

**CITY OF MILWAUKEE,
WISCONSIN**

YEAR 2017

“DRAFT”

**CONSOLIDATED ANNUAL
PERFORMANCE
AND
EVALUATION REPORT
(CAPER)**

Submitted to the local HUD Milwaukee Office

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GENERAL
GRANTEE: City of Milwaukee, Wisconsin
CON PLAN PERIOD: 2014 to 2019

Introduction

As a Participating Jurisdiction (PJ) and entitlement community, the City of Milwaukee-Community Development Grants Administration (CDGA), receives annual funding allocations from the Federal government to fund activities to address the following three (3) National Objectives of the U.S. Department of Housing and Urban Development (HUD):

- **Principally benefits low/moderate income persons**
- **Prevents or eliminates slum or blight**
- **Addresses an urgent need or problem in the community (e.g., natural disaster)**

As a recipient of these funds, the City of Milwaukee is required to submit to HUD each year, a final *Consolidated Annual Performance and Evaluation Report (CAPER)* which provides detailed information to the local public, HUD and members of Congress on activities undertaken with these entitlement funds. It is also used to track the grantee's performance in meeting the goals established in the **2014-2019 Five-Year Consolidated Plan** and subsequent *Annual Action Plans*. Most activities conducted in 2017 were under the direct control and supported by the following Federal entitlement funds which are administered by the Community Development Grants Administration: Community Development Block Grant (CDBG), HOME Investment Partnerships, Emergency Solutions Grants (ESG), and Housing Opportunities for Persons with AIDS (HOPWA).

In 2014, the City of Milwaukee submitted the *2014-2019 Five-Year Consolidated Plan* as required by the U.S. Department of Housing and Urban Development. The Consolidated Plan details broad strategies to address community development within the scope of the HUD National Objectives.

The statutes for the Federal formula grant programs set forth three basic goals against which the plan and the City's performance under the plan will be evaluated by HUD. The City must state how it will pursue these goals for all community development programs. The HUD statutory program goals are:

DECENT HOUSING - which includes:

- assisting homeless persons obtain affordable housing;
- assisting persons at risk of becoming homeless;
- retaining the affordable housing stock;
- increasing the availability of affordable permanent housing in standard condition to low-income and moderate-income families, particularly to members of disadvantaged minorities without discrimination on the basis of race, color, religion, sex, national origin, familial status, or disability;
- increasing the supply of supportive housing which includes structural features and services to enable persons with special needs (including persons with HIV/AIDS) to live in dignity and independence; and
- providing affordable housing that is accessible to job opportunities.

A SUITABLE LIVING ENVIRONMENT - which includes:

- improving the safety and livability of neighborhoods;
- eliminating blighting influences and the deterioration of property and facilities; increasing access to quality public and private facilities and services;
- reducing the isolation of income groups within areas through spatial deconcentration of housing opportunities for lower income persons and the revitalization of deteriorating neighborhoods;
- restoring and preserving properties of special historic, architectural, or aesthetic value; and
- conserving energy resources and use of renewable energy sources.

EXPANDED ECONOMIC OPPORTUNITIES- which includes:

- job creation and retention;
- establishment, stabilization and expansion of small businesses (including micro-businesses);
- the provision of public services concerned with employment;
- the provision of jobs to low-income persons living in areas affected by those programs and activities, or jobs resulting from carrying out activities under programs covered by the plan;
- availability of mortgage financing for low-income persons at reasonable rates using non-discriminatory lending practices;
- access to capital and credit for development activities that promote the long-term economic and social viability of the community; and
- empowerment and self-sufficiency for low-income persons to reduce generational poverty in federally assisted housing and public housing.

The new long-term outcomes linked to these goals are:

Availability/Accessibility – This outcome relates to programs that make services, housing, infrastructure, public services, or shelter accessible or available to low or moderate income persons, include those with special needs and/or disabilities.

Affordability – This outcome relates to programs that provide affordability to low or moderate income persons and can include affordable housing.

Sustainability – This outcome relates to programs that improve communities and promote viability such as removing slum and blight or other services that sustain communities.

CR-05 - Goals and Outcomes

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

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

In 2017, approximately **\$11.5** million in Community Development Block Grant (CDBG) and HOME entitlement dollars was allocated for direct housing and housing-related activities, including owner-occupied housing rehabilitation, acquire/rehab/sell, vacant and blighted homes, new home construction, rental rehabilitation, lead abatement and other categories. This resulted in the completion of direct housing and/or rehab activities. Other housing-related activities resulted in the following: homebuyer counseling programs assisted *first-time* low-income homebuyers in closing home mortgage loans, property units received graffiti abatement, landlords received training on effective property management and various types of tenant assistance, including tenant training, were provided to community residents.

In 2017, CDBG funds were allocated to anti-crime community development and quality of life related activities including: community organizing and crime prevention, employment services, youth programming, health services, safe havens, driver's license recovery, infant mortality initiatives and community prosecution activities.

The 2017 accomplishments related to anti-crime activities involved residents in: resident meetings and neighborhood improvement efforts such as cleanups, establishing new block clubs, and identifying hot spots, (drug houses or nuisance properties) which were referred to the appropriate authorities for action through the Community Prosecution program. In addition, thousands of youth benefited from a variety of youth employment, educational and recreation initiatives. These varied organizing efforts correlate with the five-year strategy of the Consolidated Plan of increasing resident participation to improve the overall quality of life for residents.

CDBG-funded **Job Training and Placement** and **Job Placement** activities assisted low income persons in obtaining employment and the **Special Economic Development** initiatives led to the creation of new jobs. The Milwaukee Economic Development Corporation Revolving Loan fund continued servicing existing loans for continued job creation.

In 2017, CDBG and ESG funding was allocated for mandated and essential services such as homeless shelters and domestic violence prevention programs. Funds were also allocated to city-wide services including: fair housing, graffiti abatement and landlord/tenant programs. In addition, community-based organizations received technical assistance to help strengthen their administrative capabilities and promote efficient services to the residents they serve. Enforcement services were provided to clients to resolve housing and lending discrimination complaints.

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)

Table 1 - Accomplishments – Program Year

Activity	Strategy	HUD Objective	HUD Outcome	HUD Performance Indicator	FY 2017 Goals (# units)	FY 2017 Actual (# units)
Acquire/Rehab/Sell	Expand the supply of affordable housing units for low income persons through acquisition/rehab/sale activities	Decent Housing	Affordability	#affordable units complete & sold to eligible persons	25	104
New Housing production (rental & owner-occupied)	Construct new owner-occupied and/or rental housing for income eligible households.	Decent Housing	Affordability	#affordable units complete & sold to eligible persons #affordable rental units complete & code compliant		
Rehabilitation of existing rental units	Rent rehab: Provide forgivable loans for the rehab of residential rental units for occupancy by low-moderate income households.	Decent Housing	Affordability	#affordable rental units complete & code compliant		
Owner-Occupied Rehab Programs (Non profit agencies & City departments)	Provide forgivable housing rehab loans for repairs based on interior and/or exterior municipal code violations.	Decent Housing	Affordability	#affordable units complete & code compliant	100	75
Housing Accessibility Program	Construct handicapped ramps and other accessibility modifications	Decent Housing	Affordability	#units constructed & persons with increased accessibility	25	55
Lead Prevention & Abatement	Combat lead hazards through Inspection, testing and abatement in collaboration with existing housing rehab programs and the Milwaukee Health Department.	Decent Housing	Affordability	#units of housing tested & abated of lead hazards	100	65

Activity	Strategy	HUD Objective	HUD Outcome	HUD Performance Indicator (# units)	FY 2017 Goals (#units)	FY 2017 Actual (#units)
Housing-Targeted Code Enforcement	Increase targeted code enforcement to decrease decline in target areas	Suitable living environment	Sustainability	# residential structures inspected for code compliance	5,175	2,635
Code Enforcement – Tenant Assistance Program & Landlord/Tenant Compliance	Address identified code violations on rental properties through rent withholding and rent abatement; use rental proceeds for repairs related to health, safety and welfare of tenants	Suitable Living Environment	Sustainability	#households assisted & number of repairs	900	229
Employment Services	Provide Job Placement/Job Training & Placement services for low income persons	Suitable living environment	Expand economic opportunity	# low income persons trained & placed into jobs	150	316
Youth Services	Increase employment, education, recreation, mentoring, tutoring, safe havens for youth	Suitable living environment	Sustainability	# persons with increased access to services	12,200	19,078
Community Organizing/Neighborhood Planning/Crime Prevention	Facilitate resident/stakeholder involvement in community improvement efforts; crime prevention initiatives	Suitable living environment	Sustainability	# residents & stakeholders engaged in community improvement efforts	3,000	3,333
Community Prosecution Program	Abate neighborhood nuisances; property nuisances & drug houses	Suitable living environment	Sustainability	# properties/ nuisances abated/ resolved	250	474
Driver's License Recovery	Assist low income persons with driver's license recovery & other supportive services	Suitable living environment	Sustainability	# persons obtaining a valid driver's license	100	160
Homebuyer Counseling	Provide homebuyer counseling & other services for 1 st time homebuyers	Suitable living environment	Sustainability	# persons with increased access to services	650	951

Activity	Strategy	HUD Objective	HUD Outcome	HUD Performance Indicator	FY 2017 Benchmarks (#units)	FY 2017 Actual (#units)
Translation Services	Provide translation services to residents of the target areas	Suitable living environment	Sustainability	# persons with increased access to services	200	350
Special Economic Development	Provide direct financial and other technical assistance to businesses for job creation, job retention and business expansion	Suitable living environment	Expand Economic Opportunity	# jobs created	40	65
Teacher in Library Program	Provide library services for youth to improve academic and reading skills	Suitable living environment	Sustainability	# persons with increased access to services	1,000	1,177
Emergency & Transitional Shelter; Permanent Housing & Supportive Services	Provide emergency shelter & transitional & permanent housing & supportive services to promote housing stability & independence	Suitable living environment	Sustainability	# low income, homeless persons achieving housing stability, safety & independence	6,000	8,075

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 Community Development Grants Administration continued to promote policies and employed strategies with the goal of increasing jobs and household income. To this end, the City approached planning and program development efforts in a comprehensive manner. The City also continued to investigate programs and supported initiatives which assist in removing barriers to employment for low income households, i.e., walk-to-work programs and access to programs that provide wrap around social, educational, employment and lifeskills services. Funding allocations in 2017 were designed to use a comprehensive approach to reduction of barriers by increased funding to a number of agencies that target increased employment opportunities, expanded homeownership and quality, affordable rental housing in Milwaukee.

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)

**Data Analysis In Progress	CDBG	HOME	HOPWA	ESG
White	1,412	25	0	0
Black or African American	2,494	97	0	0
Asian	253	3	0	0
American Indian or American Native	4	1	0	0
Native Hawaiian or Other Pacific Islander	4	0	0	0
American Indian/American Native & White	4	3		
Asian & White	7	0		
Black or African American & White	21	2		
American Indian/American Native & White	14	1		
Other multi-racial	120	1		
Total	4,333	133	0	0
Hispanic	1,120	19	0	0
Not Hispanic	3,213	114	0	0

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

Narrative

As the data shows, the overwhelming majority of families served were Black, followed by White, Hispanic, Asian and Other multi-racial. U.S. census data shows that the poverty rate among Milwaukee's Black population far exceeds any other race category. As such the City of Milwaukee has consistently targeted resources to the most impoverished populations.

CR-15 - Resources and Investments

Identify the resources made available

Source of Funds	Resources Made Available
CDBG	\$14,472,297
HOME	\$4,326,217
HOPWA	\$678,786
ESG	\$2,041,570

Narrative

Many activities identified in the Consolidated and Annual Action Plan are under the direct control and supported by the following Federal entitlement funds which are administered by the Community Development Grants Administration: **Community Development Block Grant (CDBG), HOME Investment Partnerships, Emergency Solutions Grants (ESG) and Housing Opportunities for Persons with AIDS (HOPWA)**. Other Federal and State funds were also used for proposed activities.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Narrative Description
City of Milwaukee	56	Local jurisdiction boundaries
NRSA AREA #1	30	Central City-North Side- at least 70% of total population is low/moderate income
NRSA AREA #2	11	Central City-South Side at least 70% of total population is low/moderate income
Other	3	HOPWA 3 County Area (Milwaukee, Ozaukee, Waukesha)

Narrative

Geographic Distribution: The geographic distribution for these entitlement funds, with the exception of HOPWA funds, is the Neighborhood Revitalization Strategy Areas (NRSAs). Services were also provided to low income residents in non-NRSA census tracts within the City of Milwaukee. The HOPWA funds cover the four-County Milwaukee Metropolitan Statistical Area comprised of: Milwaukee, Waukesha, Ozaukee and Washington counties.

There continues to be racial and ethnic concentrations both within the City of Milwaukee and in the Milwaukee Metropolitan Statistical Area(MMSA). According to the *U.S. Census, 2010*, there is a pattern

of concentration of all minorities within the area generally considered to be the "central city." The concentration still remains greatest for African Americans and has been noted by several local and national research studies. Most marked is the concentration of African Americans within the city limits and the fact that less than 3% of the suburban population of the four-County Milwaukee Metropolitan Area is Black.

Milwaukee's residential segregation has been studied for decades by local and national researchers and policymakers. The tremendous impact on the gaps between Blacks and Whites as it relates to income, mortgage loan disparity rates and educational attainment, has been cited in numerous national studies. It is important to note the overlay of economic segregation as this impacts employment and other opportunities for Blacks. CDGA-funded programs providing "seed capital" for new economic development activities continues to be a high priority as a means of stimulating economic opportunities including job creation for Milwaukee residents in the identified Neighborhood Revitalization Strategy Areas (NRSAs).

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.

Leveraging Resources- The City of Milwaukee is committed to leveraging funding resources from other types of public and private sources for community development projects funded through CDGA. The projects receiving Emergency Shelter Grant (ESG) funds utilized CDBG funds to match the use of the ESG funds. In addition to CDBG funds, other State funds and non-governmental funds were used in conjunction with shelter related activities.

The housing rehabilitation projects leveraged funds from the private sector mostly in the form of funds borrowed from lenders providing construction financing and permanent financing. State of Wisconsin Low Income Housing Tax Credits directly provided a needed subsidy in low-income rental projects by selling the credits to investors. HOME funds were sometimes combined with CDBG funds and/or private funds. Economic development funds have complimented projects from the Department of Justice, which directly impacts community security and safety issues.

CR-20 - Affordable Housing

Evaluation of the jurisdiction's progress in providing affordable housing.

Activity	Strategy	HUD Objective	HUD Outcome	HUD Performance Indicator	FY 2017 Goals (# units)	FY 2017 Actual (# units)
Acquire/Rehab/Sell	Expand the supply of affordable housing units for low income persons through acquisition/rehab/sale activities	Decent Housing	Affordability	#affordable units complete & sold to eligible persons	25	104
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Rehabilitation of existing rental units	Rent rehab: Provide forgivable loans for the rehab of residential rental units for occupancy by low-moderate income households.	Decent Housing	Affordability	#affordable rental units complete & code compliant		
Owner-Occupied Rehab Programs (Non profit agencies & City departments)	Provide forgivable housing rehab loans for repairs based on interior and/or exterior municipal code violations.	Decent Housing	Affordability	#affordable units complete & code compliant	100	75
Housing Accessibility Program	Construct handicapped ramps and other accessibility modifications	Decent Housing	Affordability	#units constructed & persons with increased accessibility	25	55
Lead Prevention & Abatement	Combat lead hazards through Inspection, testing and abatement in collaboration with existing housing rehab programs and the Milwaukee Health Department.	Decent Housing	Affordability	#units of housing tested & abated of lead hazards	100	65

Activity	Strategy	HUD Objective	HUD Outcome	HUD Performance Indicator (# units)	FY 2017 Goals (#units)	FY 2017 Actual (#units)
Housing-Targeted Code Enforcement	Increase targeted code enforcement to decrease decline in target areas	Suitable living environment	Sustainability	# residential structures inspected for code compliance	5,175	2,635
Code Enforcement – Tenant Assistance Program & Landlord/Tenant Compliance	Address identified code violations on rental properties through rent withholding and rent abatement; use rental proceeds for repairs related to health, safety and welfare of tenants	Suitable Living Environment	Sustainability	#households assisted & number of repairs	900	229
Homebuyer Counseling	Provide homebuyer counseling & other services for 1 st time homebuyers	Suitable living environment	Sustainability	# persons with increased access to services	650	951

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

In 2013, the City has enacted an ordinance which allows the City to use their Tax Incremental Financing (“TIF”) authority to subsidize affordable housing. The ordinance allows the City to extend the life of TIF districts for one additional year, and dedicate the additional year of incremental revenues to finance affordable housing projects throughout the City. The City of Milwaukee is the State’s first municipality to enact this ordinance using the State’s enabling legislation.

The City also continues to provide funding and staff to the City of Milwaukee Housing Trust Fund. The Housing Trust Fund has been able to address some of the city’s housing needs through gap financing and other means for the last several years. Increasing homeownership, increasing the supply of quality rental housing opportunities and providing housing opportunities for the homeless are three of the trust fund’s goals.

The City’s Strong Neighborhoods Initiative is assisting the City and local nonprofits in more effectively addressing the housing foreclosure crisis and its impacts on our neighborhoods. Neighborhoods of color are disproportionately harmed by the foreclosure crisis.

Department of City Development

Home Rehabilitation and Neighborhood Development

The Department of City Development (DCD) and its affiliated Neighborhood Improvement Development Corporation (NIDC) assist homeowners and responsible property owners in improving their homes and their neighborhoods. Improving housing enhances the physical appearance of Milwaukee neighborhoods, encourages additional investment and promotes and retains owner occupants. Through the housing rehabilitation loan programs, DCD is a lender, technical advisor and resource generator. Success is measured over time through stabilized or increased assessments, increased neighborhood investment and resident involvement and improved perceptions of the quality of life in Milwaukee's neighborhoods.

During 2017, through its various housing loan and grant programs, DCD and NIDC initiated **180** loans and grants to rehabilitate **198** units of housing.

The City of Milwaukee's Housing Strategy places a strong emphasis on clustering and targeting resources to achieve the maximum impact on City Neighborhoods. DCD utilizes its HOME funded Home Rehabilitation and Rental Rehabilitation Program to implement this strategy through Targeted Investment Neighborhoods (TINs). The TIN Program is a neighborhood revitalization strategy in which DCD, working with neighborhood partners, focus resources in a defined geographic area in an effort to stabilize and increase owner occupancy, strengthen property values and improve the physical appearance and quality of life in the neighborhood. In 2017, DCD operated eight TINs.

The *Home Rehabilitation Program* is available to eligible owner occupants in TIN areas. The loans are partially forgivable with a focus on code related repairs, exterior and energy efficiency upgrades. Technical assistance is also provided to homeowners to prepare a scope of work, assist in obtaining bids and monitoring the construction process.

The *Rental Rehabilitation Program* is also operated in TIN areas and provides forgivable loans to responsible rental property owners. The landlord must match Rental Rehab dollars on at least a dollar for dollar basis with their own funds and agree to rent the unit to low-income families at an affordable monthly rate. Landlords are screened for their records of owning and managing property in the City and once rehabilitation is complete, units are inspected to ensure they are adequately maintained. Prior to approving a Rental Rehab loan, DCD underwrites each project to ensure that the landlord has the capacity to complete the proposed project and that there is a market demand for the housing units.

This loan activity is supplemented with additional housing rehabilitation programs and initiatives operated by DCD and NIDC. 2017 activity includes:

- Tax Incremental District funded loans that provided homeowners resources for exterior home repairs in a number of targeted areas.
- Healthy Neighborhoods Minor Home Improvement Pilot Program. In 2016, DCD and NIDC developed the Program through a partnership with a local foundation and a national lender. In 2017, this Program initiated 33 new projects.
- Targeted Investment Neighborhood Summer Home Improvement Program (TIN SHIP). Through conversations with neighborhood-based TIN partners and after analyzing outcomes of the Minor Home Improvement Pilot Program, in 2017 DCD and NIDC developed the TIN SHIP to assist homeowners making exterior repairs and curb appeal updates to their homes. This program was a dollar-for-dollar matching grant up to \$1,500 and was operated in all eight TIN neighborhoods. In 2017, the TIN SHIP initiated 13 projects.
- The use of Tax Incremental District (“TID”) financing to support the development of high quality affordable housing. In 2017, three TID’s were created to assist in financing the development of 170 affordable housing units and investment of over \$43 million at the Garfield School, Blommer Lofts and 704 Place developments. The projects involved a mix of adaptive reuse, new construction and historic preservation.

STRONG Neighborhoods Initiative

In 2017, DCD continued to operate complementary programs carried out under the City's Strong Neighborhoods Plan to help preserve property values, prevent foreclosures, and reduce the City's inventory of tax foreclosed properties. City funding is used to operate these programs.

Accomplishments during 2017 included:

- On-going operation of the STRONG Homes Loan program. The program was created in response to the aftermath of the foreclosure crisis which resulted in a decline in residential property values with many Milwaukee homeowners having difficulty obtaining conventional financing to make essential repairs to their homes. The program offers low interest loans to existing homeowners to make critical repairs and correct code violations on their properties.
- Continued operating the Homebuyer Assistance Program which provides forgivable loans and technical assistance for property renovation to owner occupant purchasers of City owned properties and the lease-to-own program which assists tenants living in City owned homes rehabilitate and purchase the properties they are living in.
- Conducting significant outreach activities to promote programming including over 50 events - monthly information sessions, homebuyer fairs, community meetings, broker outreach events and homebuyer counseling agency briefings.
- Grew lending partner base to ensure access to capital to support home buying and foreclosure redevelopment efforts in City neighborhoods. Lenders willing to pair mortgage financing for homeowners purchasing and renovating with City rehabilitation funds include US Bank, Pyramax Bank, Great Midwest Bank, and Northshore Bank.
- Continued implementation of the Milwaukee Challenge fund, the scattered site redevelopment program launched in 2016, with the two selected development partners to purchase, rehab, and either resell or rent 30 city-owned properties in two targeted neighborhoods. Development teams include a neighborhood based organization to help identify houses for development, market and promote homeownership opportunities, and provide assistance to the developer regarding needs and conditions in the neighborhood.
- Continued operating the Re-Invest City Homes (RICH) program with the selected developer to purchase, rehab, and resell 15 city-owned properties. Upon the resale of the property to a qualified owner occupant, RICH funds will be used to provide low interest mortgages to homeowners for the purchase of the renovated homes.

Quality of Life Initiatives

In addition to “bricks and mortar” housing rehabilitation activity, DCD engaged in a number of activities to address quality of life issues, encourage resident involvement and build resident leadership in target neighborhoods. Collaborations included:

- Partnerships with other City Departments including the Milwaukee Police Department (MPD), Department of Neighborhood Services (DNS) and the Department of Public Works (DPW) to coordinate outreach and enforcement activities.

- Working with community based organizations and resident groups in the eight TINs and the seven neighborhoods participating in the Healthy Neighborhoods Initiative.
- Supporting neighborhood groups organize and promote homeownership opportunities through partnerships with real estate professionals, homeownership counselors, and lending partners using community meetings, real estate tours, and other marketing methods.
- Assisting with the completion of more than 30 Community Improvement Projects, leveraging more than \$200,000 in outside funds. Examples included the 7th Annual Bloom and Groom where 21 neighborhoods and over 130 volunteers engaged with more than 650 residents during the plant and flower sale, multiple projects to re-activate vacant lots through public art and community gardens, neighborhood identity signage, multiple community mural design and installation projects, water catchment systems to supply community gardens with free water, porch and house address lighting projects, and neighborhood identity branding through neighborhood specific flag installations.

Section 3 Contractors

DCD and NIDC worked to maximize the participation of local small, minority, and/or women owned firms on all rehabilitation projects. In 2017, over 55% of rehabilitation administered by NIDC was carried out by Section 3 contractors.

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

The City has experienced over the past several years, a decrease in funding allocations. Despite this, the City has consistently met its' annual and 5-year Consolidated Plan housing goals, particularly in the area of housing rehabilitation.

Discuss how these outcomes will impact future annual action plans.

The City will continue to implement its' housing strategy which focuses on the preservation and creation of affordable owner-occupied and rental housing units. However, the production and rehab of housing units will undoubtedly be impacted by federal funding allocations. Nonetheless, the City will continue to seek additional resources and leverage to compliment its' housing production strategy.

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

Outreach to people who are homeless or who are at risk of homeless is conducted via the Milwaukee Continuum of Care's Coordinated Entry system operated by 211/IMPACT. Coordinated Entry was established in September 2013 after two years of intensive planning by a CoC work group. The system is a call-based system that receives calls from people seeking assistance and assesses their needs using a Vulnerability Index (VI). The VI assesses current homeless status, income, health, mental health, substance abuse and other factors critical to establishing priority for shelter. The overall goal of Coordinated Entry is to assure that those most in need are prioritized for services.

Coordinated Entry is widely publicized in the Milwaukee community via 211 cards and posters at emergency shelters, police substations, meal sites, day shelter, nonprofit entities, hospital emergency departments, and behavioral health providers. Coordinated Entry information is also posted on the websites of IMPACT, United Way and the Continuum of Care. All materials are in Spanish and English.

Evidence that the CoC has been successful in getting the word out about the availability of homeless assistance is evidenced by the fact that Coordinated Entry received 10,250 requests for help from Milwaukee County residents with housing issues and connected 4,294 (or 42% of callers) with housing or shelter resources in the fourth quarter of 2017 alone.

Outreach specifically to people who are unsheltered has been significantly improved in 2017 by continued work of an outreach collaborative organized by the Milwaukee County Housing Division and including Outreach Community Health Centers, Community Advocates, Milwaukee Police Department, Coordinated Entry, Milwaukee Homeless Veterans Initiative, City of West Allis, Medical College of Wisconsin, Milwaukee County Behavioral Health Division, Pathfinders and several private groups. The Collaborative enters contacts into HMIS (Homeless Management Information System).

Outreach workers provide triage by doing assessments on the street. A partnership with the Milwaukee Public Library has resulted in the provision of private rooms to allow outreach workers to meet with unsheltered homeless to assess vulnerability, use motivational interviewing techniques to engage them in the consideration of housing and services and complete paperwork to establish homelessness and qualify for housing services. The collaborative partners are the Milwaukee Police Department's Homeless Outreach Team (HOT Team) to coordinate outreach to all parts of the City of Milwaukee. The City of West Allis and its Mobile Integrated Health Initiative is also a partner. The Collaborative also works with Milwaukee County Parks to insure access to all of Milwaukee County. All outreach efforts have come together to coordinate schedules and triage to ensure that the most vulnerable, unsheltered homeless are connected to services.

Addressing the emergency shelter and transitional housing needs of homeless persons

Emergency shelter and transitional housing providers serving Milwaukee's Continuum of Care include Hope House of Milwaukee, Guest House of Milwaukee, Cathedral Center, the Salvation Army of Milwaukee, Community Advocates, Pathfinders, Walker's Point, La Causa, Milwaukee Rescue Mission and Joy House.

Families experiencing homelessness were provided with shelter services through Hope House of Milwaukee, Cathedral Center, Community Advocates and Joy House. Single men experiencing homelessness were served with shelter services by Guest House of Milwaukee, the Salvation Army of Milwaukee and Milwaukee Rescue Mission. The Milwaukee Rescue Mission does not have time restricted shelter stays. Single women experiencing homelessness were served with shelter services through Cathedral Center and the Salvation Army of Milwaukee. Unaccompanied youth experiencing homelessness were served with shelter services through Pathfinders, Walker's Point, and La Causa.

Emergency shelter and transitional housing providers reported on destination for 2,392 persons. Providers reporting destination include: Hope House of Milwaukee, Guest House of Milwaukee, Cathedral Center, the Salvation Army of Milwaukee, Community Advocates, Pathfinders, Walker's Point and La Causa.

Outcomes

In 2017, the Milwaukee Continuum of Care provided emergency shelter services to 2,636 homeless people including 1,503 adults and 1,132 children, 488 which were unaccompanied children. This data does not include data reflecting single adults and children who resided in Milwaukee Rescue Mission Safe Harbor and Joy House emergency shelters as both did not enter data into the Homeless Management Information System as of September 2017. Of the total number of adults (1503) 1134 were single adults and 369 were adults with children. There were a total of 711 adult men, 785 adult women and 7 adult transgender or gender non-conforming persons experiencing homelessness that resided in one or more of the homeless shelters in Milwaukee. Of the children experiencing homelessness, 553 were male, 576 were female and 3 were transgender or gender non-conforming. Of the 2,636 homeless people reported as receiving emergency services, 582 were White, 1,858 were Black/African American, 10 were Asian, 21 were American Indian or Alaskan Native, 3 were Native Hawaiian or Other Pacific Islander, and 155 reported multiple races. 2,345 reported non-Hispanic/Latino ethnicity while 282 reported being Hispanic/Latino. It is important to note that not all homeless people who seek emergency shelter are able to be placed in one of Milwaukee's emergency shelters. Since the establishment of Coordinated Entry, callers to 211 are prioritized based on a Vulnerability Index, a brief assessment instrument that looks at level of homelessness, mental health, substance abuse, physical health problems and other factors in order to prioritize need and place the most in need into shelter. Families who are not referred to shelter are connected to prevention services with the goal of helping them avoid an episode of homelessness and regain housing stability. Emergency shelters and transitional housing providers were called upon to respond to significant needs evidenced by the homeless population data on physical and mental health conditions leavers; including

mental illness 688, alcohol abuse 80, drug abuse 112, both alcohol and drug abuse 142, chronic health condition 340, HIV/AIDS 13, developmental disability 145, and physical disabilities 357. Emergency shelters addressed these needs through on-site case management services aimed primarily at addressing each individual's unique needs and barriers to obtaining and maintaining permanent 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

Length of time homeless: The prioritization of those most vulnerable by the Coordinated Entry system has resulted in people with more serious needs being admitted to shelter. In the CoC, 2,636 people were reported as participating in shelters in 2017. Though people with more serious needs are being admitted to shelter, the majority of those people who are reported to enter shelter have stays of 0-7 days (851 persons or 32%). 376 persons, or 14% of those reported, had 8 to 14 day shelter stays. 218 persons, or 8% of those reported, had 15 to 21 day shelter stays. 199 persons, or 7% of those reported, had 22-30 day shelter stays. 431 persons, or 16% of those reported, had 31-60 day shelter stays. 336 persons, or 13% of those reported, had 61-90 day shelter stays. 197 persons, or 7% of those reported, had 91-180 day shelter stays. 27 persons, or 1% of those reported, had 181-365 day shelter stays. 27 persons had 366-730 day shelter stays. 1 person had a 731-1095 day shelter stay.

The CoC is working to reduce the length of time homeless by maintaining the inventory of Rapid Re-Housing (RRH) beds for single adults, families, unaccompanied youth, and adults fleeing domestic violence which will enable people experiencing homelessness to leave shelter more quickly and/or to avoid shelter altogether to enter RRH. The CoC housed 942 total persons with RRH per HMIS records, and an additional 4 families served by victim service provider Sojourner Family Peace Center. The Housing First Initiative, a collaborative of the City of Milwaukee and Milwaukee County, focuses on quickly identifying and engaging people who are homeless and unsheltered to place them in permanent housing, thus further reducing the length of time homeless for the single population. The CoC continued efforts to have programming follow Housing First best practices. Providers were supported in Rapid Re-Housing peer-sharing and permanent supportive housing staffing meetings organized by the Coordinated Entry lead agency, IMPACT, Inc. These meetings enabled the CoC to shorten lengths of time homeless and have equal access to housing resource information

Access to Affordable Housing

In 2017, 2,392 people had a destination reported as they exited the CoC homeless services system from the following providers: Hope House of Milwaukee, Guest House of Milwaukee, Cathedral Center, the Salvation Army of Milwaukee, Community Advocates, Pathfinders, Walker's Point and La Causa. Of those 2,392 reported 951, or 40%, went to a permanent housing destination. Permanent housing

destinations include rental by client with no subsidy, rental by client with VASH subsidy, rental by client with GPD subsidy, rental by client with other subsidy, and permanent housing for formerly homeless. 236 persons went to a rental by client with no subsidy, or 25% of those reported who went to a permanent housing destination. 55 persons went to a rental by client, with RRH or equivalent subsidy, or 6% of those reported who went to a permanent housing destination. 5 persons went to a rental by client with VASH subsidy, or less than 1% of those reported who went to a permanent housing destination. 1 person went to a rental by client with GPD subsidy, or less than 1% of those reported who went to a permanent housing destination. 227 persons went to a rental by client with other ongoing subsidy, or 24% of those reported who went to a permanent housing destination. 31 persons went to permanent housing (other than Rapid Re-Housing) for formerly homeless persons, or 3% of those reported who went to a permanent housing destination. 5 persons went into housing they owned, with ongoing subsidy, or less than 1% of those reported who went to a permanent housing destination.

Despite the relatively high percentage of system exiters who obtain permanent housing, this is an area of major challenge for the CoC since there is a critical shortage of affordable housing units in the Milwaukee area. There have been several successful efforts to establish new permanent supportive housing but these units are subsidized, typically by ongoing rent assistance combined with cash benefits via SSI or SSDI. Unsubsidized affordable rental units are in short supply and this is a major challenge for the system.

Returns to homelessness: The strategies put in place to address length of time homeless will address the rate of return. These include increased Rapid Re-Housing capability for families and the Housing First Initiative for single individuals. In addition, the Shelter and Transitional Housing Task Force and the Unmet Needs Committee continue to work with the Milwaukee County Behavioral Health Division to improve access to crisis mental health services and facilitate enrollment of eligible people into the Comprehensive Community Services (CCS) program. This is expected to have a significant effect on the cycling of some individuals with serious mental illness in and out of the homeless services system.

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

Discharge planning: The Milwaukee Continuum of Care has invested substantial efforts into improving discharge planning from major institutions with the goal of preventing discharges to homelessness. Most successful has been Milwaukee County's establishment of a dedicated staff position to intervene in the discharge process of people with special needs who are being discharged from the Milwaukee County House of Correction, Milwaukee County Behavioral Health Division and local hospitals. This staff person works with available system and private resources to transition vulnerable individuals to safe and

permanent housing situations. This hands-on approach has been very successful in preventing discharges to homelessness, especially for people with mental illness. Also key to the discharge issue is the role played by Coordinated Entry as an increasing number of institutions access this resource to connect with services to prevent homelessness. Discharges from institutions are monitored via Annual Performance Reports (APR) generated by HMIS. At this point in time, each of these institutions have discharge protocols that are intended to prevent discharges to homelessness either as a result of state or federal statute (mental health facilities, hospitals and foster care) or policy (corrections).

Collaboration with other services: The CoC has worked in partnership with the Milwaukee County Behavioral Health Division to address barriers to service delivery for homeless people with mental illness and substance use disorders through the Shelter and Transitional Housing Task Force and the Unmet Needs Committee. This work is expected to result in increased numbers of homeless people being enrolled in mental health and AODA treatment, ongoing case management and supportive services.

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

Actions taken to address the needs of public housing

In 2017, the Housing Authority of the City of Milwaukee (HACM) undertook activities to increase the availability of decent, safe, and affordable housing; maximized the number of affordable units available to the Public Housing Administration (PHA) within its current resources; promoted self-sufficiency and asset development of families and individuals; conducted activities to affirmatively further fair housing; increased awareness and targeted PHA resources among families of races and ethnicities with disproportionate needs and to families with disabilities; and targeted available assistance to the elderly and families at or below 30% and 50% of AMI.

The Housing Authority works closely with the City of Milwaukee to leverage funding and other resources to address public housing needs. Two specific examples of the City's partnership with the Housing Authority is the City's participation in the Neighborhood Stabilization Program (NSP) and the Choice Neighborhoods Implementation grant (CNI).

The Housing Authority was a sub-grantee on the NSP grant and is continuing to work with the Department of City Development on the implementation plan to address abandoned and foreclosed properties in the City of Milwaukee. As of 12/31/2017, HACM had completed the acquisition/rehab of 13 homes, of which all have been sold to income-eligible families. An additional foreclosure has been acquired for rehab in the CNI neighborhood. This NSP partnership complements HACM's Section 8(y) Homeownership Program through which HACM is proposing to convert 15 Housing Choice Vouchers to homeownership in 2018.

On September 28, 2015, the City of Milwaukee and HACM were awarded a \$30 million HUD Choice Neighborhoods Implementation (CNI) grant to support a locally-driven, comprehensive strategy to transform Westlawn, once Wisconsin's largest public housing development, and the surrounding neighborhood via strategies in four areas: (1) Housing - Develop quality sustainable mixed-income housing; (2) People - Through case management, develop positive employment, health, and educational outcomes for Westlawn families to increase self-sufficiency; (3) Education - Provide neighborhood families with a high quality educational pathway from cradle to college/career; (4) Neighborhood - Build upon existing partnerships to develop a vibrant, well-connected community.

HACM is the Housing Implementation Entity and the People Implementation Entity. The Department of City Development is the Neighborhood Implementation Entity for the Choice Neighborhoods grant and the City has provided Community Development Block Grant Funds to support eligible activities in the Westlawn Transformation Plan.

During 2017, HACM completed the relocation of all Westlawn households to other public housing, through use of a Housing Choice Voucher, or to market-rate rentals. As part of relocation, seven Westlawn households purchased a home.

In the last quarter of 2017, HACM began construction for two low income housing tax credit (LIHTC) projects at Westlawn: Victory Manor, a 3-story midrise located at N. 68th Street and W. Silver Spring Drive with an admissions preference for veterans has started construction. The building will have 54 affordable and 6 market-rate one-bedroom apartments, and supportive services will be provided through a partnership with the Center for Veterans Issues, Ltd. In addition, 30 new townhome-style family units began construction using on empty lots on the eastern half of Westlawn Gardens (east of 64th Street). During 2018, HACM will also start construction of another LIHTC project, Westlawn Renaissance III, 94 mixed-income units in two midrise buildings bordering N. 66th Street along W. Silver Spring Drive.

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

HACM is governed by seven Commissioners; two of whom are public housing residents. It is their responsibility to determine HACM policy and assure agency compliance with all applicable state laws and federal regulations.

HACM will continue to support the Resident Advisory Board (RAB), which is the organization that represents the residents of the entire Housing Authority of the City of Milwaukee and includes representatives from HACM's housing developments and the Rent Assistance Program. HACM meets with the RAB on a monthly basis. The RAB assists HACM with the development and implementation of policies and plans, including the Annual Plan. In addition to the RAB, each of HACM's developments has a Resident Council that meets on a monthly basis to discuss policies and procedures, programs and activities that affect their housing development.

Homeownership opportunities are promoted and encouraged through HACM's two homeownership programs: Section 32 program for those eligible families for public housing and the Section 8(y) program for households with a Housing Choice Voucher that wishes to convert their voucher from rental assistance to mortgage assistance. In addition, HACM assists families and individuals in increasing household assets available for homeownership in two ways: (1) through a partnership with Wisconsin Women's Business Initiative Corporation (WWBIC) to provide financial education matched with a matched savings individual development account (IDA); and (2) through the Family Self-Sufficiency (FSS) program where increased earned income can result in escrowed savings for a household.

Actions taken to provide assistance to troubled PHAs

Not applicable – The Housing Authority of the City of Milwaukee 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)

The City of Milwaukee funds multiple housing and other programs designed to affirmatively market Milwaukee neighborhoods and reduce barriers to affordable housing. These programs support the administration and enforcement of federal, state and local fair housing ordinances, provide homebuyer counseling services and collaboratively work with financial lenders to enable low and moderate-income families to purchase homes anywhere they choose. Viewed holistically, these programs accomplish several purposes at once: they affirmatively promote neighborhoods; enforce and further fair housing; expand on housing opportunities available to minorities and the poor within and outside of areas of minority concentration and help to strengthen neighborhoods by increasing homeownership and eliminating blight.

City Efforts

The City has recently enacted an ordinance which allows the City to use their TIF authority to subsidize affordable housing. The ordinance allows the City to hold onto property taxes from a new TIF development in a defined area for one additional year, and dedicate it to other affordable housing projects. The City of Milwaukee is the State's first municipality to enact this ordinance using the State's enabling legislation.

The City also continues to provide funding and staff to the City of Milwaukee Housing Trust Fund. The Housing Trust Fund has been able to address some of the city's housing needs through gap financing and other means for the last several years. Increasing homeownership, increasing the supply of quality rental housing opportunities and providing housing opportunities for the homeless are three of the trust fund's goals.

City of Milwaukee – Equal Rights Commission

The City of Milwaukee ERC was established by ordinance with the broad objective of providing oversight and establishing collaborative working relationships with other organizations in Milwaukee, academia, and the business community to improve the equal rights climate in the City of Milwaukee. The goals are to maintain the City's oversight, investigative and enforcement capabilities over discriminatory practices not addressed and protected by federal and state laws.

City Subcontracts with Fair Housing Programs

The ***Metropolitan Milwaukee Fair Housing Council (MMFHC)*** received CDBG funds in 2017 to affirmatively work toward integrated housing patterns by providing: fair housing/fair lending presentations, technical assistance relative to fair housing/fair lending and inclusive communities issues, information relative to buying, renting and selling homes, counseling and investigation services to

receive and resolve fair housing/fair lending complaints, and a coordinated community-wide response to the problem of predatory lending.

The ***Legal Aid Society of Milwaukee(LASM)***, Inc., received CDBG funds in 2017 and represented vulnerable inner city residents who have been victims of predatory lending practices. Through its' A-LINE Project, the economic viability of clients has been increased and, in turn, the city neighborhoods in which clients live. In 2017, the Legal Aid Society of Milwaukee (LASM) predatory lending project continued to be highly effective in reducing the number of foreclosures and combating predatory lending in the City of Milwaukee. Through LASM's representation of vulnerable inner city residents facing foreclosure and those who were victims of predatory lending practices, there were successes in increasing the economic viability of clients and as a result, the city neighborhoods in which clients live. In 2017, LASM continued to work hard to combat predatory lending practices and assist homeowners in foreclosure.

Anti-Displacement Plan

Milwaukee Common Council Resolution #171143 (adopted November 28, 2017) directed the Department of City Development (DCD) to prepare an Anti-Displacement Plan for Neighborhoods Surrounding Downtown Milwaukee.

This plan highlights the need for a thoughtful and balanced approach to minimizing the potential for displacement while attempting to carry out public improvements and private development projects that improve city neighborhoods. In striking this balance, **City of Milwaukee policy makers should prioritize choice and equity alongside traditional development goals.** Prioritizing **choice** means recognizing that as development occurs, policies and programs should be crafted to minimize the potential of displacement of existing residents and businesses that want to remain in their communities are displaced. Prioritizing **equity** means that anti-displacement and related policies and programs should be intentionally designed to ensure that historically disadvantaged groups are also able to benefit from and gain access to the wealth-building opportunities provided by development occurring in city neighborhoods.

Additionally, DCD is carrying out an Equitable Growth through Transit Oriented Development Planning Study for the areas under consideration for extensions of the Milwaukee Streetcar with a focus on developing zoning tools, policies, and programs that support the creation and preservation of affordable housing near transit. A Housing Affordability Strategy was completed as part of this project and its recommendations will be included in the final plan.

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

The City facilitated CDBG, HOME and other HUD-funded project recipients to include work experience opportunities in their housing rehab and new construction projects and to link their projects with other public and private human service, resident organizing and economic development initiatives. The City utilized CDBG and HOME entitlement funds to accomplish the specific housing goals along with other leveraged resources. In addition, the City continued to expand collaborations with lenders, businesses,

developers, other governmental entities, community stakeholders and other development resources such as WHEDA and Community Development Financial Institutions (CDFIs) to expand available resources. Various City departments worked in collaboration with citizens and community-based agencies on initiatives to strengthen neighborhoods. By involving citizens in code enforcement, graffiti abatement, crime prevention, neighborhood cleanups, lead abatement and housing development, such as the Fresh Start housing apprenticeship program, community cohesion is improved while the physical appearance and safety of neighborhoods is enhanced.

The City of Milwaukee engaged in the following initiatives in 2017:

- Supported the efforts of the Metropolitan Milwaukee Fair Housing Council & the Legal Aid Society.
- Supported changes in the Move to Opportunity Program to open the program to residents other than occupants of public housing and HUD-funded projects.
- Expanded the jurisdiction of the program to all "non-impacted" census tracts in the metropolitan area and required recipients to maintain residence in "non-impacted" areas for the length of the subsidy.
- Continued the efforts of the Rent Assistance Program. Solicited new property owners in non-traditional areas; counseled tenants on housing choice and housing opportunities; and, continued outreach to property owner organizations.
- Continued to review the Comptroller's monitoring of local lending activities as authorized by the Socially Responsible Investments Ordinance.
- Continued the Summer Youth Internship Program for Milwaukee's low income unemployed youth.
- Funded job training and placement programs to improve job seekers' skills to employer needs; funded job placement programs that provided transportation to jobs in outlying communities.
- Funded the *Driver's License Employability & Restoration Project* which enabled residents to obtain their driver's license and seek employment in outlying areas.
- Helped to improve coordination between economic development agencies and social service providers to target social service and other resources to residents.

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

I. Estimate of number of housing units containing lead-based paint

The number of housing units in Milwaukee that contain lead-based paint hazards as defined by Section 1004 of the Residential Lead-Based Paint Hazard Reduction Act of 1992 is estimated at approximately

194,881 housing units pre-1978 in the City of Milwaukee.

The Milwaukee Health Department (MHD) Childhood Lead Poisoning Prevention Program (CLPPP) continued efforts to prioritize the housing units as representing the epicenter of the childhood lead poisoning prevention problem in Milwaukee.

The program's 2017 data analysis shows 11.5% of children under six years old in Milwaukee tested for lead exposure were identified as lead poisoned at the current CDC level of concern of 5µg/dL. While great strides have been made in reducing the prevalence rate, the current scope of the problem is greater than the State of Wisconsin's last published rate of 5.0% in 2016.

II. Priority Program Goals/Objectives

- 1) To eradicate childhood lead poisoning.
- 2) To produce lead safe housing units in the City of Milwaukee with a focus in high risk target areas.
- 3) To diversify and increase funding to make homes lead-safe before a child is poisoned.
- 4) To increase lead testing of children covered by Medicaid.

III. Strategies to evaluate and reduce lead-based paint hazards and effects

In response to this problem, the City's Health Department has developed a comprehensive and nationally recognized program, which includes both secondary interventions (services to lead poisoned children and their families) and primary prevention activities (making high risk housing lead-safe before a child is poisoned).

The City of Milwaukee Health Department Childhood Lead Poisoning Prevention Program (MHD CLPPP) addresses the problem of housing units containing lead-based paint hazards in three distinct ways: (1) investigations and abatement of housing units where lead poisoned children are identified; (2) risk assessments and lead abatement in high risk housing units before a child is poisoned through the Primary Prevention Grant Program and; (3) assuring lead safe housing rehabilitation and priority window treatments in federally assisted housing.

The MHD CLPPP continued to facilitate implementation and oversight of lead elimination in the City of Milwaukee, and actively participated on the State of Wisconsin's Lead Elimination Strategic Planning Oversight and Implementation Committee.

Key Accomplishments in 2017 include:

- The City of Milwaukee Lead Program completed abatement activity on 259 units in 2017, of which 69 were CDBG funded.
- The MHD continued to work with the State of Wisconsin on the lead poisoning application link to the Wisconsin Immunization Registry (WIR). Data from STELLAR will be transferred and uploaded to the WIR weekly. Individuals that are in WIR will be able to click on a link to see the lead information, and if approved, will have access to the information. This information will include the date, when, and where the child was lead tested. The MHD CLPPP has agreed to participate in the pilot-testing when the model is completed.

- MHD CLPPP actively participated on a statewide committee to develop the Healthy Homes and Lead Poisoning Surveillance System (HHLPPSS) in Wisconsin, which the CDC instituted to replace the STELLAR data system.
- MHD has strengthened its partnership with WI DHS to monitor contractors' work in compliance with lead-safe practices across the range of programs by performing joint monitoring and offering hands-on training courses.

Other Actions undertaken in 2017 to evaluate and reduce lead-based paint hazards:

Screening (blood lead testing): In 2017, MHD CLPPP continued to enter lead level results into a database for collaboration with the State of Wisconsin. Providers, including daycare and Headstart locations, forward lead level results to MHD for data entry into the Statewide system and QA/QC of previously entered data.

Laboratory Analysis: The MHD CLPPP Chemistry Laboratory continued to analyze blood lead, dust lead, soil and paint chip samples for all properties receiving MHD CLPPP intervention.

Lead-safe units funded: A total of **69** units were completed in a lead safe manner using CDBG funds.

Health/Housing Partnerships: The Milwaukee Health Department continued to identify multiple opportunities for health-housing partnerships to eradicate childhood lead poisoning in the City of Milwaukee; Department of Neighborhood Services (DNS) Building Code Compliance Program, the Dept. of City Development (DCD) in-rem (tax foreclosure) and NIDC offices; Community Development Grant Administration office (CDGA); and expanded partnerships to Habitat for Humanity, Century City, Friends of Housing projects as examples and provided monitoring for lead safe work practices and lead clearances for **65** housing units.

Prevention of Disabilities in Children: An increase in housing foreclosures has increased the instability in the rental market resulting in chronically lead poisoned children becoming more vulnerable to hazardous conditions. In response, the program is working with community partners to identify and provide outreach to owners of multi-family units for program participation. Additionally, the Milwaukee Health Department's Childhood Lead Poisoning Prevention Program continued to support the Milwaukee Public Schools (MPS) and Headstart Programs by providing blood lead testing, attending Health Fairs and working with IEP staff to provide blood lead results for learning interventions.

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

The City of Milwaukee's Anti-Poverty Strategy is focused on the expansion of opportunity in the areas of education, employment, economic development and housing. The City has increasingly targeted local and federal resources toward concerted efforts to create jobs and generate economic activity in specific areas of the City affected by years of financial disinvestment. At the same time, City departments are working collaboratively with the non profit sector to advance innovative poverty reduction programs. In addition, in 2017, the City:

- Provided workforce-based training, education and mentoring to increase participants' workforce

skills in industry-related certifications or licenses(such as lead abatement, OSHA, home construction and rehabilitation).

- Increased partnerships with other entities to offer supportive services to workers to promote job stability and retention, such as: job training, apprenticeships, education.
- Supported programs that provide skilled trades and high-tech training and those with an apprenticeship component such as Youth Build and Milwaukee Builds which offer housing apprenticeships along with education and supportive services.
- Assisted small businesses and microenterprises with technical assistance and access to capital through business lending and revolving loan programs.
- Supported transitional jobs programs for released inmates and offenders diverted from incarceration.
- Supported the *Driver's License and Employability Program* to assist low income residents in restoring driver's license privileges and to assist in employment opportunities.
- Expanded affordable homeownership for residents; increased quality affordable rental housing.
- Compete Milwaukee is a partnership between Mayor Barrett, the Common Council, workforce development agencies and private employers. Compete Milwaukee makes strategic workforce development investments that will address the problem of underemployment among Milwaukee residents; consist of the following components:

Community Work Partnership - Transitional Jobs. Leveraged Temporary Assistance for Needy Families funds (TANF), to provide the funding necessary to place and compensate approximately 70 transitional job placements within City departments and agencies (Public Works, Neighborhood Services, Police, Administration and the Port) in 2017.

Career Pathways - Provides skills training and certification programs, participants need to secure permanent, unsubsidized employment in the private sector. The City will contract with Wisconsin Regional Training Partnership/Big Step for these purposes.

Employ Milwaukee - Workforce Development Services. Contracted services for Employ Milwaukee to support the delivery of workforce development services and reporting to City agencies on Compete Milwaukee participant progress.

- Promoted and funded programs that respond to the social issues facing youth such as: education, unemployment, teen pregnancy, truancy, crime and violence.

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

Institutional Structure to Carry Out the Plan: The City of Milwaukee views the system of implementation of housing and community development strategies from the vantage point of the

neighborhood level. The establishment of contiguous NRSA's, has been a bold move towards defining neighborhoods and involving stakeholders in activities that address identified neighborhood issues. The Neighborhood Revitalization Strategy Areas were developed to more efficiently target resources to identified areas in need. NRSA is a formal designation from HUD concerning a distressed area of a community that allows more effective targeting of community development resources. This allows the City of Milwaukee an opportunity to formally recognize a distressed community area as the target for a coordinated effort to leverage funding and partnerships to spur reinvestment into local human and economic capital. The long-term goal of a NRSA is greater self-sufficiency for neighborhood residents and other stakeholders. The City utilized NRSAs in 2017 as a tool for community reinvestment in response to the community's distress. In addition to the NRSA structure, there are several other components that were utilized to carry out the activities that benefit stakeholders of these areas, of which the City and CDGA play a major role.

Structure 1: Activities funded by and under the control of the Community Development Grants Administration.

Many 2017 funded activities were under the direct control and funded by the Community Development Grants Administration. As was stated previously, these activities were primarily funded by Community Development Block Grant, HOME, HOPWA and Emergency Shelter grant funds. Funded activities were implemented by the responsible organization and monitored by the CDGA.

Structure 2: Activities carried out by City Departments using a variety of funding sources.

These activities required collaboration of City Departments for successful implementation. A variety of funding sources were utilized depending on the type of project. Coordination of these activities required responsiveness to the funding source and occurred between the City Departments involved in the project.

Structure 3: Activities carried out by City Departments in cooperation with non-city organizations.

Some activities required a City Department to collaborate with a non-City organization for planning and/or implementation. This structure required very careful and deliberate efforts at coordination of activities. This structure also required open and on-going communication among the organizations involved in the specific collaboration. In structuring a collaborative effort, the City's needs, resources and goals must be carefully integrated with the needs, resources and goals of the other partners in the project. This is a complex undertaking because each of the partners in the project may be accountable to a different funding source. In spite of the complexity of coordinating various collaborative efforts, the City of Milwaukee continued to pursue these relationships in an effort to link resources and meet the goals of providing decent housing, establishing suitable living environments and expanding economic opportunities.

Structure 4: Activities carried out by Non-City organizations

The majority of social service, public service, income transfer, and health services delivered in the City of Milwaukee were administered by non-City organizations. These vital services are an essential part of the comprehensive community development effort. There is no formal institutional structure to coordinate these disparate services with services delivered by City Departments. The organizations that carried out these services had to do so in a manner that satisfied their funding source. The City made every effort to

be involved with non-city organizations, including other non-profit enterprises and for profit businesses and continued to work on collaborative efforts with other organizations and communicated the goals and policies of the City.

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

The City of Milwaukee is committed to the continued coordination of all community development initiatives. In 2017, the City continued to facilitate partnerships between City Departments and community-based organizations, State and County government, other jurisdictions, neighborhood residents, businesses, faith-based entities and others in the private sector to efficiently link resources and carry out joint planning and program activities. These linkages included the following City departments: Mayor's Office, Dept. of City Development, City Health Department, Dept. of Neighborhood Services, Milwaukee Police Department, Milwaukee Fire Department, Housing Authority, Milwaukee Public Library, Redevelopment Authority, Department of Public Works, Common Council/City Clerk, Comptroller's Office and City Attorney. This spirit of cooperation is further supported by the City's cabinet form of government and is carried out on a daily basis through many channels of communication including meetings, phone conversations, e-mail, and other correspondence. In addition, the City:

- Strong Neighborhoods Plan places a high priority on Interdepartmental coordination including collaboration between the Dept. of Neighborhood Services, the Dept. of City Development, the City Attorney's Office, the Health Dept. and the Milwaukee Police Department to reduce the negative impacts of nuisance/blighted properties through the Receivership Program.
- Continued collaborative neighborhood improvement programs involving City departments and community-based agencies such as Neighborhood Clean-ups, City-Wide Housing Coalition, Landlord/Tenant/Training, the Health Department Lead Abatement/Prevention Program and the Community Prosecution Program.
- Coordinated City databases with those of community and other governmental entities to allow citizens and community groups to access the City's database to complete housing condition surveys, obtain information on property ownership, tax delinquency, outstanding building code violations and past rehab activity.
- Provided public access to data for the public and community-based agencies; technical assistance to community-based agencies in gathering and researching data, internet mapping and data analysis of CDGA-funded activities.
- Continued updates and improvements to CDGA's web site to include pertinent information for community-based agencies and the public at-large.
- Continued collaborations and partnerships with non-City organizations for planning and program implementation purposes.
- Continued to advocate for additional resources for a coordinated approach to community development and planning to address poverty issues and community renewal initiatives.

- Collaborated with Milwaukee County government and other jurisdictions on Continuum of Care and other initiatives to help homeless persons and veterans in our community.

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

The City of Milwaukee funds multiple housing and other programs designed to affirmatively market Milwaukee neighborhoods and reduce barriers to affordable housing. These programs support the administration and enforcement of federal, state and local fair housing ordinances, provide homebuyer counseling services and collaboratively work with financial lenders to enable low and moderate-income families to purchase homes anywhere they choose. Viewed holistically, these programs accomplish several purposes at once: they affirmatively promote neighborhoods; enforce and further fair housing; expand on housing opportunities available to minorities and the poor within and outside of areas of minority concentration and help to strengthen neighborhoods by increasing homeownership and eliminating blight.

City of Milwaukee – Equal Rights Commission

The City of Milwaukee ERC was established by ordinance with the broad objective of providing oversight and establishing collaborative working relationships with other organizations in Milwaukee, academia, and the business community to improve the equal rights climate in the City of Milwaukee. The goals are to maintain the City's oversight, investigative and enforcement capabilities over discriminatory practices not addressed and protected by federal and state laws.

The City of Milwaukee's Equal Rights Commission (ERC) is guided by Chapter 109 of the Milwaukee Code of Ordinances. This Ordinance allows the ERC to monitor the employment, contracting and program activities of the city; prepare reports to the Mayor and Common Council on efforts to promote equal rights and opportunities; promote positive community relations; and work toward eliminating discrimination and inequities in city government and the city as a whole. The mission of the ERC is to promote racial, social and economic equity to all those who live and work in the City of Milwaukee.

Oversight/Accountability

The Equal Rights Commission is housed under the Department of Administration and the seven Commissioners hold themselves accountable to all under-represented communities in the City of Milwaukee. Currently the ERC limits its investigative and enforcement activities to discriminatory practices not addressed within the jurisdiction of federal and state agencies. In instances that a complaint is received regarding an unprotected class, the ERC can investigate and mediate the issue. The ERC can also request reports from city departments regarding their programs or activities that relate to equal rights and equal opportunity.

Community Collaboration and Partnerships

The Equal Rights Commission establishes and maintains collaborative relationships with local human rights organizations, the academic community and the private sector for promoting equal rights by

recognizing accomplishments and best practices, by facilitating community discussions relating to the equal rights and equal opportunities within respective neighborhoods and the city as a whole, and by providing, sponsoring or participating in informational and educational programs addressing equal rights issues, the laws prohibiting discrimination and promoting equal opportunities, and the availability of services and programs. Primary objectives for engagement with neighborhoods and the community include the promotion of diversity and community cohesion.

The Equal Rights Commission partnered with several City departments and community organizations throughout the year, working to bring visibility to the Commission and assisting in raising awareness for important equity issues. Some of these partnerships have included:

- Urban Economic Development Association (UEDA): Helped plan and coordinate their yearly summit, with a focus on economic and social inclusion in the disability community.
- Milwaukee Police Department: Participated in the World Peace Day Celebration held at Sherman Park. Assisted in leading the community listening circles.
- Milwaukee Police Department and Milwaukee LGBT Community Center: Assisted in the revision of Standard Operating Procedure 117-Interactions with Transgender, Intersex, and/or Gender Non-Conforming (TIGN) Persons.
- City of Milwaukee Tobacco Free Alliance: The Equal Rights Specialist and Commissioner Snell serve on this committee.

Prevention, Education, and Training

In 2009 the city adopted a new Equal Rights model that relies on oversight and accountability activities, community collaboration and partnerships with private, non-profit and academic institutions for prevention, education and training purposes.

Throughout 2017, the Commission has met with several local organizations and City departments to further understand efforts in relation to equal rights issues. The Equal Rights Specialist and several Commissioners have also attended trainings and workshops regarding equal rights issues relevant to the City. In 2017 the Commission will take on the responsibility of educating the Mayor's Office, Common Council, city departments, and members of the community on the importance of rewriting the Chapter 109 Ordinance.

The Equal Rights Commission meets every third Wednesday of the month. Throughout 2017 the meetings and dialogue became more vibrant and have had anywhere from two to twelve community members and city employees present. In these meetings the Equal Rights Commission has met with several local organizations and City departments to further understand efforts in relation to equal rights issues. In 2017 the ERC discussed ways to partner with entities including the City of Milwaukee's ADA Coordinator, the Office of African American Affairs, the Milwaukee LGBT Community Center, the Milwaukee Police Department, the Mexican Consulate, the Milwaukee Fire and Police Commission, the Department of Public Works, Metropolitan Milwaukee Fair Housing Council, the Community Coalition for Quality Policing, the Equal Employment Opportunity Commission, the City of Milwaukee's Intergovernmental Relations department, and Independence*First*.

The Equal Rights Commission will be focusing on building stronger relationships with the Office of African American Affairs and Intergovernmental relations in 2018 and will continue to invite other partnerships with City Departments and community organizations. The Commission does not serve as the “voice of the people” but sees itself as a pathway for community members to be invited to the table to have their voices heard. Community attendance and participation is strongly encouraged and community dialogue is a standing agenda item for each meeting.

Major Accomplishments

Chapter 109 Equal Rights Ordinance Rewrite:

In January 2017 the Equal Rights Commission moved to repeal and recreate the Chapter 109 Equal Rights Ordinance to add additional protected classes and to provide the Commission with more enforcement power along with the ability to hear discrimination complaints. In partnership with several community organizations, Adam Wickersham (Legislative Reference Bureau) and Ben Roovers (City Attorney’s Office) the ordinance rewrite was completed and unanimously passed by the full Common Council in October. The new ordinance adds domestic partners, victims of domestic abuse or sexual assault, HIV-positive persons, and homeless individuals to the existing list of protected persons and also provides for protection on the basis of genetic identity.

Additionally, the commission shall monitor and review the equal rights climate within the city and make recommendations to the Mayor and Common Council to promote social and economic equity for all residents of the city. This ordinance provides for cooperation among city departments and the Commission, to also identify those programs and activities of the city that provide opportunities for the promotion of equal rights, to evaluate city efforts related to equal rights, to recognize accomplishments, and to develop recommendations for extending and improving equal rights and opportunities in city programs and activities.

Human Rights Campaign’s Municipality Equality Index Score:

The Municipality Equality Index (MEI) examines how inclusive municipal laws, policies and services are of LGBTQ people who live and work there. Cities are rated based on non-discrimination laws, the municipality as an employer, municipal services, law enforcement and the city leadership’s public position on equality. The HRC MEI provides valuable benchmarks to policy makers who want to make their local communities as welcoming and safe for LGBTQ residents as possible and is used as a reference when deciding on tourism/convention locations and where to move.

In past years, Milwaukee has scored low on the Human Rights Campaign’s Municipality Equality Index. In 2017, the Equal Rights Commission handled the reporting and worked closely with the Mayor’s office, community organizations and the Milwaukee Police Department to raise the score. The Mayor’s Office and Milwaukee Police Department saw the importance of appointing LGBTQ liaisons, adding several points to Milwaukee’s score. The City of Milwaukee gained eighteen additional points in 2017, raising the final score from a 72 to a 90. The ERC plans to continue working with City departments to earn a score of 100 in 2018.

The Human Right Campaign's focus in 2018 will be on transgender issues and access. In order for Milwaukee to keep a top score, the Equal Rights Commission will be working with the Department of Employee Relations and other City departments to help bring transgender-inclusive healthcare benefits and other transgender-focused services to the City.

Listening Sessions:

The Equal Rights Commission is dedicated to community involvement and making spaces for community voices to be heard. In partnership with *IndependenceFirst* and the City's ADA Coordinator, Rebecca Rabatin, the ERC held a listening session for the disability community in August. This listening session drew in approximately 40 attendees, including representatives from the Department of Public Works. Issues discussed at this listening session included the need for better snow removal at curb cuts and on sidewalks, more accommodation trainings for landlords, the need for accessible bikes in Milwaukee's bike-share program, and the lack of accessible parking near City Hall. As a result of this listening session, the ERC is in early discussions about the possibility of providing accessible bikes to the Milwaukee disability community.

Additionally, in April 2017, through partnerships with the Milwaukee LGBT Community center and FORGE, the ERC hosted a community listening session focused on transgender rights that drew in over 80 community members. Community concerns included a need for more serious penalties for transgender discrimination, City employee education about the transgender community, police training for dealing with transgender individuals and a desire to have listening sessions with other City departments and officials.

International Human Rights Day:

In partnership with the Milwaukee County Human Rights Commission, the Equal Rights Commission hosted the first International Human Rights Day at City Hall on Friday, December 8th. Approximately 50 people attended the opening ceremony which included speeches from Mayor Barrett, Alderwoman Lewis, Consul Adem, Officer Joshua Post, Shelley Gregory (Milwaukee LGBT Community Center) as well as a Korean drum performance. The ERC received a Mayoral Proclamation designating December 10, 2017

International Human Rights Day in the City of Milwaukee. Several local community organizations, representing a diverse group of communities and protected classes, filled the resource tables and provided information and resources to event attendees and other individuals walking through City Hall.

The closing ceremony included an award ceremony with City and County recipients. The ERC awarded an individual, non-profit and business Equality Award to three deserving entities. Adam Wickersham was awarded for his behind-the-scenes work with both the City ID and the Equal Rights Ordinance, Children's Hospital of Wisconsin was awarded for promoting fair and diverse hiring, and *IndependenceFirst* was recognized for promoting human and civil rights for all people.

What's Ahead:

In 2018 the Equal Rights Commission will be focused on building and strengthening key partnerships that will be vital in providing the support and capacity the ERC will need to handle discrimination complaints. The ERC hopes to work closely with local organizations that serve the protected classes covered by the Equal Rights Ordinance, as well as with the U.S. Equal Employment Opportunity Commission, the State of Wisconsin Equal Rights Division, the Milwaukee Metropolitan Fair Housing Council and the case managers in local elected official's offices.

As previously mentioned, the ERC will also continue to work to foster ongoing dialogue between the Department of Public Works, the City of Milwaukee ADA Coordinator, the Bike and Pedestrian Task Force and disability advocates. There is a strong push from the community to bring adaptive bikes to Milwaukee's bike share program, allowing equal access for all who live, work and play in the City.

The Equal Rights Commission will also continue to host listening sessions and will begin to offer "Know Your Rights" Trainings and will provide resources at community events. Commissioners and the Equal Rights Specialist will continue to network and attend trainings and workshops regarding equal rights issues relevant to the City.

City Subcontracts with Fair Housing Programs

The **Metropolitan Milwaukee Fair Housing Council (MMFHC)** received CDBG funds in 2017 to affirmatively work toward integrated housing patterns by providing: fair housing/fair lending presentations, technical assistance relative to fair housing/fair lending and inclusive communities issues, information relative to buying, renting and selling homes, counseling and investigation services to receive and resolve fair housing/fair lending complaints, and a coordinated community-wide response to the problem of predatory lending. Some 2017 successes include:

MMFHC exceeded its 2017 goal of conducting **12** fair housing presentations in the City of Milwaukee by conducting **13** presentations. MMFHC also exceeded its goal of informing **191** participants of their rights under federal, state, and local fair housing laws. Furthermore, 46% of all participants were African-American, Latino, or Asian, or Other/Multi-Racial. People of color are particularly vulnerable to illegal housing discrimination¹, and informing these groups of their rights under fair housing laws is critical in pursuing MMFHC's long-term goals.

MMFHC conducts fair housing presentations in many different settings, generally in the context of a preexisting class or program in which information about fair housing will be valuable to the participants. For instance, in the 2017 program year, MMFHC conducted three presentations to new-arrival refugees working with the Milwaukee-based resettlement programs the International Institute of Wisconsin, many of whom are totally unaware of the fair housing laws in the United States, and are at a particular disadvantage when seeking housing. All of these participants were non-white. This type of arrangement allows MMFHC to inform consumers of their fair housing rights in a way that reaches vulnerable groups and active consumers in the Milwaukee housing market.

¹ U.S. Department of Housing and Urban Development, *Annual Report on Fair Housing, FY 2012-2013*, <http://portal.hud.gov/hudportal/documents/huddoc?id=2012-13annreport.pdf>

As a result of this program activity, **191** participants were equipped with an understanding of their rights under the fair housing laws and the knowledge necessary to exercise those rights when faced with possible illegal housing discrimination. Through this program activity, MMFHC expands participants' housing choices, contributing to the economic vitality and quality of life within the City of Milwaukee.

MMFHC's Counseling and Investigative Services Program investigated allegations from **42** individual fair housing complainants in 2017, and continued to uncover insidious forms of systemic discrimination in the housing industry. MMFHC conducted tests in the rental, sales, insurance, and lending industries throughout its service area. The results of testing activity have been particularly effective in legal action taken pursuant to complaints. The results of individual complaint activity and systemic cases have included filings with administrative agencies such as the U.S. Department of Housing and Urban Development and the Wisconsin Equal Rights Division, and case resolutions which include monetary and affirmative relief.

MMFHC's Education and Outreach Program activities included the Fair Housing Presentations described above. Additionally, MMFHC provided information and referral services on **167** occasions, and fair housing/fair lending technical assistance to representatives of government agencies, civic and industry groups, and private individuals on **104** occasions throughout 2017. Recipients of technical assistance included the U.S. Department of Housing and Urban Development's Milwaukee Office, City of Milwaukee Housing Trust Fund Advisory Committee, the Housing Authority of the City of Milwaukee, City of Milwaukee Community Block Grant Administration, the City Attorney's Office, the Milwaukee Housing Coalition, the Greater Milwaukee Foundation, the Greater Milwaukee Association of Realtors, the University of Wisconsin – Milwaukee Alumni Association, elected officials, housing providers, housing consumers, attorneys, lenders, advocates, and community-based organizations throughout the City of Milwaukee. Accessing and networking with individuals and groups throughout the community was also an essential component of MMFHC's outreach activities, and **104** such contacts were made in 2017.

MMFHC's Fair Housing Training Services assisted housing professionals in the real estate, insurance and mortgage lending industries and provided contractual fair housing training. In 2017, MMFHC conducted **four (4)** specialized seminars on fair housing issues. These seminars provided in-depth information on fair housing and fair lending laws, procedures, and other related issues to 176 individuals.

MMFHC's Fair Lending Program staff were active leaders in Take Root Milwaukee (TRM; formerly known as the Milwaukee Homeownership Consortium), chairing TRM's Foreclosure Outreach Workgroup and participating as a member on the TRM Resource and Oversight Committee, the Education and Lending Workgroup, the Neighborhood Marketing and Inventory Workgroup, and the Housing Preservation/Repairs Workgroup. TRM offers services to consumers seeking to purchase a home, including educational programs, referrals to housing counseling agencies and trusted lenders, and financial assistance. TRM also operates a hotline for consumers facing foreclosure, offering referrals to free and confidential foreclosure counseling agencies.

Fair Lending Program staff help consumers pursue remedies in mortgage rescue scam cases, including the filing of complaints with agencies such as the Wisconsin Department of Financial Institutions. Where appropriate, cases are referred to Legal Aid, other attorneys, lenders and/or housing counseling agencies.

MMFHC's Inclusive Communities Program staff work to support inclusionary housing policies and racial

and economic integration throughout Wisconsin. Inclusive Communities staff provided technical assistance to numerous community organizations, developers, and local policymakers in 2017. (These instances of technical assistance are included in the 88 instances of technical assistance referenced above).

Recipients of these services included the U.S. Department of HUD Milwaukee Office, City of Milwaukee Housing Trust Fund Advisory Committee and Technical Review Subcommittee, the City of Milwaukee Community Block Grant Administration, the Housing Authority of the City of Milwaukee, the City of Milwaukee Housing Trust Fund, the Greater Milwaukee Foundation, Milwaukee Habitat for Humanity, Journey House, the Sherman Park Community Association, the University of Wisconsin – Milwaukee Alumni Association, and the Greater Milwaukee Association of Realtors.

The ***Legal Aid Society of Milwaukee(LASM)***, Inc., received CDBG funds in 2017 and represented vulnerable inner city residents who have been victims of predatory lending practices. Through its' A-LINE Project, the economic viability of clients has been increased and, in turn, the city neighborhoods in which clients live. In 2017, the Legal Aid Society of Milwaukee (LASM) predatory lending project continued to be highly effective in reducing the number of foreclosures and combating predatory lending in the City of Milwaukee. Through LASM's representation of vulnerable inner city residents facing foreclosure and those who were victims of predatory lending practices, there were successes in increasing the economic viability of clients and as a result, the city neighborhoods in which clients live. In 2017, LASM serviced **73** new cases for homeowners within the City of Milwaukee. LASM continued to work hard to combat predatory lending practices and assist homeowners in foreclosure.

TITLE II Of the Americans with Disabilities Act of 1990(ADA)

Title II of the ADA prohibits discrimination against persons with disabilities in all services, programs and activities made available by State and local governments. CDGA included this language in all contracts with funded organizations.

Section 504 of the Rehabilitation Act of 1973

Section 504 prohibits discrimination against persons with disabilities and requires that a percentage of funded projects be handicapped accessible. CDGA routinely reviewed plans for multi-family housing and facilities where CDBG funded services are provided to ensure accessibility and participation by disabled persons.

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 accordance with its' Consolidated Plan, the City participated in activities to address identified neighborhood and community priorities. Programs for 2017 were carried out in conjunction with the following four broad strategies to effectuate progress in achieving the stated goals: Create jobs through aggressive economic development; revitalize neighborhoods by targeting resources to make a clear and measurable impact; eliminate barriers to employment by working in partnership with community stakeholders; and create and maintain affordable homeownership opportunities and affordable, quality, rental housing for community residents. To achieve these goals, CDGA conducted aggressive blight elimination efforts, supported active citizen participation in crime prevention and eliminating nuisance properties and organizing efforts to address quality of life issues. Other priorities addressed in 2017 included facilitating the economic integration and revitalization of neighborhoods, skilled job training and placement programs, new job creation initiatives and a variety of activities which fostered new homeownership and improved the condition of rental housing for residents. Activities also included integrating crime prevention into a variety of city services and capital improvements, expanding the city's aggressive efforts to combat lead hazards and City efforts to eliminate graffiti.

Performance – Based Measurement System for funded Activities : Moving to Outcomes

In conformance with the requirements of the U.S. Dept. of Housing and Urban Development, CDGA assessed the performance and progress of agencies towards addressing issues facing the areas in which they serve. In addition, as part of this ongoing assessment of performance of funded programs, all funded agencies were required to link goals and activities with outcomes and collect the data associated with proposed outcomes. Monthly performance reports were required of all funded groups. In addition, an annual report was also required explaining the data source, along with an assessment on how the selected outcomes led and/or contributed to one or more of CDGA's Long Term Outcomes. Funded agencies were also required to submit a final 2017 year-end report detailing their accomplishments and providing a self-assessment of their funded activities.

Outreach to Minority and Women-Owned Businesses

The City of Milwaukee continued its long and successful history of outreach to Minority, Disadvantaged and Women-owned businesses. The City's contract with sub-recipients included a provision regarding affirmative outreach efforts to increase the involvement of the businesses. Some of the steps taken to increase involvement included: advertising in community newspapers, maintaining a list of eligible contractors, providing referrals to non-certified business entities and strongly encouraging subrecipients to purchase from local (i.e. City of Milwaukee-based) vendors/contractors.

The City also funded the City's Office of Small Business Development (OSBD) which was created to assist and protect the interests of disadvantaged individuals and small business concerns in order to promote and encourage full and open competition in the City of Milwaukee. The OSBD also maintained an Small

Business Enterprise (SBE) and Section 3 business directory for subrecipients to utilize and which is accessible through the City's website. In 2017, Minority, Disadvantaged and Women-owned businesses utilized the SBE Revolving Loan Pool resulting in new job creations and new business certifications. In addition, the City has enacted legislation which has specific requirements as it relates to City contracts and participation by minority and women-owned enterprises.

Subrecipient Monitoring. After executing a contract with each funded entity, CDGA ensured compliance with all program regulations for all funding sources,(CDBG, HOME, ESG and HOPWA). CDGA included program requirements in all contractual agreements, sponsored orientation sessions, provided technical assistance, one-on-one and in small groups, often on site and at the beginning of the program year as well as when programs were underway. CDGA defined clear expectations regarding performance standards and policies and procedures to follow. Involved were new subrecipients, new staff of existing subrecipients, existing subrecipients experiencing problems and existing subrecipients undertaking new activities. CDGA also funded the provision of technical assistance to funded subrecipients to include management, financial operations and board and staff development. The Community Development Grants Administration staff monitored and evaluated activities to be carried out in furtherance of the Consolidated Plan and in meeting goals and objectives set forth in the Annual Action Plan. CDGA staff monitored funded activities throughout the program year, performing formal and informal site reviews. Monitoring staff utilized a very detailed monitoring process which included extensive reporting of grantee activity. As a condition of payment, agencies were required to submit monthly financial and programmatic reports. CDGA monitoring staff reviewed these reports to determine that submitted costs were eligible and that the funded activity was performed to a satisfactory level. In addition, CDGA monitoring staff maintained extensive contact with funded agencies and provided technical assistance to groups where needed. Informal and formal monitoring visits were conducted to ensure compliance with program requirements. Risk assessments and in-house desk audits were performed annually of all funded agencies. The City Comptroller's office, the fiscal arm of the Community Development Grants Administration, conducted annual financial audits of funded groups and monitored the timeliness of expenditures.

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.

To ensure adequate and accessible citizen participation, the City of Milwaukee adopted a Citizen Participation Plan, which was reviewed and approved by the Common Council of the City of Milwaukee on April 23, 1991, (Common Council File Number 902098). The plan outlines the procedures and processes used by the City and has since been updated and revised. The document was subsequently submitted to HUD.

Citizen input into the 2017 CAPER. In accordance with the regulations of the U.S. Department of Housing and Urban Development, the City of Milwaukee prepared a "draft" of the 2017 CAPER Report covering the City's Community Development Program from January 1, 2017 through December 31, 2017. The public comment period for review of the Report was **February 28, 2018 through March 29, 2018.** CDGA published the availability of this report on the City's website and in three publications on the dates listed and has submitted copies for public review at local libraries, CDGA offices and the City Legislative Reference Bureau.

CDGA welcomes the views and input of citizens and other stakeholders as it pertains to the CAPER and other reports disseminated to the public. Any comments, letters or other correspondence received are considered and are included in reports submitted to HUD.

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 Community and Economic Development Committee, which is the official oversight body governing Federal Block Grant funds, adopted the **2017 Funding Allocation Plan**, which determined the various 2017 funding categories. Funding recommendations were subsequently approved by the Community and Economic Development Committee and ratified by the Milwaukee Common Council and Mayor.

In addition, the following priorities were adopted:

- Streamline the process, making it more “customer friendly.”
- The City will consider the goals and objectives established in the Consolidated Strategy and Five Year Plan and the City of Milwaukee's Citywide Strategic Plan in setting the priorities and goals for 2017 funding.
- The Community and Economic Development Committee and the Milwaukee Common Council will approve the strategic issues and goals corresponding to the allocation of federal grant funding.
- Establish a balanced decision-making process including neighborhood residents, business entities and other stakeholders, subrecipients, community-based organizations and elected officials.
- Maintain the creation of new and vibrant economic engines such as assistance to small businesses, special economic development projects to create jobs and Large Impact Development economic development initiatives.
- In the Job Training & Placement categories, place a high emphasis on skilled trades training.
- Continue the policy to provide technical assistance to CHDOs, allow CHDOs to use CHDO operating proceeds to increase capacity and help provide agency operating capital.

CR-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Inspections - The inspections of HOME assisted projects is an ongoing process. In 2017, the City's Department of Neighborhood Services inspected and verified tenant income levels in HOME-assisted units and documented the results, in compliance with the Federal regulations and during the applicable period of affordability.

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)

The City has multiple housing and other programs designed to affirmatively market Milwaukee neighborhoods. These programs support the administration and enforcement of federal, state and local fair housing ordinances, provide homebuyer counseling services and collaboratively work with financial lenders to enable low and moderate-income families to purchase homes anywhere they choose. Viewed holistically, these programs accomplish several purposes at once: they affirmatively promote neighborhoods; enforce and further fair housing; expand on housing opportunities available to minorities and the poor within and outside of areas of minority concentration and help to strengthen neighborhoods by increasing homeownership and eliminating blight.

The City of Milwaukee has an Affirmative Marketing Plan which is used to assist the City and its funded agencies on affirmative marketing procedures as required by federal regulations of the U.S. Department of Housing and Urban Development.

In addition, all CDGA-funded units are developed as turnkey style developments and must be affirmatively marketed by the agency to ensure that they are available to the general public. Affirmative marketing steps consist of actions to provide information and otherwise attract eligible persons in the housing market area to the available housing without regard to race, color, national origin, sex, religion, familial status or disability.

The marketing of properties may begin anytime following feasibility approval by CDGA, given the availability of clear and concise information about the finished product. Critical information such as asking price, estimate appraised value, estimated housing costs, floor plans and drawings/ renderings must be provided to all interested persons. However, pre-sale of homes is allowable for spec home, as long as clear and concise information is provided to the buyer.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

In 2017, a total of \$512,157.04 in program income was used for eligible affordable housing activities involving the housing rehab of 29 units. The characteristics of the household beneficiaries are as follows: 18 were extremely low, 4 were very-low and 7 were low income. Pertaining to race and ethnicity, 20 are Black, 7 are White, 1 Black & White, and 1 other. Of the 29 households 7 identified as Hispanic.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

The City has recently enacted an ordinance which allows the City to use their TIF authority to subsidize affordable housing. The ordinance allows the City to hold onto property taxes from a new TIF development in a defined area for one additional year, and dedicate it to other affordable housing projects. The City of Milwaukee is the State's first municipality to enact this ordinance using the State's enabling legislation.

The City also continues to provide funding and staff to the City of Milwaukee Housing Trust Fund. The Housing Trust Fund has been able to address some of the city's housing needs through gap financing and other means for the last several years. Increasing homeownership, increasing the supply of quality rental housing opportunities and providing housing opportunities for the homeless are three of the trust fund's goals.

The City's Strong Neighborhoods Initiative is assisting the City and local nonprofits in more effectively addressing the housing foreclosure crisis and its impacts on our neighborhoods. Neighborhoods of color are disproportionately harmed by the foreclosure crisis.

CR-55 - HOPWA 91.520(e)

Identify the number of individuals assisted and the types of assistance provided

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	100	103
Tenant-based rental assistance	0	0
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	0	0
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	0	21

Narrative

In 2017, the City of Milwaukee received HOPWA entitlement funds for the four-County Milwaukee Metropolitan area which comprises Milwaukee, Ozaukee, Waukesha, and Washington counties. In Program Year 2017, there were no HOME funds used for HOPWA activities.

CDGA conducted an annual Request for Proposal process which was advertised in local newspapers covering the four County Metro Milwaukee area. Proposals were reviewed and scored based on a set of scoring criteria. Recommendations of CDGA were voted on by the Community and Economic Development Committee, the official oversight body of the allocation and use of Federal funds. The actions of the Committee were ratified by the full Milwaukee Common Council and Mayor. Year 2017 HOPWA contracts were awarded to Richard's Place (located in Waukesha) and the AIDS Resource Center of Wisconsin.

Richard's Place, Inc. provides supportive living services to homeless persons with HIV/AIDS including one four-bedroom 24-hour staffed Transitional Housing Program and one four-bedroom 24-hour staffed Permanent Supportive Housing Program. Both homes serve homeless persons with serious health issues related to AIDS, including availability of end-of-life hospice care and/or the inability to maintain stable housing due to many other issues; 4 transitional living apartments for individuals and families with children with HIV/AIDS providing on-site supportive services; and 50-plus individuals/households with HIV/AIDS receiving case management services to ensure they maintain optimum health in an independent living environment. Richard's Place primarily serves indigent people. Households to be served generally have incomes less than 30% of the HUD established median income for the Milwaukee EMSA, are unemployed, under-employed or unable to sustain employment due to illness or other chronic health problems attributable to their HIV/AIDS infection. Based on previous participation, it is anticipated 90% will require assistance with at least one of the following additional special needs: mental illness, alcohol abuse, drug abuse or domestic violence. The need for the supportive living services provided by Richard's Place continues to increase, but also changes over time. Infection rates as

reported by the Center for Disease Control (CDC) and the State of Wisconsin Division of Public Health have fluctuated over time and are currently increasing slightly. People are still being infected due to lack of information or their incorrect perception of their degree of risk. While medications have increased the newly infected person's ability to remain relatively healthy and control their HIV infection, Richard's Place still serves many people who have become drug resistant over time and/or individuals who have been unable to maintain proper drug adherence and other healthy life style changes. This is sometimes due to lack of income/resources, mental health issues and/or persistent drug and alcohol addictions and/or long term HIV infection of 20 years or longer. Individualized residential care is provided with twenty-four hour supervision including the following services:

- Permanent Housing Placement
- Drug and Alcohol counseling
- Nutrition information
- In-home hospice care
- Respite care
- Assistance in gaining access to local, State, and Federal government benefits
- Housing information services including counseling, information and referral services
- Housing discrimination counseling
- Transportation, meals, laundry
- Spirituality counseling if desired
- Assistance with daily activities
- Recreational activities
- Medication monitoring
- Support in funeral planning
- Physical and mental health assessments

Richard's Place maintains a waiting list and at the time of an opening the individual on top of the list is contacted first and so on.

Project Accomplishment Overview

Richard's Place - Richard's Place provided case-management and supportive services at the Richard's Place Transitional Supportive Housing program to 4 unduplicated residents, and at Richard's Place Permanent Supportive Housing program that provided services to 5 residents. Additionally, they are responsible for general site maintenance and upkeep.

The objectives established by Richard's Place for the 2017 program year included the following:

Stable Transitional Housing with In-house Supportive Services: Richard's Place original goal was to assist 10 clients through in-house supportive services while in residence at Richard's Place Transitional Housing. Richard's Place was not able to obtain that goal. Richard's Place was able to help one individual living in the Transitional Housing Program obtain independent living in permanent housing thus achieving his goal to live independently again. The resident was able to obtain employment and move into his own apartment with the help of the Waukesha Housing Authority where this residents name came to the top of the low income housing building that serves individuals over 50 years of age and/or has a disability. The residents desire and asking for help with an alcohol addiction was addresses and the individual spent several weeks in-patient along with an eight week intensive out-patient program. This

appears to have been successful for the resident in being able to live independently again and gain self-esteem

Stable Permanent Housing with In-house Supportive Services: Richard's Place original goal was to assist 5 clients through in-house supportive services while in residence at Richard's Place Permanent Housing. During the program year one individual passed away and a couple of months later the 5th resident moved into Richard's Place Permanent Housing Project.

Richard's Place participates in the Waukesha County local Continuum of Care activities and planning process through participation in the Waukesha County Housing Action Coalition that includes client members and low income advocates from several different agencies. Richard's Place also participates in the Waukesha Housing Authority Annual Planning Process and Waukesha County Community Block Grant Consolidated Plan, both of which include public consultation through annual public hearings. Collaborative efforts with related programs included coordination and planning with clients, advocates, Ryan White CARE Act planning bodies, AIDS Drug Assistance Programs, homeless assistance programs, or other efforts that assist persons living with HIV/AIDS and their families. Richard's Place works collaboratively with Waukesha County DHHS, Waukesha County Health Department, Milwaukee Metro area medical providers, AIDS Resource Center of Wisconsin (ARCW), Elena House and many of the AIDS Service Providers operating throughout the State of Wisconsin. House meetings are held twice a month at which time clients are able to voice collectively if there is an issue or problem that needs to be addressed. All clients are referred to appropriate agencies, i.e; Social Security, AIDS Drug Assistance Program based on need and eligibility. Individuals who move into either Richard's Place Transitional Housing Program or our Permanent Housing Program are automatically added to the waiting list of the Waukesha Housing Authority Mainstream Voucher, Section 8 Voucher Programs and Public Housing Programs.

Recipients for the above services were generally homeless or at immediate risk of becoming homeless with HIV/AIDS. Recipients were identified through outreach and/or referral from other community providers such as health care institutions, medical professionals, ARCW or other providers. All recipients were low-income individuals with income less than 50% of median and generally less than 30% of median.

The Aids Resource Center of Wisconsin(ARCW), ARCW remained fully compliant with the objectives outlined in the Consolidated Plan and Action Plan for the metropolitan Milwaukee area. ARCW was an active participant with the five-year Consolidated Action Plan process in the spring of 2014. With community partners focused on the HIV positive client population, ARCW was a part of the process to create a collaborative approach to meet the housing needs of HIV positive individuals.

In 2017, ARCW and its contracted partners offered a broad range of housing services to meet individual and family needs, including transitional residential housing, rent and utility assistance, and housing counseling services that includes budgeting guidance. Clients accessing services through ARCW's housing program have full access to ARCW's comprehensive roster of health and social services, including case management, transportation assistance, life-skills education, legal assistance, food pantry and nutrition counseling services, and referrals and follow-up for medical, dental, mental health, and alcohol and other drug abuse (AODA) treatment services. Clients accessing housing services are assessed to determine the services that would best meet their needs. These services may be provided by ARCW

or another agency in the community. ARCW maintains close collaborative relationships with housing entities, including county-based public housing authorities, the My Home Program, Elena's House, Richard's Place (in Waukesha), Salvation Army, UMOS, Hope House, Community Advocates, and local emergency shelters. ARCW also maintains a strong working relationship with the Point of Entry staff at the local 211. ARCW is also an active participant in Continuum of Care (CoC) throughout the State, including the Milwaukee area CoC. ARCW has strengthened collaborations with the Department of Veterans Affairs to ensure qualifying veterans are connected to VA housing services to support the elimination of homelessness for veterans.

Project Accomplishment Overview

Reduce housing costs for low-income persons living with HIV disease.

Through the short-term rent and utility assistance (STRMU) program, ARCW provided rent and utility assistance to **103** unduplicated clients using City HOPWA funds appropriated in 2017. This was slightly higher than the projection of 100 (as projected in the amended Projected Activity that began when the carry-over funds were spent). Those not meeting eligibility criteria received housing counseling, budgeting education, and referrals to other possible resources. Those meeting eligibility criteria were assisted, ensuring that these individuals and households were provided with financial assistance that increased their likelihood of maintaining their current housing. All of households receiving rent assistance were able to maintain their housing and avoid eviction. The STRMU program provided a successful alternative to client entering the homeless service system. Every client that applies for City HOPWA funds is assessed for eligibility for subsidized housing and is provided 1 on 1 assistance with completing the application process. Access to City HOPWA funds is an essential tool necessary to effectively intervene for households living with HIV at high-risk for homelessness. City HOPWA rent assistance provides an essential resource to help case managers contain the crisis and to work with clients to create a housing plan to increase long-term stability. Disrupting the cycle of housing instability is essential for clients that are identified as eligible for long-term Section 8 housing. Qualifying for these programs requires a consistent rental history that is free of evictions. The process through which clients can work with ARCW housing staff to access these units can be lengthy. Use of City HOPWA rent assistance re-establishes stability, preserves rental history, and provides the time that is necessary to assist clients with this process.

Reduce incidence of homelessness among the HIV-positive population in the metro service area.

In addition to the housing stability provided through STRMU, a total of **21** homeless individuals received facility-based housing assistance through Wisconsin House, ARCW's single-room occupancy facility. ARCW provided transitional housing to **21** low income individuals with HIV at Wisconsin House in 2017. This was just four clients shy of the 2017 goal of 25 individuals. Wisconsin House is a 15-bed transitional housing facility designed to provide temporary housing to low income single individuals with HIV who are homeless, or at risk of being homeless, including individuals who are transitioning out of institutional settings. The average client stay in 2017 was two months.

Supportive Services – ARCW proposed to provide supportive services to the housing clients residing at Wisconsin House. These services included medical, dental, and mental health care, pharmacy services, medical case management, legal services, alcohol and other drug abuse (AODA) treatment, transportation assistance, food pantry services, and benefits assistance, to people with HIV. These services are designed help clients maintain stable housing once it is obtained and improve health and quality of life indicators.

Provide safe housing options.

Four hundred and Seventy HIV positive clients residing in the four-county metro area received housing counseling that included income/expense budget analysis, a review of affordable housing options, and education on budgeting and housing sustainability. Clients were counseled on their current living circumstances and provided with guidance and information that would assist them in maintaining safe housing or link them to community resources and programs that would strengthen their ability to retain safe and affordable housing. Several clients received counseling multiple times throughout the year, as their individual circumstances changed.

Reduce incidence of hunger and malnutrition.

As previously stated, residents of Wisconsin House have access to a meal program that provides three nutritious meals per day. In 2017, 4,539 meals were served at Wisconsin House to residents. This includes special meals on major holidays. The meals are provided by a talented, part-time cook with a culinary background. In addition to meal provision, residents at Wisconsin House are provided opportunities to improve cooking and meal planning skills. Residents are provided with opportunities to plan and cook meals, which helps them develop their ability to create cost efficient, healthy meals using the food they will obtain from ARCW’s Food Pantry when they move to independent housing.

Additionally, every eligible client who is served by the City HOPWA-funded housing assistance program is automatically referred to ARCW’s food pantry program, if they are not already enrolled. The vast majority of clients who received housing services through City HOPWA in 2017 were also enrolled in the food pantry program. This entitled them to also receive education on sound nutrition, safe food handling, smart food budgeting and purchasing, and meal preparation. The food pantry program is designed to help clients improve their understanding of the role nutrition plays in HIV treatment and to better prepare them for independent living.

Reduce the incidences of opportunistic infections and reduce the impact of disease on the individual and community.

ARCW staff provide a holistic approach to meeting the individual needs of each client. While those who ask for housing assistance are provided with housing counseling, advocacy, education and application assistance, they also receive education on the importance of adherence to medical care. For those living with HIV, adherence to specialty medical care is the factor that determines whether or not clients will live and live with health. ARCW is committed to the concept that “Housing is Healthcare” and all programs are structured with this overriding value. Program staff ensure that barriers to medical care

are addressed and encourages clients to continue with care and medications as prescribed. One hundred percent of clients assisted with City HOPWA funds for rent assistance were active in medical care in 2017. Related to connecting clients to vital medical services is ensuring access to medical insurance. ARCW continues to focus on the insurance status of all those seeking our services. Between employer-provided insurance, Medicaid, and the Affordable Care Act, 95% of clients served in ARCW's case management and housing programs were connected to a payor source for medical care. This helped ensure that clients were maintaining good health and reducing their chance for opportunistic infections and other detrimental effects on their lives and health. This, in turn, reduces the impact of HIV disease on communities, health care systems, and benefit systems.

Provide access to respite care to persons needing practical and supportive services.

In 2017, Elena's House, through its subcontract with ARCW for City HOPWA funds, provided long-term transitional housing services to 9 individuals who required a higher level of care. Elena's House is a four bedroom community residential facility located in the western part of Milwaukee County that provides housing and supportive services to clients who present with physical and/or mental impairments. Each resident has his/her own bedroom and shares a communal kitchen and bathroom. Residents participate in communal access to meals, transportation, support groups, and social activities. Elena's House staff and volunteers ensure that those residing in the house are connected to HIV medical care and other core services that help maintain health and stability.

Outcomes Assessed

The goals and objectives of the housing programs administered by ARCW in 2017 were in line with the CDGA Consolidated Plan to address homelessness and housing needs in the Milwaukee metropolitan area.

As stated earlier, ARCW offers transitional housing through its Wisconsin House facility and also subcontracts with Elena's House for other transitional housing care. Additionally, direct financial support is available through City HOPWA funds to support short-term rent and utility costs. In addition to City HOPWA funds, ARCW administers two other HUD-funded Special Projects of National Significance (SPNS) to address long-range needs of the area homeless or at-risk population, and also administers State HOPWA funds for rent assistance and housing supportive services outside of the Milwaukee metro area.

All services provided to clients seeking assistance for housing-related costs are documented in electronic files maintained in ARCW's *Provide Enterprise* database. In addition to the documentation of interventions provided to clients, this database contains information on client demographics, assessment records, income source, employment history, previous housing addresses, household makeup, insurance and benefit information, and identified goals and action steps needed in the form of a service plan. Any financial assistance is based on HUD-determined fair market rate, household size, and client income level. Checks are requested via the *Provide Enterprise* database and made payable to the landlord or utility company. Check copies are maintained by the agency's finance department. ARCW housing staff also records pertinent data in the HMIS Service Point system.

ARCW and its partner, Elena's House, ensured that 470 people living with HIV in the Milwaukee MSA received assistance with securing and maintaining housing through short-term rent assistance, housing counseling, supportive services and transitional housing. The specific outcomes for ARCW's City HOPWA-funded activities included:

- 103 unduplicated low income households of people living with HIV disease received short-term rent, mortgage and utility assistance, which was 103 % of the proposed outcome. Due to this service ARCW stabilized the 103 unduplicated households living with HIV in their homes so that they were better able to manage their HIV disease and prevent homelessness.
- 312 HIV positive individuals received housing information and referral services, which is 104% of the proposed goal. These 312 individuals were either able to maintain stable housing, secure new and affordable housing, gain access to income and housing benefits offered by local, state, and federal governments, gain skills for household budgeting, and secure other necessary services.
- 21 HIV positive individuals received transitional housing services through Wisconsin House, which is 84% of the proposed goal. These individuals received immediate housing assistance so that they were not homeless, stabilized their housing situation at Wisconsin House, received education and assistance with job searches, learned about appropriate budgeting and good tenant behavior, were linked to long-term affordable housing resources, and had a service plan to help plan the transition into an appropriate community setting. While under goal, every indication is that the facility will serve more clients in 2018.
- Nine HIV positive individuals received transitional housing and support services via ARCW's subcontract with Elena's House, which is 150% of the proposed goal.
- 21 HIV positive housing clients received supportive services as needed, which is 100% of those residing at Wisconsin House during the year. These services ensure housing stability and improved health outcomes.

Services provided through the City HOPWA grant will contribute to the long-term program outcomes laid out in the Consolidated Plan:

1. Improving the Quality of Life for people living with HIV by:
 - increasing stability in housing;
 - preventing unnecessary evictions and/or homelessness;
 - restoring positive rental histories;
 - improving credit ratings; and
 - Increasing compliance with medical regimens.
2. Reducing Crime by:
 - providing economic support in the form of access to the ARCW food pantry;
 - providing economic support in the form of rent assistance; and
 - reducing criminal activity associated with securing housing, including stealing utilities and trading sex and/or drugs for housing.

The program exceeded program targets. This is attributed to the following:

- Knowledgeable and experienced staff who are committed to ARCW's mission and customer service ethos.
- Close collaboration between ARCW and partner organizations.
- Marketing of the program amongst ARCW departments and other community organizations.
- Regularly scheduled grant management meetings between the program and finance staff.
- A streamlined and structured system for processing applications, eligibility determination, and timely disbursement of funds to those eligible for services.
- Prudent management of finances in accordance with the grant scope of services and deliverables

Staff working with clients on housing issues help keep clients in housing by providing budget counseling and advocacy, assisting in accessing entitlements programs, and making needed referrals for other resources, such as medical care, mental health care, substance use treatment, dental care, legal services and food assistance. Case Managers also provide holistic, supportive services to assist HIV positive individuals to address other psychosocial issues that, if left unaddressed, can present a barrier to successful health practices and maintenance.

By assisting clients and their families in accessing services to satisfy their basic needs, such as housing and food assistance, clients are more apt to begin to address their health care needs and to develop stronger and healthier responses to the physical and emotional demands associated with dealing with HIV disease. Clients who are able to reduce their viral load count by remaining in care and staying compliant with their course of therapy, significantly reduce the number of opportunistic infections they experience, thus reducing their dependence on emergency care and its associated costs. Maintaining a very low viral load of HIV through adherence to medical care and medications also means a much reduced risk of transmitting the virus to others.

Clients who are able to improve their overall health are better equipped to join and remain in the workforce. This, in turn, helps them to sustain their housing and remain independent. Without the assistance made available through City HOPWA funding, many clients would face loss of housing, which in turn could contribute to downward spiraling of circumstances that would adversely affect not only their individual lives, but also impact neighborhoods and society as a whole.

Coordination

The majority of ARCW's HOPWA clients gained access to the HOPWA housing services through referrals within the ARCW Medical Home. The ARCW Medical Home is comprised of medical, dental and mental health clinics along with pharmacy and dedicated social services that include food pantries, a legal program, and social work case management. HOPWA services are also accessed through referrals made by case managers from a collaboration of community providers. Referrals for supportive services are also made available to housing clients as needed. In 2017, ARCW collaborated with Elena's House, Richard's Place, the 16th Street Community Health Center, Milwaukee Health Services, Outreach

Community Health Services, the Medical College of Wisconsin/Froedtert Hospital, and Marquette University for purposes of housing referrals and supportive services. ARCW also collaborated with drug treatment providers, faith-based organizations, community-based organizations, local public health departments, and other partners to ensure the provision of housing and supportive services to people living with HIV and AIDS.

ARCW also leveraged its Ryan White Funding (for security deposit, emergency housing and transportation assistance) and HOPWA funding for its long-term housing programs (HaRTSS and SCHIP) for those clients who initially applied for STRMU but meet the eligibility requirements for these programs. ARCW case managers also continued to develop working relationships with landlords across the area and were always at hand to advocate for the clients whenever necessary.

Any other accomplishments recognized in your community due to the use of HOPWA funds, including any projects in developmental stages that are not operational.

The City HOPWA program has assisted many clients in obtaining safe, affordable, and stable housing throughout the Milwaukee Metropolitan Service Area.

Yearly Richard's Place is recognized by many different sources such as churches or Service Clubs do to the unique services provided in both the Transitional and Permanent Housing Programs. Currently the Board of Directors and Fundraising committee are working on our 20 year anniversary coming up in 2018.

Barriers or Trends Overview and Recommendations

The barriers facing ARCW clients' are diverse and interconnected and have followed an established trend that has persisted over several years. ARCW has worked to develop strategies to minimize the impact on housing stability for the clients we serve.

The acute lack of affordable housing continues to be a major barrier. This is compounded by gentrification and increasing rents in urban areas served by this grant. These issues create competition for affordable rental housing, and cause landlords to avoid renting to clients who have criminal histories, poor credit, rent/utility arrears, low income with insufficient savings and sporadic employment history. This phenomenon has created a scarcity of available units – therefore a significant barrier for our low income clients.

Many clients often have to settle on a rental unit which may cost a significant percentage of their household income. This leaves little room in their available income to address regular monthly expenditures as well as the inevitable emergencies that will compromise their ability to pay monthly rent. Without intervention or some kind of safety net, this vicious cycle culminates in eviction and homelessness. Access to HOPWA-funded rent assistance is an essential component to effectively intervene in this cycle and offer a resource to prevent homelessness. The majority of those clients accessing HOPWA funds were able to maintain housing units that met HQS standards. This means that

not only did these clients avoid the cycle of homelessness, but they maintained access to safe, sanitary, and stable housing units.

The continued difficulty and long process to get into subsidized housing units is also a significant barrier to achieving long-term housing stability. As part of the application process, every household is assessed for eligibility for subsidized housing. Case managers provide 1:1 assistance in completing this process. In spite of an increase of clients accessing subsidized housing units during the grant year, for households with minor children and single households under age 55 there are little to no subsidized units available. This creates a significant barrier for clients to achieve housing stability without our access to HOPWA-based rent assistance.

For clients that have experienced the challenge of meeting basic needs with very low income, often times they will not meet the requirements of stable credit and rental history. To survive on very low income often clients must juggle bills, fall victim to predatory loans, and frequently make late payments. All of these strategies have significant negative effect on their credit history. Declining health and delayed processing for social security disability benefits have also impacted household credit and rental histories. Clients who experience declining health that makes them unable to maintain stable employment means trying to make it without income while their application for disability benefits are processed. The bottom line is that these households are faced with the dire economic situation of trying to survive with no or little income for many months, if not years.

Additional barriers to accessing subsidized housing are experienced by clients who may have a criminal history. Often these clients will not meet eligibility requirements for subsidized housing and will have limited options for affordable housing. To address these barriers, program staff and clients create a housing service plan to account for these obstacles, establish goals, and develop steps to achieve those goals. Comprehensive budgeting and consumer education is also provided to assist client in understanding the requirements of accessing subsidized housing and identifying areas of focus to improve credit history and avoid predatory loans. Access to HOPWA assistance is an essential component in this process because it disrupts the cycle of housing instability, strengthens client rental history, and makes them a better candidate for subsidized housing.

The barriers facing ARCW clients follow a trend that has persisted over the past several years. First, barriers closely related to extremely low income impacts housing stability. Most of clients receiving City HOPWA assistance are on disability benefits. Client incomes are extremely low, to the point that even after receiving assistance some of them still struggle with paying for rent and utilities. While it is clear that STRMU assistance is not to relieve clients of their obligation to pay rent and utility assistance, the 52 week waiting period is a long time to wait for assistance for extremely low income HIV positive clients. The compounding emergencies are occurring too frequently. Without other resources during the waiting period, the risk of eviction and homelessness always looms large for these clients. To address this barrier, ARCW invested on \$100 utility assistance gift cards for clients who are experiencing difficulty in paying for utility bills despite receiving STRMU assistance. The 100 gift cards were available to clients throughout the State who may be in need of assistance with their utility bills in 2017, and is again available in 2017 while funds last. This assistance is privately funded.

ARCW also adjusted its formula moving into 2017 to ensure that during assistance clients only pay 30%

of their income towards rent or mortgage. In the past some clients paid a bit more, as the assistance portion was capped at 45% Fair Market Rent. This will hopefully contribute to stability and sustainability for those seeking housing assistance.

Lack of valid lease is a barrier to STRMU for some ARCW clients. Some of our clients although may have evidence that the utility is in their name are still unable to provide documentation which prove legal occupancy of the houses of residence. To address this barrier, ARCW case managers continue to advocate with landlords to ensure that clients have valid leases at all times. While some landlords have responded positively to this initiative, some have not and therefore preventing assistance to clients who genuinely requires these services.

Many ARCW clients living with HIV also struggle with alcohol and other drug abuse (AODA) and/or mental health conditions. As if this is not enough, the vast majority of these clients are not able to live in the areas that they would prefer because of their limited incomes. Instead they are forced to live in communities where they can afford to pay the rent even when this puts their recovery and chances of improved health outcomes in jeopardy. In most cases, these individuals can only afford to live in low income neighborhoods with very high incidences of drug use and crime. This put the clients at a serious risk of drug relapse, agitated mental health, housing instability, and the potential risk of being disconnected to care.

These conditions have a direct impact on housing stability and improved health outcomes. ARCW offers behavioral health care on site. Access to these services can help stabilize clients in these areas which may lead to better housing stability. Due to the expansion of Medicaid to single adults under 100% federal poverty lines and insurance options due to the Affordable Care Act, most clients are now insured and able to access behavioral health care without fear of incurring large bills. We hope that these services will continue to minimize the risk of relapse and housing instability even as they continue to work towards improving their economic situations. ARCW believes that the repeal of Affordable Care Act will significantly, negatively affect these clients.

ARCW has worked to minimize the impact of other barriers to housing stability in multiple ways. One method is that the housing case managers do not provide just financial assistance, but also offer housing advocacy, counseling, and education. Budgeting education is also provided to assist the client with understanding the requirements of accessing subsidized housing and identifying areas they can focus on to improve credit history and/or avoid predatory loans. ARCW places a strong focus on consumer and tenant education to empower clients by developing skills that will allow them to successfully manage household finances and maintain a positive rental history. Access to City HOPWA assistance is an essential component in the process because it disrupts the cycle of housing instability by strengthening client rental history, making them better candidates for subsidized housing.

Another method of reducing the barriers faced by HIV positive individuals is by working to strengthen partnerships with other community-based providers through collaboration with local CoC's. This has provided ARCW with insight into and connections with other agencies to address the needs of the clients we serve. We have also conducted outreach to educate community providers on the services we offer statewide, to ensure we are reaching the majority of HIV positive individuals in the state.

The barriers to stable housing continue to persist for HIV positive persons in the Milwaukee area. As an agency, we are working collaboratively to employ innovative strategies to assist clients with overcoming these barriers to maintaining stable housing. This is a foundational approach because HIV is a chronic

health condition.

Recommendations for Program Improvements

Both Richard's Place Transitional and Permanent Supportive Housing programs started with funding from HUD SHP funds. With so many of the homeless individuals we have served in Transitional Housing with addiction and mental health issues, the 24 month time frame of providing the support along with necessary referrals is getting more difficult for individuals to be successful at becoming and staying independent and healthy. Richard's Place has been talking about and discussed with HUD officials at the Milwaukee Field Office about the possibility of making the Transitional Program a Permanent Supportive Housing Program. Staying in the same property we are now, which is owned by the Waukesha Housing Authority, we would then have 8 beds for Permanent Supportive Housing between both homes until we are able to obtain the funds to rehab an existing structure. Richard's Place is also a member of the Balance of State Continuum of Care and would need to look at whether the NOFA coming up this year is when we would apply or next year. Still in the discussion stage and making sure we do what is best and more effective for the individuals we serve.

Trends you expect your community to face in meeting the needs of persons with HIV/AIDS and any other information you feel may be important in providing services to persons with HIV/AIDS.

Richard's Place

Due to the high numbers of heroin use and deaths in the Milwaukee Metro area and knowing people who are testing HIV positive due to needle use, an increase in HIV positive individuals over the next 1-2 years is expected. Comprehensive Case-management is so vital when housing someone with addiction and mental health issues.

ARCW

In 2017, ARCW saw an increased demand for utility assistance. This is perhaps due to the colder than normal winter season. While evidence suggests this may be one of causes, many of our clients are also living in units which are in desperate need of weatherization to help with the high cost of heating and cooling.

Similar to the national trend, African American gay, bisexual, and men who have sex with men (MSM) continue to be disproportionately affected by HIV/AIDS. Statistically, African American males make up 2% of the national population but account for 52% of all persons living with AIDS. In the geographic area serviced by this grant, over 5,000 people are currently living with AIDS. Of that population, 55% are African American even though they account for only 26.2 % of the population in Milwaukee. More alarming is the fact that 90% of all new diagnosis in Milwaukee are African American males who identify as MSM. This demonstrates the urgent need for targeted prevention strategies coupled with additional resources to build capacity and provide appropriate services for this population.

Many clients living with HIV/AIDS are living with many other diagnoses, including mental health conditions. Access to psychiatric care, in addition to mental health therapy, is an essential part of the care system than can ensure stability. Stability with health, but also with housing. This care is often unattainable for those without insurance, or with costly copays, and with low incomes. ARCW continues to provide psychiatric services as a part of the agency's integrated medical home, and increased the

hours of availability of the psychiatrist and other counseling services this year. Another expansion was the introduction of tele-psychiatry where clients in other areas of the state can benefit from the Milwaukee-based psychiatry providers. As with all ARCW services, psychiatric care is offered regardless of the client's ability to pay. Ensuring that clients can combine mental health therapy with psychiatric care is an important factor in maintaining their stability and health.

Other resources which were used in conjunction with HOPWA-funded activities; collaborations with other entities.

ARCW is the largest provider of comprehensive HIV services in Wisconsin. In addition to being able to offer clients medical, behavioral health, and oral health care services, as well as in-house pharmacy services, ARCW can provide immediate access to other needed social services, including legal assistance, food and nutrition counseling, financial assistance, education on HIV disease and treatment options, transportation assistance, emotional support, and employment readiness counseling, all available within the agency and offered statewide.

ARCW receives HUD funding for two long-term housing assistance programs that aid in housing formerly homeless or incarcerated individual. In addition, ARCW is granted Ryan White Care Act funds to assist with short-term emergency sheltering in motels and with Security Deposit assistance. HOPWA funds from the State of Wisconsin provide assistance to individuals in the 68 counties not included in the four county Milwaukee metropolitan area. And lastly, ARCW used privately raised dollars to provide utility assistance to individuals in 2017.

ARCW staff also coordinates needed care for individuals who apply for housing assistance resources through its ongoing collaborations and partnerships within the communities it serves. ARCW is an active participant in CoCs throughout Wisconsin, including the Milwaukee metro area, Dane County CoC, Eau Claire area CoC, Brown County CoC, and the Balance of State CoC. ARCW adheres to the National Minority AIDS Councils' Continuum of Collaboration by collaborating in a variety of ways with hundreds of agencies in Wisconsin for the delivery of HIV prevention, care and treatment services. ARCW is also an active participant of the Point in Time Survey and Shelter Managers Monthly meeting. ARCW partners with UMOS, the 16th Street Community Health Center, Milwaukee Health Services, Outreach Community Health, Children's Hospital of Wisconsin, Community Advocates, the Department of Veterans Affairs, and other entities to provide a centralized avenue for housing counseling and assistance for persons living with HIV/AIDS. ARCW has a subcontract with Elena's House for the operation of a housing and supportive services facility. ARCW collaborates with other area housing providers such as Public Housing Authorities in all four metro counties, numerous emergency shelters, Richard's Place, Salvation Army, Cathedral Center, St. Benedict's, St. Catherine's, Guest House, Hope House, and others.

Richard's Place works and collaborates with ARCW staff regarding client's needs and receiving many of our referrals from ARCW. Students from several of the Universities do their internships at Richard's Place which is helpful for the organization as well as the residents who live in both programs.

Technical Assistance

At this time, ARCW and Richard's Place are not seeking any technical assistance.

**NEWSPAPER NOTIFICATION
FOR 2017 CAPER**

CITY OF MILWAUKEE - COMMUNITY DEVELOPMENT PROGRAM

PUBLIC NOTICE OF AVAILABILITY OF YEAR 2017 CONSOLIDATED ANNUAL PERFORMANCE & EVALUATION REPORT

In accordance with regulations of the U.S. Department of Housing and Urban Development (HUD), the City of Milwaukee has prepared and will submit to HUD a Consolidated Annual Performance and Evaluation Report (CAPER) covering the City's Community Development Program from *January 1, 2017 through December 31, 2017*. This report is to be used by HUD in reviewing program performance as well as considering the City's program for continued funding.

The comment period for review of this report is from **Feb. 28, 2018 through March 29, 2018**. At your request, your comments will be forwarded to HUD, as required by Federal regulations. Copies of the Performance Report are available for public inspection at the Community Development Grants Administration Office, Room 606, City Hall, 200 East Wells Street, Milwaukee, WI. 53202, during regular office hours from 8:00 A.M. to 4:45 P.M. Monday through Friday. In addition, copies of this report will be on file with the Legislative Reference Bureau in Room B-4, City Hall and the following Milwaukee Public Libraries: Main Library, 814 W. Wisconsin Ave., Capitol, 3969 N. 74th St., Center St., 2727 W. Fond du Lac Ave., Zablocki, 3501 W. Oklahoma Ave., Forest Home, 1432 W. Forest Home Ave.

The report can also be accessed at www.city.Milwaukee.gov/CommunityDevelopment310.htm.

