most efficient and relevant manner possible. Additionally, the City strives to leverage local funds to ensure that effective and important local services continue to be provided in our community, regardless of the status of federal funds. The City's nonprofit partners estimate that every dollar of federally-funded mortgage reduction assistance leverages \$14 of funding from other state, local, and private sources. Both the Housing Trust and Homewise are CDFIs and actively leverage funds from HOME, Fannie Mae secondary market loans, state-funded mortgage products allocated through the New Mexico Mortgage Finance Authority, Low Income Housing Tax Credits (The Housing Trust), solar tax credits, Federal Home Loan Bank of Dallas' Community Investment Programs, bank and foundation investments, and other DOE funds as well as having substantial organizational resources to use for real estate development and to support programmatic goals. Likewise, the supportive housing providers in Santa Fe are also well-leveraged and use CDBG funds to expand on their missions very effectively.

The units owned and operated by the Santa Fe Civic Housing Authority are located on city-owned land which is controlled by long-term leases. The units are rented to income-qualified renters, many of them very low-income seniors. At any time during the year if the City determines that donating and/or using City-owned property will benefit a proposed project that will serve the priority needs and funding objectives outlined in this plan, the City will do so as allowed under the NM Affordable Housing Act.

During the program year, a five acre parcel of land on the City-owned public works yard donated to the New Mexico Interfaith Housing Corp, leveraged a large LIHTC award. The donation of land plus fee waivers provided by the City for utility hook up costs, application, development review, and building permit fees were waived, in accordance with the City's land use code. The total value of the donation was over \$2,000,000, representing a leverage ratio of 1:10, based on the project's total cost of \$18,000,000, \$10.5 m of which is funded through the Low Income Housing Tax Credit program. In June 2020, ground was broken on the project with full build out by mid-2021. At completion, the project will offer 65 units, affordable to renters earning no more than 60% AMI, with 7 units set aside for very low income renters (earning less than 30% AMI). It is anticipated that some of these renters will be transitioning out of homelessness or near homelessness. The units are designed to accommodate live/work activities, particularly related to those who are self-employed, entrepreneurs, and/or engaged in a creative industry. To meet other community development goals, the project will also feature a community resource center with retail, exhibition and performance space. It is the first LIHTC project in New Mexico that will be 100% solar-powered.

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	150	59
Number of Non-Homeless households to be provided affordable housing units	158	31
Number of Special-Needs households to be provided affordable housing units	0	14
Total	308	104

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	45	0
Number of households supported through Rehab of Existing Units	130	19
Number of households supported through Acquisition of Existing Units	0	9
Total	175	27

Table 6 – Number of Households Supported

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

The one year goal of providing affordable housing units to otherwise homeless individuals was partially accomplished by transitioning 59 homeless households into permanent supportive units at Santa Fe Suites and from the Midtown Shelter. Additionally, other types of support services and referrals to shelter were provided for an increased number of individuals due to the pandemic. Adelante provided (2,880) homeless individuals with resource-linking and direct services, an accomplishment three times what was proposed. Youth Shelters and Family Services provided (47) homeless or at-risk of homelessness youth with resource-linking and direct services, and the Interfaith Shelter provided (109) women and their children with shelter services throughout the summer months of 2020.

The data reported in the next goal of non-homeless households to be provided affordable housing units represents home repair for low/mod income-households and the acquisition of nine affordable rental

units (19) and (27) mortgage principal buydown loans were provided to assist homebuyers. These loans were funded through a combination of entitlement and program income. Construction began on 65 units of affordable rental units, with another 45 units completing pre-development land use approvals. Rehabilitation was substantially completed on another 100 rental units. These projects will be reported in the upcoming program year. The difficulty meeting the goal of serving the non-homeless is related to the great demand for housing and lack of affordable supply in Santa Fe right now.

In March of 2019, the City provided transitional shelter beds to over 100 people who were homeless or precariously housed to keep them safe during the COVID-19 global pandemic. Emergency funds were deployed from local sources that paid rent and arrears for 60+ households. An amendment to the 2019 Action Plan deployed CARES Act funds to create longer term support for these individuals during 2021, leading to permanent housing for many of them.

Discuss how these outcomes will impact future annual action plans.

The outcomes of FY 2020 will impact future CDBG funding allocations in that there will be increased demand for emergency rental support services and prevention of foreclosure and homelessness. The global pandemic has exacerbated the housing instability of lower income renters, as well as homeowners as people have lost jobs and income. There will be increased need to not only shelter individuals but to provide permanent supportive housing options to keep them housed. Mortgage reduction assistance is always a big need and helps to offset high market values. It remains to be seen how the current limitations on for-sale inventory will be amplified as the pandemic continues to put pressure on all parts of the housing market. Increased focus will target the construction of new, affordable rental units as well as home repair to preserve and maintain existing affordable housing stock. Continued priority will also be given toward public services that provide systemic solutions through education, as well as mitigation efforts with homelessness, and at-risk for homelessness service programs.

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	3,437	0
Low-income	54	0
Moderate-income	27	0
Total	3,518	0

Table 7 – Number of Households Served

Narrative Information

A total of (3,518) individuals were served, of which (3,437) were identified as extremely low income. This achievement is reflective of the vital role served by CDBG funds in Santa Fe to meet the

needs of individuals and families who have very few options for support. All programs included outreach and services provided for those households and individuals with worst case housing needs, paying more than half of their income for rent, those living in seriously substandard housing, to include those without a home, or those who have been involuntarily displaced.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

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

The global pandemic has greatly amplified the City of Santa Fe's desire to end homelessness. Converting student housing into shelter beds at its Midtown campus property demonstrated that providing long-term, safe and supported housing is the first step to ending a person's homelessness. In the upcoming program year, the City expects to further mobilize CARES Act funds to continue supporting this shelter facility, which is run by a newly created nonprofit called "Consuelo's Place". Additionally, the City will leverage local investment to make possible the purchase of multiple motel properties to be converted into permanent supportive housing. An important aspect to the evolution of the City's approach to ending homelessness is the coordination of a system-wide framework to ensure that outreach and coordinated entry systems are truly effective.

All of the city's nonprofit partners who work with homeless persons have extensive outreach activities to include veterans, their families and unaccompanied youth. The Resource Opportunity Center (ROC), once called Pete's Place, is part of the existing Interfaith Shelter and offers emergency beds in winter, meals and clothing as well as veteran's resource services and housing linking. Most importantly, the organization brings together outreach coordinators to provide information about available services. Medical care, job counseling, meals, clothing, transportation are a few of the services provided at the ROC, which is partially funded through local funds allocated through the City's Human Services Division. In response to direct community need, Interfaith proposed the Women's Summer Safe Haven when shelter staff and first responders noted that women were particularly vulnerable on the streets during summer months when the shelter is closed for the season which resulted in the funding of a summer shelter for women and their children.

The City used CDBG funds during the program year 20-21 to support Youth Shelters and Family Services (YSFS) in providing Cold Weather Shelter and Transitional Living for young adults ages 17-24. During the pandemic, 47 young people ages 18-24 were provided Cold Weather Shelter (CWS). This was an increase from the prior year due to capacity restrictions of other shelters during the pandemic, a desire on the part of some youth to reduce COVID-19 transmission risk for vulnerable family members, and an expansion of the months CWS was offered. Many participants in CWS exited to their own apartments through the YSFS Youth Homelessness Demonstration Program (YHDP) Rapid Rehousing program, or, through flexible private funds and diversion case management efforts, found other ways to exit homelessness. CDBG funds also provided much-needed capital assistance for a roof replacement for the Santa Fe Youth Transitional Living Program apartments. Through the Transitional Living Program, 19 youth ages 17-21 were provided a safe place to stay and case management to help them attain their educational and employment goals.

Another way that families experiencing homelessness are assisted is through the Adelante program, which provides referrals to services, school supplies, food, clothing and other supports to students enrolled in Santa Fe Public Schools and their families. CDBG funds were used to expand staff hours which enabled the program to serve over 2,880 individuals in need, a much higher number than in previous years due to the economic shutdown related to the pandemic.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City works in partnership with many non-profit organizations who provide a wide range of services to prevent “at-risk” populations such as unaccompanied youth, battered families, people with disabilities, veterans and seniors from becoming homeless. Another objective is to help existing homeless populations obtain safe, affordable and sustainable housing opportunities as well as needed services such as health care, transportation and counseling. These activities necessarily run along a continuum of housing program options that range from emergency shelter services to transitional housing and permanent supportive housing services to the new construction of mixed income and mixed use affordable rental development projects. Currently the City, through its community partners supports emergency and transitional housing programs for homeless individuals, families with children, veterans, and unaccompanied youth.

The City of Santa Fe also works closely with the New Mexico Coalition to End Homelessness to coordinate services for homeless individuals and families. NMCEH operates a statewide system of coordinated assessment where every homeless family and individual is given an assessment based on the nationally recognized VI/SPDAT (Vulnerability Index/Service Prioritization Assessment Tool). The results of the assessment are used to refer homeless people to the type of housing that best fits their needs and the assessment is used to create a prioritized list with chronically homeless people at the top of the list for permanent supportive housing.

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 City relies on its network of community partners to facilitate coordination of services and ensure that those vulnerable to homelessness don’t “fall through the cracks”. A Homeless Task Force was convened in 2017 to analyze and provide recommendations to the Governing Body “to ensure that homelessness is prevented whenever possible or is otherwise a rare, brief and non-recurring experience.” In line with the draft recommendations of the report, in 2018 rapid rehousing was proposed as an immediate response to stabilize the housing situations of those experiencing homelessness and discharged from public institutions and systems of care. During the program year, the

City continued its work with the Built for Zero initiative, a nationally recognized, evidenced-based program which provides strategies and solutions for eliminating chronic homelessness. Implementation of the program begins with the identification of every homeless person in the City, followed by a coordinated plan with non-profits and service providers to target the specific needs of each identified individual. The goal is to provide linkage to housing for each identified homeless individual, as well as the services required, uniquely suited to their situation, and eliminate the chronic homelessness populations together as a community by 2021.

The use of Rapid Rehousing is limited by its applicability to the household in need. Life Link, the City's primary partner in administering rapid rehousing assistance, assesses each household at intake. For those with fewer barriers, rapid rehousing provides support until the household either increases income or benefits and can manage the housing expense independently. For some homeless households, rapid rehousing resources can be used to stabilize short term housing situations until a permanent supported housing unit becomes available without jeopardizing their eligibility status. Life Link and other rapid rehousing providers emphasize ongoing case management and referral to other services (employment, education, job training, budgeting, health care/insurance, food, transportation, etc.) so that when assistance ends with one program, the household is poised to enter another program if independence has not been achieved. It is likely that in the near future, local resources will need to be deployed to further support this type of assistance, given the pandemic-related and greatly increasing housing instability of low-income households.

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

For chronically homeless households, the service delivery system relies on a network of housing providers, and services coordinated through the Continuum of Care, the City's funding cycles (through the Children and Youth Commission, the Human Services Commission and the Community Development Commission), and other regional efforts. Upon intake each homeless or at-risk household is assessed to determine whether they qualify for rapid rehousing or whether their needs are more intensive. If the household has few barriers then they can use rental assistance until they are able to manage the housing expense on their own- either through income or an increase in benefits. Extensive outreach activities include veterans, their families and unaccompanied youth.

The Resource Opportunity Center (ROC) once called Pete's Place in the existing Interfaith Shelter offers emergency beds, meals, and clothing as well as veteran's resource services and housing linking for veterans and their families as well as unaccompanied youth. Homeless individuals or families can also use Rapid Rehousing to get out of the shelter system and into housing without losing their homelessness

status (dependent on the funding source). It is the responsibility of the Case Manager to be knowledgeable about housing programs and other resources in the community and to work closely with the household to identify areas that need support which include but are not limited to: permanent supported housing, employment, education, job training, budgeting, health insurance, food, transportation, and support services. Another aspect once a household is stabilized is to continue working with case management so that that housing stability is maintained when assistance ends or circumstances change.

The City has worked closely with the Santa Fe Community Housing Trust to develop three apartment communities - Village Sage (60 units), Stagecoach Apartments (60 units) and Las Soleras Station (87 units) where 25% of the units are set aside for people at 30%AMI or less, many of them exiting homelessness. On-site support services and referral to other service providers is also provided. Additionally, by the end of 2021, Siler Yards will offer 65 units of affordable rental housing, in collaboration with a community resource center and economic development initiatives. The City has contributed financially in various ways to each of these projects.

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

Actions taken to address the needs of public housing

The Santa Fe Civic Housing Authority (SFCHA) is the public housing agency in Santa Fe. As previously reported, it oversees 490 units of public housing, and manages 670 Section 8 vouchers in Santa Fe. There are a total of 369 units for seniors and 121 units for families. Over 400 people are on the public housing waiting list, and close to 200 people on the Section 8 Voucher waiting list for Santa Fe. SFCHA receives approximately 40 applications per month for public housing. The application window is closed when 400 are reached. With only 6 to 8 families and/or individuals coming out of the program each year, new openings are extremely limited. This year is particularly challenging as the turnover for vouchers and units is practically nonexistent because of the pandemic.

The Housing Authority is considering moving towards site-based or site-driven wait lists, which better supports applicants so that the Authority doesn't have to turn an individual or family down because of location, school district or other limiting factors, and to avoid having to send an individual or household back down to the bottom of the list again.

Newly refinanced properties are being systematically renovated to address long-term deferred maintenance issues. The City of Santa Fe assists this process by donating the lease value of the land on which the units are sited which is city-owned and providing fee waivers when possible. Villa Consuelo, a 100-unit Senior housing apartment complex, was partially funded by the City's CDBG entitlement grant in 2019 for complete rehabilitation and energy efficiency improvements, estimated for completion in 2020.

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

The Santa Fe Civic Housing Authority continues to run a Family Self-Sufficiency Program which supports self-sufficiency with the eventual goal of becoming viable homeowners. The family enters into a five-year Contract of Participation with the Housing Authority and sets specific goals to be achieved over the term of the Contract. As part of the Contract, the Housing Authority opens an escrow account for each participating family and any time there is an increase to the family's earned income during the term of the Contract, money is deposited into the family's escrow account. Upon successful completion of the Program, the family receives the balance in their escrow account to use for home ownership and educational goals.

Actions taken to provide assistance to troubled PHAs

The PHA is not designated as troubled.

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)

Disproportionately, those who are most heavily cost-burdened, have the lowest incomes. The City of Santa Fe is reviewing its policies and practices to mitigate barriers to housing development--particularly affordable housing development. A review of city housing policies and land use and zoning regulations identified concerns in 2016, as well as in the 2017 ACH, namely stakeholders raising concerns about inconsistent and unpredictable development approval decisions and "NIMBYism" (acronym for "Not In My Back Yard") affecting approvals. According to stakeholder interviews and private sector focus groups there is a stigma associated with affordable housing developments and neighborhood associations make strong efforts to impede affordable development.

The City of Santa Fe has been exploring efforts to potentially redevelop several of its underused corridors that have infrastructure and could support rental housing. The advantage to these areas is they don't have existing residential neighbors concerned about higher density housing developments, while also providing easy access to transportation. These include the Siler Road corridor and the Midtown Local Innovation Corridor District, or Midtown LINC, on St. Michael's Drive. Also, the City works closely with the newly formed "Santa Fe Housing Action Coalition" which brings together industry group organizations (housing providers, homebuilders, realtors, architects) and members of the public to implement outreach and education efforts about affordable housing and to lobby for recurring funding sources.

Recognizing that one size does not fit all, a new fee-in-lieu menu of options for developers was adopted in December of 2019 to ease the barriers to multi-family rental development. The inclusionary zoning ordinance allows multi-family developers of rental housing to pay a fee-in-lieu by right, rather than incorporating subsidized units on-site. Fees are established on an "affordability gap" basis, estimating the difference between an affordable rent, affordable to 50 - 60% AMI, and HUD's Fair Market Rent. Additionally, the ordinance amendments increased incentives available to Developers to encourage the set aside of rent-restricted units. In the upcoming program year, two projects will break ground with affordable units included on site.

Revenues generated through the fee in lieu of program are used to fund a rental assistance program for tenants that can be used citywide and does not have high requirements for eligibility. The assistance could be used for a variety of needs - rent, utilities, rental/utility arrears, rental deposits, etc. Another objective is to remove a financing barrier for multi-family housing with the expectation that the development of multi-family units will also loosen up some of the demand for existing units, stemming rising rental rates but also providing more options for voucher holders to use their subsidies. As with any revenue generated or earmarked for affordable housing, use of the funds is dictated by city

code and must be compliant with the NM Affordable Housing Act.

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

As reported, the projects that were funded and executed through CDBG and local funds increase the availability of affordable housing to low and moderate income households. Furthermore, the City has actively supported the development of several LIHTC multi-family properties with local funds and through the donation of City-owned land. Applications were opened for Siler Yards, 65 units of affordable rental housing. All of the properties address the needs of people transitioning out of homelessness, renters with special needs and very low incomes by offering 25% of their units at rents affordable to those earning 30% AMI and less.

Another underserved need that was addressed during the program year was to greatly improve access to broadband and internet services. The City's Office of Economic Development expanded free wi-fi to reach the exterior of schools, libraries and City buildings in addition to mobile home parks in the 87507 zip code, Santa Fe's lowest income area. This action was in direct response to remote learning requirements which were in place for the majority of the 20-21 school year but also as a longer-term means to promote equity and economic opportunities.

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

According to the State of NM Department of Health, Santa Fe has low risk factors for lead exposure in children. 9.6% of its housing stock was built before 1950 and in 2011, 0 children in Santa Fe County tested positively for elevated blood levels. More recent studies by the NMDOH identified Santa Fe County as having "low levels" of lead exposure, as cited in the NM Epidemiology Report, April 2017. The Office of Affordable Housing also conducts environmental reviews on all CDBG-funded activities. In cases where individual homes are older than 1978 and may have lead based paint, the subrecipient is required to follow all applicable law to assess the presence of lead and remediate it, if necessary.

As part of their home repair program, Homewise has tested 60 homes for lead since 2002. Of these, only four tested positive, which is 7% of the homes they tested. Extrapolated to the number of homes in Santa Fe built before 1950 (2,499 homes), a rough estimate is 175 homes could contain lead-based paint citywide.

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

Given the City's high rate of cost burden, even for homeowners, it is apparent that continued focus on rehabilitation, home repair, and other support services is essential to alleviating poverty in Santa Fe.

Specific programs that CDBG funds supported to reduce the number of poverty level of families in 2019 were:

- Provide Emergency home repair/improvement funding to support 19 low to moderate income homeowners (30 to 80 percent AMI) with home renovations, emergency repairs and energy conservation measures including the purchase of new appliances, retrofits, and solar water heaters;
- Provide donated land, fee waivers and local funds to support the preconstruction work for an affordable rental development of 65 units;
- Support the efforts of local nonprofits and the Santa Fe Civic Housing Authority to build and conserve affordable rental units through fee waivers, below market lease fees and funding for pre-construction services;
- Provide wealth building opportunities and preservation of wealth through mortgage reduction loans (20).

Additionally, in 2019, local funds were used to provide short-term rental assistance for individuals and families experiencing episodic homelessness and/or in danger of losing their current housing situations. As the pandemic took hold, the City further mobilized local resources to help renters with housing costs and foreclosure prevention.

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

The City of Santa Fe continuously carries out the priorities in the *2018-2022 Consolidated Plan* by collaborating with non-profit partners. The City's philosophy is to help build the capacity of community-based service providers, rather than to increase the size of the City's bureaucracy. The City and its staff serve as advocates and coordinators for its partner nonprofits. Another strength of this service delivery model is that a wide array of services is provided with little overlap because of the coordination between City departments as well as between the City and nonprofit partners. This cooperation ensures that services reach those in most need, including homeless families and individuals and those in danger of becoming homeless – veterans, senior citizens, victims of domestic violence, very low-income renters, at risk youth – and people with special needs and disabilities.

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

St. Elizabeth Shelters & Supportive Housing has been an active member of the Santa Fe Housing Action Coalition almost since its inception. As a member of the steering committee we fully support the initiatives that the coalition is proposing to reduce the barriers to affordable housing in Santa Fe.

In December 2020 St. Elizabeth took on the management of the Santa Fe Suites, a formerly 123 unit extended-stay motel and converted it into housing for those coming out of homelessness and low-income individuals and couples. Purchased by the national non-profit organization Community Solutions, who goal is to end homelessness through a systematic and methodical approach, and with funds from the City of Santa Fe and the New Mexico Mortgage Finance Authority (via the CARES Act), the project has been a resounding success. In only 7 and half months, the Suites has rented 112

apartments to formerly homeless and low-income individuals and couples. Most of them are receiving wrap around services from 2 on-site case managers as well as partnering agencies like The Life Link, the VA, and Santa Fe Recovery, to name a few. The program, property and case managers have all taken 2 classes each on the NM Uniform Owner Resident Relations Act and HUD's Fair Housing Act. The breakdown of residents is as follows: 59 Formerly homeless residents (40 are subsidized, 19 are self-pay) and 53 Market rate renters.

St. Elizabeth continues to play a strong role in providing services to the needs of the homeless in Santa Fe. With 5 separate facilities, we now sleep about 225 people a night at one of our programs. We also provide food, clothing, hygiene products and mail services to almost 2000 street clients a year. We collaborate closely with the Interfaith Community Shelter, Consuelo's Place and NM Coalition to End Homelessness. We receive \$100,000 a year from the City of Santa Fe Community Services Department Human Services Committee to provide navigation services to our shelter clients. This has enabled us to assist them with finding work, applying for social security disability, obtaining medical and mental health services and ultimately, housing.

One area that desperately needs attention is the needs of the mentally ill homeless. It appears that since COVID erupted there has been a large increase in their number. The current shelters in town are not equipped to provide much service to these individuals. There really should be a separate facility in town just for these individuals.

The City's Office of Affordable Housing coordinates closely with other City departments including the Youth and Family Services Division of the Community Services Department. The Youth and Family Services Division funds emergency housing and community development programs as well as social services and supports a juvenile justice program which provides program planning, service integration, data analysis, and program evaluation to ensure that youth are provided alternatives to detention and

YouthWorks, as well as Youth Shelters and Family Services have provided several programs to integrate disconnected youth with mainstream educational opportunities, job training and internships, reunification with families, and referral to other support services. Life Link, another of the City's nonprofit partners, provides intake, referral and on-site social services to people with mental illness who are homeless or at risk of becoming homeless. The agency works closely with other governmental, private and nonprofit providers of services. The City's CDBG allocation, its economic development fund and other local funds have supported several of these initiatives. Some beneficiaries of this funding also are recipients of public housing services. The City's CDBG sub-recipients strive to coordinate with the Santa Fe Civic Housing Authority so that outreach activities and some programming is located at housing authority sites.

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

In the 2017 Assessment of Fair Housing, the HUD provided Opportunity Indices show that Hispanic

populations experience some of the lowest access to opportunity, particularly in the low poverty, school proficiency and labor market indexes. The indicators in Santa Fe that are of most concern are poverty and school proficiency, both of which indicate low access to opportunity. According to stakeholders and residents, lack of access to opportunity is affected by infrequent public transportation services to higher opportunity neighborhoods and destinations outside of core service areas (e.g., county social services office), limited hours and days of operation of some routes, lack of holiday service, etc. As per the 2016 Analysis of Impediments, the City's efforts to address barriers have focused on improving access to fair housing information, enhancing resident knowledge of fair housing rights and empowering residents to take action when they perceive a fair housing violation. These efforts have included:

- Preparation of outreach materials regarding housing laws including the Federal Fair Housing Act, the New Mexico Uniform Owner Resident Relations Act (UORRA) and the state Mobile Home Act. The outreach materials consist of Fair Housing Frequently Asked Questions brochures in English and Spanish and a tenant rights "Novella," both in Spanish and English called "Tino the Tenant"/"Tino el Inquilino", a story about a tenant who shares his own discrimination experiences with a group of acquaintances. Distribution is ongoing throughout the year predominantly in Spanish-speaking and lower income neighborhoods as well as through school liaisons with the Santa Fe Public Schools and community facilities throughout the city.
- The Office of Affordable Housing has participated actively with the newly formed Santa Fe Housing Action Coalition, and sponsored the production of an informational video, with a distribution plan for an outreach campaign to educate the public about affordable housing and fair housing issues
- The City of Santa Fe has committed funding or matched resources (meeting facilities), conditional on finalized budgets, to fair housing consultants to conduct fair housing training for lenders and apartment managers.

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

The CDBG Administrator monitors program service providers funded by CDBG to ensure compliance with requirements through site inspections and documentation of organizational structures, with applicability to HUD national objectives and scope of work. The City of Santa Fe utilizes HUD's following guides to ensure compliance:

- "Guidebook for Grantee's on Sub-recipient Oversight"
- CPD Monitoring Handbook
- "Managing CDBG"
- "Ensuring CDBG Sub-recipient Timeliness Guidelines"
- CFR 570 Federal Regulation governing CDBG and including Part 58 governing Environmental Reviews
- Davis Bacon fair wage resources via the Department of Labor

Additionally, the Office of Affordable Housing attends technical assistance trainings in monitoring, sub-recipient oversight and fair housing throughout the year. Other ways in which the City ensures that programs are monitored appropriately and that the public has opportunity for comment include:

Site Visits: For the 2019 projects funded through CDBG, site visits were held virtually. Prior to the visit, the subrecipient completed a self-monitoring checklist, describing accomplishments and procedures for complying with CDBG regulation. Staff members met via Zoom call with the leadership team of the particular non-profit sub-recipient, and reviewed selected files for accuracy based on the guiding regulations and documents. Like prior years, staff notes both deficiencies and accomplishments at the time of monitoring and by follow up letters which outline corrective actions to be taken to achieve effective, efficient program delivery. All 2019 CDBG funded activities were monitored for performance measurement and financial, as well as record keeping oversight.

Reporting and Fiscal Management: Staff ensures that all sub recipients keep detailed records for the Performance Measurement System to evaluate the effectiveness of the project in meeting the needs of targeted populations. Relevant data include the number of clients served, income and employment (locally and with the City depending on the program), assets breakdown (when appropriate) and Performance Measurement data by project type (Housing, Economic Development, Public Service or Facilities & Improvement), ethnicity and age breakdown.

This information is submitted quarterly and input into the Integrated Disbursement and Information System (IDIS) with data finalized prior to program closeout and reporting in the Program Year

CAPER. The reports track completion of the contracted scope of services and track program demand and utilization by demographic category for services provided by the program. The sub-recipient's program manager also must submit audits and/or audited financial statements which include a breakdown of the expenditures and revenue (including Program Income if relevant) and a specific description of the charges as defined in the contract.

Procurement and services provided by the subrecipients as well as the City followed the Fair Housing guidelines to include required community outreach and education for minorities, notifications in Spanish as well as translation, and any additional required and requested services specific to assist persons with disabilities including those with hearing, visual, or physical impairments.

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 CDBG Citizen Participation Plan, as approved by HUD, requires that Santa Fe residents be given adequate time – a minimum of 15 days – to review the City’s use of CDBG funds as well as holding a Public Hearing at a regular City Council meeting for public comment. For the public comment opportunity, the Office of Affordable Housing published a Legal Notice in Spanish and English on Monday, August 23, 2021 in the Santa Fe New Mexican, soliciting written public comment (or comments by phone call). The document was made available from August 23 – September 8, 2021 virtually due to global health pandemic at the following website address:
<https://www.santafenm.gov/hudrequiredreportingandplans>. Paper copies were provided upon request and phone calls also accepted.

To comply with the HUD Public Hearing requirements for public input on the 2020 CAPER, the City Clerk published an official notice in the Santa Fe New Mexican Legal Section on August 26, 2021 to provide notice for the Public Hearing held on September 8, 2021.

The CAPER is made available to the public for review along with other internal committee reviews within the timeline below:

- City Finance Committee: August 30, 2021
- City’s Community Development Commission: September 1, 2021
- City Quality of Life Committee: September 1, 2021
- City’s Public Works Committee: September 7, 2021
- Public Hearing, City Council: September 8, 2021

Citizens have three options to participate. They may participate by attending public meetings, which are held virtually, given the current State of NM guidelines regarding mass gatherings. They may submit written comments via email or regular mail to the Office of Affordable Housing, and may testify at public hearings via Zoom. They may watch all public meetings and hearings on the City of Santa Fe's YouTube channel and watch past meetings through its archives, links to which are posted prominently on the City's website <https://www.youtube.com/user/cityofsantafe>. All CDBG contracts represented in the CAPER were reviewed and recommended for approval by the Governing Body prior to the start of the program year on July 1, 2020 and provided in meeting packets available on the City’s website: <https://santafe.primegov.com/public/portal>. The public review period for the Action Plan was also advertised in the Santa Fe New Mexican and the packets made available on the City’s website.

No public comments were made via the electronic documents made available on the City's website, through email or as part of the public hearing on September 8, 2021.

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.

The global pandemic has shifted the City's approach to community development from longer term goals. In March of 2020, the Midtown campus property was partially converted into a homeless shelter, specifically for people without a safe place to quarantine or maintain social distance. Once housed, the residents were able to access an array of services, including three meals per day. Additionally, the site accepts discharged patients from local hospitals (including those who are recovering from COVID without an appropriate place to quarantine), as well as those leaving recovery programs and detention centers. As a result of the success of the Midtown Shelter and efficacy in preventing Covid outbreaks amongst the people experiencing homelessness, the City further focused this year on providing stable housing for those who don't have it (including very low income renters) not only for the duration of the pandemic but extending into the near future. Specifically, this was achieved through the use of State of NM CARES Act funds to partially fund the purchase of the Santa Fe Suites, a long stay motel property that is in the process of being converted into permanent supportive housing.

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

No

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