CONSOLIDATED ANNUAL
PERFORMANCE AND EVALUATION REPORT
(CAPER)
HUD PROGRAM YEAR 2018
Fiscal Year 2019
(July 1, 2018 – June 30, 2019)

City of Pittsfield
Department of Community Development
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(413) 499-9368
City of Pittsfield
Consolidated Annual Performance and Evaluation Report (CAPER)
Fiscal Year 2019 – HUD Program Year 2018

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CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

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

The 2019 fiscal year (HUD year 2018) represents the fourth year of the City’s 5-year 2015-2019 Consolidated Plan and the year proved productive regarding the City’s accomplishments toward meeting its five year goals as outlined in the Consolidated Plan. The table located at the end of this report entitled “L. - Summary of Accomplishments – CDBG Only” summarizes the extent to which fiscal year 2019 CDBG funding was used to meet the needs and goals identified in the City’s five-year Consolidated Plan. A review of this table will indicate that the City of Pittsfield, through its Department of Community Development, is effectively utilizing its resources to meet the needs of the community. Additionally, Table L reflects the City’s CDBG annual accomplishments and also shows that the City’s overall yearly CDBG goals are being met. Now that the City is entering its final year of the five year plan, Table L indicates the areas in which the City is meeting or exceeding goals and a few areas in which there have been challenges in meeting the goals and outcomes. As in previous years, the Section 215 Renter numbers at Section CR-20 goals have fallen short of projections. The City has not received new voucher allocations from either the State’s Department of Housing and Community Development or HUD during the reporting period. Indeed the allocations have remained level while the fair market rents have increased. This means that fewer households can be assisted with rental assistance than in previous years. Another goal that has produced lower than expected outcomes is the residential handicapped accessible ramp program. With the average cost of ramp construction $9,000 per property, it has been a challenge to meet the projected numbers of units. The City has partnered with Habitat for Humanity in an attempt to lower the cost of these projects. However Habitat’s program requirements can only assist owner occupied households and not rental units.

Areas in which the City has made significant progress and has exceed the projected outcomes is in numbers of persons served with human service funds, the numbers of vacant blighted structures demolished with CDBG funds, and the number of small business and microenterprises assisted with CDBG funds. By the end of FY2019, 5,204 persons have received assistance with the public services funds. The five year goal for public services was 4,150 persons served.

CDBG funds have been used to strategically to leverage state grant funds, local investment and private funds. The City of Pittsfield’s CDBG funds leveraged a total of $3,366,050 during the 2019 fiscal year (2018 HUD program year). These types of leveraged funding scenarios are becoming more common as a result of the funding cuts that have resulted in communities seeking other sources of funding to keep programs and services intact.
<table>
<thead>
<tr>
<th>Goal</th>
<th>Category</th>
<th>Source / Amount</th>
<th>Indicator</th>
<th>Unit of Measure</th>
<th>Expected – Strategic Plan</th>
<th>Actual – Program Year</th>
<th>Percent Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demolition of Condemned, Vacant Buildings</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Buildings Demolished</td>
<td>Buildings</td>
<td>15</td>
<td>15</td>
<td>100.0%</td>
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<tr>
<td>Demolition of Condemned, Vacant Buildings</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Housing Code Enforcement/Foreclosed Property Care</td>
<td>House Hold Housing Unit</td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td>Demolition of Condemned, Vacant Buildings</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Other</td>
<td>Other</td>
<td>4</td>
<td>1</td>
<td>25.00%</td>
</tr>
<tr>
<td>Economic Development - Community Investment Tax Credit</td>
<td>Non-Housing Community Development</td>
<td>Community Investment Tax Credit: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>2</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Economic Development - CDBG Loan Program</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
<td>20</td>
<td>1</td>
<td>5.00%</td>
</tr>
<tr>
<td>Economic Development - CDBG Loan Program</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>10</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Economic Development - CDBG TA Grant Program</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
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<td>6.67%</td>
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<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>10</td>
<td>1</td>
<td>10.00%</td>
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<tr>
<td>Economic Development - Mayor's Small Business Fund</td>
<td>Non-Housing Community Investment Tax Credit</td>
<td>Mayor's Small Business Fund: $</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
<td>16</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Mayor's Loan Fund</td>
<td>Economic Development - Mayor's Loan Fund</td>
<td>Non-Housing Community Development</td>
<td>Mass Growth Capital Corporation: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>5</td>
<td>1</td>
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<tr>
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<tr>
<td>Economic Development - MGCC TA Grant Program</td>
<td>Non-Housing Community Development</td>
<td>Mass Growth Capital Corporation: $</td>
<td>Facade treatment/business building rehabilitation</td>
<td>Business</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Economic Development - MGCC TA Grant Program</td>
<td>Non-Housing Community Development</td>
<td>Mass Growth Capital Corporation: $</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
<td>30</td>
<td>1</td>
<td>3.33%</td>
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<tr>
<td>Economic Development - MGCC TA Grant Program</td>
<td>Non-Housing Community Development</td>
<td>Mass Growth Capital Corporation: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>15</td>
<td>5</td>
<td>33.33%</td>
</tr>
<tr>
<td>Economic Development - Accessible Loan Program</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Facade treatment/business building rehabilitation</td>
<td>Business</td>
<td>20</td>
<td>9</td>
<td>45.00%</td>
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<tr>
<td>Economic Development - Accessible Loan Program</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>0</td>
<td>13</td>
<td>4</td>
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<tr>
<td>Economic Development - Berkshire Innovation Center</td>
<td>Non-Housing Community Development</td>
<td>Massachusetts Life Science Legislative Earmark: $ / Pittsfield Economic Development Authority: $ / Pittsfield Economic Development Fund: $</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
<td>25</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Economic Development - Berkshire Innovation Center</td>
<td>Non-Housing Community Development</td>
<td>Massachusetts Life Science Legislative Earmark: $ / Pittsfield Economic</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
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OMB Control No: 2506-0117 (exp. 06/30/2018)
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<tr>
<th>Program Description</th>
<th>Type</th>
<th>CDBG: $</th>
<th>Rent Units Rehabilitated</th>
<th>Households Affected</th>
<th>% Rehabilitation</th>
<th>% Homeownership</th>
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<tbody>
<tr>
<td>Handicapped Accessible Ramp Program - CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>20</td>
<td>1</td>
<td>5.00%</td>
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<tr>
<td></td>
<td>Homeowner Housing Rehabilitation</td>
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<td></td>
<td>10</td>
<td>4</td>
<td>40.00%</td>
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<td>Home Improvements - Owner Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>0</td>
<td>6</td>
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<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
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<td></td>
<td>100</td>
<td>86</td>
<td>86.00%</td>
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<td>Home Improvements - Rental Housing CDBG</td>
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<td>0</td>
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<tr>
<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>25</td>
<td>6</td>
<td>24.00%</td>
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<tr>
<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td>Home Improvements - Rental Housing CDBG</td>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td>Homeless Transitional/Permanent Supportive Housing</td>
<td>Homeless</td>
<td></td>
<td>Public Service Activities other than Low/Moderate Income Housing Benefit</td>
<td>Persons Assisted</td>
<td>0</td>
<td>133</td>
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<tr>
<td>Homeless Transitional/Permanent Supportive Housing</td>
<td>Homeless</td>
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<td>192</td>
<td>109</td>
<td>56.82%</td>
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OMB Control No: 2506-0117 (exp. 06/30/2018)
<table>
<thead>
<tr>
<th>Program Type</th>
<th>Subtype</th>
<th>Funding Source</th>
<th>Project Type</th>
<th>metric</th>
<th>metric_2</th>
<th>metric_3</th>
<th>metric_4</th>
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<tbody>
<tr>
<td>Homeless Transitional/Permanent Supportive Housing</td>
<td>Homeless</td>
<td>CDBG: $ / Continuum of Care: $ / HUD-VASH: $ / Public Service Funding from All Sources: $</td>
<td>Overnight Shelter</td>
<td>Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Homelessness Prevention</td>
<td>Homeless Non-Homeless Special Needs</td>
<td>CDBG: $ / Continuum of Care: $ / General Fund: $ / Section 8: $150000 / FEMA: $ / Public Service Funding from All Sources: $ / Supportive Services for Veteran Families (SSVF): $</td>
<td>Homelessness Prevention</td>
<td>Persons Assisted</td>
<td>150</td>
<td>907</td>
<td>6.05%</td>
</tr>
<tr>
<td>Homeownership Assistance - CDBG</td>
<td>Affordable Housing</td>
<td>CDBG: $</td>
<td>Direct Financial Assistance to Homebuyers</td>
<td>Households Assisted</td>
<td>8</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>HUD Section 108 Loan Guarantee Program Debt</td>
<td>Section 108 Loan Debt Service</td>
<td>CDBG: $ / City Enterprise Fund: $ / Section 108 Revolving Loan Fund: $ / Urban Revitalization Development Grant: $</td>
<td>Other</td>
<td>Other</td>
<td>5</td>
<td>2</td>
<td>40.00%</td>
</tr>
<tr>
<td>Increase Quality of Rental Housing Developments</td>
<td>Affordable Housing Private Subsidized Housing</td>
<td>CDBG: $ / LIHTC: $ / LIHTC - State: $ / Mass Housing Partnership One-Stop: $ / MassHousing: $</td>
<td>Rental units rehabilitated</td>
<td>Household Housing Unit</td>
<td>400</td>
<td>100</td>
<td>25.00%</td>
</tr>
<tr>
<td>Increase Quality of Rental Housing Developments</td>
<td>Affordable Housing Private Subsidized Housing</td>
<td>CDBG: $ / LIHTC: $ / LIHTC - State: $ / Mass Housing Partnership One-Stop: $ / MassHousing: $</td>
<td>Homeowner Housing Rehabilitated</td>
<td>Household Housing Unit</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Increase Quantity of Subsidized Housing &amp; Section 8</td>
<td>Affordable Housing</td>
<td>Section 8: $</td>
<td>Tenant-based rental assistance / Rapid Rehousing</td>
<td>Households Assisted</td>
<td>150</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Increase Quantity of Subsidized</td>
<td>Affordable Housing</td>
<td>Section 8: $</td>
<td>Homelessness Prevention</td>
<td>Persons Assisted</td>
<td>50</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Housing &amp; Section 8</td>
<td>Section 8 Vouchers</td>
<td>Section 8: $</td>
<td>Tenant-based rental assistance / Rapid Rehousing</td>
<td>Households Assisted</td>
<td>CDBG: $</td>
<td>General Fund: $</td>
<td>Public Facility Improvement - Dog Park</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------</td>
<td>-------------</td>
<td>-------------------------------------------------</td>
<td>--------------------</td>
<td>--------</td>
<td>-----------------</td>
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<tr>
<td>Maintain Existing Section 8 Housing Allocations</td>
<td>Public Housing Development Operating Funds: $</td>
<td>Other</td>
<td>Other</td>
<td>513 0</td>
<td>102 7</td>
<td>20.02 %</td>
<td>138 4</td>
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<tr>
<td>Other Non-homeless Special Needs - Public Services</td>
<td>Non-Homeless Special Needs</td>
<td>Public Service Funding from All Sources: $</td>
<td>Public service activities other than Low/Moderate Income Housing Benefit</td>
<td>Persons Assisted</td>
<td>481 60</td>
<td>103 50</td>
<td>21.49 %</td>
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<tr>
<td>Other Public Services</td>
<td>Other Public Services</td>
<td>Public Service Funding from All Sources: $ / Safe and Successful Youth Initiative: $350000 / Shannon Grant: $</td>
<td>Public service activities other than Low/Moderate Income Housing Benefit</td>
<td>Persons Assisted</td>
<td>500 00</td>
<td>168 1</td>
<td>3.36 %</td>
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<td>Program Administration and Planning</td>
<td>Administration and Planning Expenses</td>
<td>Other</td>
<td>Other</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Facility Improvement - Dog Park</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $55000 / City of Pittsfield Capital Funds: $30000 / Stanton Foundation: $</td>
<td>Public Facility Improvement - Dog Park</td>
<td>Persons Assisted</td>
<td>350 0</td>
<td>0</td>
<td>0.00 %</td>
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<tr>
<td>Public Facility Improvement - Parking</td>
<td>Non-Housing Community Development</td>
<td>City Capital Funds: $</td>
<td>Public Facility Improvement - Parking</td>
<td>Persons Assisted</td>
<td>150 00</td>
<td>0</td>
<td>0.00 %</td>
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OMB Control No: 2506-0117 (exp. 06/30/2018)
<table>
<thead>
<tr>
<th>Streetscape Phase IV</th>
<th>Communit y Developme nt</th>
<th>$350000 / MassWorks Infrastructure Program: $</th>
<th>Infrastructure Activities other than Low/Moderate Income Housing Benefit</th>
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<tbody>
<tr>
<td>Public Facility Improvement - Westside Linear Park</td>
<td>Non-Housing Communit y Developme nt</td>
<td>CDBG: $ / City Capital Funds: $ / City of Pittsfield Capital Funds: $175000 / EPA Brownfield Remediation Grant: $ / PARC Grant - EOEEA: $</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
</tr>
<tr>
<td>Public Facility Improvements - Parks</td>
<td>Non-Housing Communit y Developme nt</td>
<td>CDBG: $ / City Capital Funds: $ / City of Pittsfield Capital Funds: $30000</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
</tr>
<tr>
<td>Public Facility Improvements - Sidewalks</td>
<td>Non-Housing Communit y Developme nt</td>
<td>CDBG: $ / MassWorks Infrastructure Program: $425000</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
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<tr>
<td>Public Facility Improvements - Garages</td>
<td>Non-Housing Communit y Developme nt</td>
<td>CDBG: $50000 / City of Pittsfield Capital Funds: $150000 / EPA Brownfield Remediation Grant: $100000 / MassWorks Infrastructure Program: $ / Massachusetts State Bond Bill: $6000000</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
</tr>
<tr>
<td>Public Facility Improvements- Garage and Additional</td>
<td>Non-Housing Communit y Developme nt</td>
<td>CDBG: $50000 / City of Pittsfield Capital Funds:</td>
<td>Brownfield acres remediated</td>
</tr>
<tr>
<td>Public Facility Improvements- Garage and Additional</td>
<td>Non-Housing Communit y Developme nt</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Persons Assisted | 400 | 0 | 0.00% | 448 | 448 | 100.00% |

Persons Assisted | 150 | 0 | 0.00 | 552 | 82 | 368.5% |

Persons Assisted | 800 | 0 | 0.00 | 140 | 40 | 175.5% |

Persons Assisted | 150 | 0 | 0.00 | 120 | 0 | 0.00 |

Persons Assisted | 150 | 0 | 0.00 | 120 | 0 | 0.00 |

Persons Assisted | 150 | 0 | 0.00 | 120 | 0 | 0.00 |

Persons Assisted | 150 | 0 | 0.00 | 120 | 0 | 0.00 |
<table>
<thead>
<tr>
<th>Category</th>
<th>Funding Source</th>
<th>Outcome Measure</th>
<th>Goals/Targets</th>
<th>Actuals</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garage and Additional Development</td>
<td>$150000 / EPA Brownfield Remediation Grant: $100000</td>
<td>Rental units rehabilitated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Facility Improvements-Garage and Additional</td>
<td>Non-Housing Community Development: $50000 / City of Pittsfield Capital Funds:</td>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>1.00</td>
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<tr>
<td>Public Housing Improvements - Federal Sites</td>
<td>Public Housing Capital Fund: $</td>
<td>Households assisted</td>
<td>163</td>
<td>91</td>
<td>55.83</td>
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<tr>
<td>Public Services - CDBG HSAC</td>
<td>Non-Homeless Special Needs</td>
<td>Public service activities other than Low/Moderate Income Housing Benefit</td>
<td>415</td>
<td>499</td>
<td>120.34</td>
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<td>Public Services - Neighborhood Clean-ups</td>
<td>Neighborhood Clean-ups</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
<td>200</td>
<td>0</td>
<td>0.00</td>
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<tr>
<td>Public Services - Neighborhood Clean-ups</td>
<td>CDBG: $</td>
<td>Persons assisted</td>
<td>200</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee’s program year goals.
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.

**SIDEWALKS & CURB CUTS** – In FY2019, CDBG funding in the amount of $59,545.00 was budgeted for Sidewalk repair or curb cuts. For many years, the Department of Public Utilities and the Department of Community Development collaborated to create a larger and comprehensive sidewalk improvement project. It is effective and efficient which allows the sidewalk project funding to accomplish more work by reducing overall unit costs. In FY 2019, no CDBG funding was expended on sidewalk or curb cut repairs. The Department of Public Utilities submitted a grant to the Department of Transportation- Complete Streets Program for additional sidewalk funding. The City is has been awarded grant in the amount of $353,562 to be used for projects that involve sidewalk improvements. In the application, CDBG funding was used as matching funds. It is anticipated that the notice to proceed will be in the fall of 2019. Once received, the project and Bid and awarded. The work will be completed by June 30, 2020. CDBG funding is expended on sidewalk work completed in CDBG eligible areas only. These areas include the Westside and Morningside Neighborhood Initiative areas which are a priority and have the greatest need.

Extensive outreach is conducted on the needs of sidewalk and curb cut repairs by both the Department of Community Development and the Department of Public Services. Staff communicates with the Commission on Disabilities, City Councilors, and the public. It receives recommendations from other city departments, requesting locations for sidewalk repair work. Every site is evaluated and special consideration is taken when sites are located near walkways for school children; the disabled population; elderly; businesses and or exhibit severe deterioration that causes tripping hazards or ponding. Once each location has been assessed, it is ranked and placed on a master list that is frequently updated.

**ACCESSIBLE GRANTS** – The Handicapped Accessible Grant Program is a “high” priority grant program. It is designed to assist for profit and non-profit commercial property owners located in the City of Pittsfield in making handicapped accessible improvements to their building. Handicapped accessible improvements such as bathrooms, interior and exterior ramps, emergency warning devices, stair lifts and elevators are all available projects to receive funding. Private matching funds of 1:1 for non-profits and 3:1 for for-profits are required. CDBG funding from this program is received in the form of grant. In FY2019, $100,000 was budgeted in addition to $15,000 in FY18 carryover funds making a total budget of $115,000 for handicapped accessible improvements. During fiscal year 2019, a total of $96,352 of CDBG funding was expended. The goal was to assist approximately 3 businesses in making handicapped accessible improvements. A total of four commercial property owners applied for assistance during the program year, four were approved for funding and all four applicants completed their project and received their funding by the end of the year.

**CLEARANCE** – For FY2019 the total of CDBG funds budgeted for demolition of vacant buildings was $143,043.00. The goal for FY 2019 was to demolish an estimated five vacant properties. A total of $193,043.00 in CDBG funding was expended for the demolition of four vacant buildings during the 2019 fiscal year. Hazardous assessment and historic research was performed on each property. The four buildings that were demolished with CDBG funding were: 49-55 John Street, 100 John Street, 105 Daniels Avenue, 68-70 Lincoln Street. The City of Pittsfield Code Enforcement Team meets monthly to discuss properties on the vacant buildings list. The Health Department updates a vacant buildings list and the Department of Community Development coordinates the monthly meeting bringing together representatives from the Fire Department, Health Department, Building Inspectors Office, Building and Maintenance Department, Engineering, Public Services, Purchasing Department and the Mayors Office. The discussion focuses on troubled properties, public safety and the most effective way to eliminate the blight in the low-moderate income areas. There is a ranking system determining if the property is abandoned and maintained or if it is vacant and creating a public safety or health threat to the neighborhood. Assessing and prioritizing the properties on the vacant buildings list is a continual process performed...
by the Department of Community Development. Identifying properties that are candidates for demolition is a valuable part of the process in selecting properties to be demolished. The Code Enforcement Team monitors approximately a 100 properties that are on the vacant buildings master list. The majority of these houses are privately owned. Navigating the legal process and finding heirs is challenging and time consuming. As soon as the City has completed all the legal procedures it has the ability to demolish a privately owned property. Once the property has been demolished, a lien is recorded against the property for demolition costs.

**CAPITOL THEATRE RESTORATION PROJECT** - In FY2018, $50,000 was budgeted for design and oversight of the restoration of the historic Capital Theatre Marquee at the Ralph J. Froio Senior Center. $18,475 was expended and the remaining balance of $31,525.00 in CDBG funding was carried over to FY2019. The restoration process was detailed and because of the high costs of steel, the project was delayed and required additional funding. The amount of CDBG funding expended in FY2019 was $58,524.12 and City funds expended was $242,124.68. The total cost of the project was $293,620.80 and was completed in FY2019.

**CITY OF PITTSFIELD ADA PLAN** - In FY19, the City of Pittsfield completed an ADA Transition Plan for municipal public buildings, schools, parks and recreation areas. In FY2018, the City received a planning grant from the Massachusetts Office of Disability for $25,000 to create the ADA plan. The grant required matching funds and CDBG funding of $10,000 and $15,000 in City funds were budgeted in FY 2018. This funding was carried over from FY2018. In FY2019 the ADA Plan was completed, but additional funding was required to perform evaluations for ADA compliance on additional city parks. $8,610.00 in CDBG funds was requested, The plan was completed at a total cost of $58,610.00.

**WESTSIDE RIVERWAY LINEAR PARK** In Fiscal Year 2019 this project has progressed from the soil remediation and site preparation that were completed in April 2017, to development of construction documents for planned improvements. Through a National Endowment for the Arts creative place-making grant for $75,000, $14,000 grant from the State Department of Conservation Services, and $6,000 of local funds the City has completed a nearly year long effort of community engagement and creative design which has produced a final development plan including construction documents for the Westside Riverway Park. Construction of selected improvements will be completed in Fiscal Year 2020.

**WESTSIDE INITIATIVE** - The Westside Initiative is a focused revitalization of the neighborhood involving a partnership with the Westside Steering Committee, the City, and other organizations. Fiscal year 2019 was the 16th year of funding for this “high” priority activity. On October 6, 2019 a neighborhood cleanup event was held, CDBG funds in the amount of $2,977.56 were expended for the use of 4 dumpsters to remove bulky waste items and mail delivery of event flyers within target area. This activity benefited 120 residents within the income eligible area.

**MORNINGSIDE INITIATIVE** - The Morningside Initiative is also a focused revitalization of this neighborhood involving a partnership with the Morningside Steering Committee, the City, and other organizations. Fiscal year 2019 was the 15th year of “high” priority CDBG funding. On April 27, 2019 a neighborhood cleanup event was held, CDBG funds of $4,149.04 were expended for 5 dumpsters for a neighborhood cleanup and event fliers that benefited 71 Households, representing 241 residents, from the target area who brought bulky waste items to dispose of.

**RESIDENTIAL HOUSING HANDICAPPED ACCESS GRANTS** - In its sixteenth program year, this CDBG funded grant program assists low-income handicapped individuals by providing grants to cover the cost of installing exterior handicapped accessible ramps. The program was designed with the help of Ad-Lib, Inc., a local independent living center, that also provides names of handicapped applicants who are in need of assistance. The Citys 2019 Annual Action Plan stated that the DCD would assist approximately 5 disabled households through this program during the 2019 fiscal year. This goal
was not met during fiscal year 2019 as a total of one (1) disabled low-income individual was actually assisted in the design, bidding, and installation of one handicapped accessible exterior ramp to provide access to their residence. Any multifamily property three units or more require an architect’s review. An architect must be hired to submit the plans for the ramp and confirm construction was completed according to those plans. The fees for the architect add an additional $1,500-$2,000 per project. There has also been an increase in the cost of the handicapped ramps due to the rising costs of building materials and more stringent requirements from the Building Inspectors. More bracing, footings and materials are now required in the construction of the ramps causing the costs to rise.

**HOUSING REHABILITATION** - The Department of Community Development (DCD) continued to administer a federally funded Home Improvement Program on behalf of the City of Pittsfield. Funded primarily with CDBG money, the Home Improvement Program assists extremely low, very low, and low-moderate income households on a citywide basis. Income-eligible homeowners, as well as renters, benefit from the program. According to the City’s 2016-2020 Consolidated Plan, an objective for the City is to increase quality and quantity of rental and owner housing by funding and providing private and public home improvement and lead paint abatement programs. During the 2019 fiscal year, the DCDs Home Improvement Program was able to utilize the following funding sources to finance home improvement projects: HUD Community Development Block Grant (CDBG) funds and Mass Housing Get the Lead Out Funds. The City's 2018-2019 Annual Action Plan goal stated that DCD would expend approximately $390,392 to rehabilitate 25 housing units through the Home Improvement Program during the 2019 fiscal year. By year’s end, a total of $208,267.90 of Community Development Block Grant (CDBG) funds were expended on a total of 30 housing units undergoing rehabilitation during this reporting period. Rehabilitation work was completed for a total of 22 of the 30 housing units as of June 30, 2019. Berkshire Community Action Council contributed $49,215 in heating services funding. MassHousing’s “Get the Lead Out” contributed $48,848 in funds. Homeowners also contributed from their own personal funds in the amount of $2,190 towards CDBG funded rehabilitation projects during the year. The total CDBG figure above does not include CDBG funding in the amount of $4,565.45 expended for miscellaneous rehabilitation costs. Therefore, Home Improvement Program rehabilitation funding expended from all resources totaled $212,833.35. The DCD also stated in both the 2018-2019 Annual Action Plan and the 2016-2020 Five Year Consolidated Plan that it intended to emphasize lead paint abatement as part of its rehabilitation activities. During the year ending June 30, 2019 a total of 5 of the 30 housing units rehabbed through the Home Improvement Program had all lead hazards abated as part of the rehabilitation work. According to the goals outlined in the City’s Five Year Consolidated Plan, it was predicted that 100% of the housing units rehabilitated with CDBG funds would be occupied by low-income households. Low-income households are those whose incomes are at or below 80% of the area median family income as defined by HUD. For the year ending June 30, 2019, 100% of the occupied housing units undergoing rehabilitation were occupied by low-income households. In addition, 10 of the 30 households were also considered very low-income (incomes between 31-50% of the area median family income); and 7 of those same 30 households were also considered extremely low-income (incomes between 0-30% of the area median family income). Within the City of Pittsfield, census tracts 9001, 9002, and 9006 are the three census tracts that primarily comprise the boundaries that meet the definition of areas of minority and low-income concentrations. The DCDs Home Improvement Program is available to income-eligible property owners on a city-wide basis. During this reporting period ending June 30, 2019, 23% or 5 of the 22 housing units rehabilitated during the reporting period were located in these three census tracts.

**SMALL BUSINESS LOANS** - In the FY2019 Action Plan $299,586 was budgeted and the goal was to assist 2 businesses and create 4 jobs. Three new loans totaling $108,910.46 were made during the FY2019, one to a microenterprise who was a minority and low-income, one to a minority owned start-up business and one to assist with expansion of a business. A total of 9 jobs were created. The City of Pittsfield’s Small Business Fund supplemented the CDBG loan program.
year 2019 the goal was to assist 2 businesses and create 4 jobs. One loan commitment of $50,000 was made to a food distribution company that was expanding and proposed to bring 5 new jobs in Pittsfield.

**TECHNICAL ASSISTANCE GRANTS FUND** In FY2019, the goal was to assist 3 businesses with Technical Assistance grants with the creation of 4 jobs. A total of 6 new Technical Assistance Grants were awarded with CDBG funds during the 2019 fiscal year and 6 jobs created. In addition, a $32,500 grant was awarded from the Massachusetts Growth Capital Corporation technical assistance grant program and was used for one-on-one business counseling and two specialized trainings for small business entrepreneurs. PERC actively uses community partnerships to outreach and strengthen their resources available to small business entrepreneurs. During FY2019, PERC collaborated with Berkshire Taconic Foundation, 1Berskhires, Downtown Pittsfield, Inc., and the Western Massachusetts Small Business Development Center, all focusing on CDBG small business assistance programs to help entrepreneurs located in the City of Pittsfield.

**SPECIAL ECONOMIC DEVELOPMENT PROGRAM JOB CREATION**- Seven businesses were monitored for job creation during the 2019 fiscal year. The job creation commitment of the businesses monitored was 15 full-time jobs. During the 2019 fiscal year, 4 full-time equivalent jobs were created. The people that took the newly created jobs were 1 extremely low-income (0-30% MFI) person and 4 low-income (31-50% MFI) person. In addition, the 1 microenterprise (as described in the section above) that received assistance in fiscal year 2019 was owned by 1 low-income (51-80% MFI) person.

**PERC ADMINISTRATIVE EXPENSES**- Additional fiscal year 2019 CDBG expenditures paid to PERC for allowable administrative expenses related to the CDBG funded Special Economic Development Program totaled $5,971.04
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)

<table>
<thead>
<tr>
<th></th>
<th>CDBG</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>37,841</td>
</tr>
<tr>
<td>Black or African American</td>
<td>2,046</td>
</tr>
<tr>
<td>Asian</td>
<td>860</td>
</tr>
<tr>
<td>American Indian or American Native</td>
<td>166</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>40,921</strong></td>
</tr>
<tr>
<td>Hispanic</td>
<td>2,618</td>
</tr>
<tr>
<td>Not Hispanic</td>
<td>43,289</td>
</tr>
</tbody>
</table>

Table 1 – Table of assistance to racial and ethnic populations by source of funds

Narrative

The above table includes the racial breakdown for some of the households and families assisted with CDBG funds during the 2019 fiscal year. The figures in the table above are reflective of the overall racial breakdown of the City’s population listed below. According to the 2013-2017 American Community Survey (ACS), Pittsfield’s population by race and ethnicity is as follows:

Total Population: 43,289

Race:
- White alone: 37,841
- Black or African American alone: 2,046
- Asian alone: 860
- American Indian and Alaska Native alone: 166
- Native Hawaiian/Other Pacific Islander alone: 8
- Some Other Race alone: 862
- Two or More Races: 1,506

Ethnicity:
- Hispanic or Latino: 2,618
- Not Hispanic or Latino: 43,289

The accomplishment data entered in to IDIS for activities completed with CDBG funds that met the Low/Mod Area (LMA) benefit national objective did not include a racial breakdown. Examples of CDBG assisted activities meeting HUD’s LMA national objective were the two neighborhood clean-ups that took place and the improvements at Tucker Park. The accomplishment data for LMA activities is based on Census Tract and Block Group data that does not include a racial breakdown.
CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

<table>
<thead>
<tr>
<th>Source of Funds</th>
<th>Source</th>
<th>Resources Made Available</th>
<th>Amount Expended During Program Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDBG</td>
<td>public - federal</td>
<td>1,819,965</td>
<td>1,377,841</td>
</tr>
<tr>
<td>Continuum of Care</td>
<td>public - federal</td>
<td>391,799</td>
<td>310,520</td>
</tr>
<tr>
<td>General Fund</td>
<td>public - local</td>
<td>115,248</td>
<td>191,279</td>
</tr>
<tr>
<td>HUD-VASH</td>
<td>public - federal</td>
<td>620,904</td>
<td></td>
</tr>
<tr>
<td>Public Housing Capital Fund</td>
<td>public - federal</td>
<td>205,296</td>
<td>298,686</td>
</tr>
<tr>
<td>Section 8</td>
<td>public - federal</td>
<td>8,273,556</td>
<td>8,056,441</td>
</tr>
<tr>
<td>Other</td>
<td>public - federal</td>
<td>106,421,394</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>public - local</td>
<td>106,421,394</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>public - state</td>
<td>106,421,394</td>
<td></td>
</tr>
</tbody>
</table>

Table 2 - Resources Made Available

Narrative

The City of Pittsfield was awarded a $1,26,825 Community Development Block Grant (CDBG) from the U.S. Department of Housing and Urban Development for HUD year 2018 and the City’s fiscal year 2019. In addition to the CDBG funds, “program income” as of 6-30-19 totaled $288,326.42 and was received during the program year. Program income received during the year included both revolving loan funds and program income. An additional $55,471 was reprogrammed from prior year repayments of CDBG funds. Previous year CDBG funds totaling approximately $33,995 were carried forward to use in the 2019 fiscal year.

During the 2019 fiscal year, the City expended a total of $1,377,841.45 in CDBG funding. An analysis of the CDBG expenditures during the program year indicates direct program costs totaling $1,215,628.91; with 85% or $1,028,347.01 benefiting persons with low-to-moderate incomes (HUD requires a minimum of 70%). Of the total direct program costs, $187,281.90 (15%) was spent on projects to eliminate slums and blight (a maximum of 30% is allowed by HUD). The amount of $308,007.60 was expended as “activity delivery costs” or project administration costs representing a percentage of staff salaries that were expended in delivering activities accomplished during the year. Finally, $162,212.54 or 10.46% of the CDBG grant plus program income was expended for program administration and planning, well below the statutory limit of 20% for such program administration costs.

The following is a breakdown of the year’s total expenditures:

- Direct Program Costs (Total CDBG Expended on Projects): $1,215,628.91
- Plus Program Administration and Planning: 162,212.54
- Total Yearly CDBG Expenditures: $1,377,841.45
Identify the geographic distribution and location of investments

<table>
<thead>
<tr>
<th>Target Area</th>
<th>Planned Percentage of Allocation</th>
<th>Actual Percentage of Allocation</th>
<th>Narrative Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both Westside &amp; Morningside Areas</td>
<td>40</td>
<td>23</td>
<td>A total of $276,323.41 of the City’s yearly CDBG grant was expended in the target areas.</td>
</tr>
<tr>
<td>Morningside Initiative</td>
<td></td>
<td></td>
<td>$72,647 in CDBG funds were expended in the Morningside neighborhood.</td>
</tr>
<tr>
<td>Westside Initiative</td>
<td></td>
<td></td>
<td>$203,675.56 in CDBG funds were expended in the Westside neighborhood.</td>
</tr>
</tbody>
</table>

Table 3 – Identify the geographic distribution and location of investments

Narrative

As stated in the City’s fiscal year 2019 Annual Action Plan, most of the City’s CDBG funds are allocated on a project specific basis and not on an area basis; however, almost all CDBG funding is spent on projects located within the City’s CDBG eligible areas as defined by updated Census Data provided by HUD.

The City’s 2019 Annual Action Plan stated that 40% of the City’s yearly CDBG allocation would be expended on projects taking place in the City’s Westside Initiative area and in the Morningside Initiative area. These two neighborhood initiative areas are both areas of low-income and minority concentrations. The West Side neighborhood can be geographically described as Census Tract 6: Block Groups 2, 3, 4, and Census Tract 1: Block Group 4, and part of 2. The Morningside neighborhood can be geographically described as Census Tract 1: Block Groups 1, and part of 2, and Census Tract 2: Block Groups 1, 2, 3, 4, 5, and part of 6.

During the 2019 fiscal year, approximately $276,323.41 in CDBG funding was expended for projects located within the City’s Westside ($203,675.56) and Morningside ($72,647.85) Initiative CDBG areas. The following is a summary of the geographic distribution of CDBG funds expended on specific activities in Pittsfield during the 2019 fiscal year (figures do not include project delivery costs):

**Tucker Park:** CDBG funds in the amount of $45,936 were expended at Tucker Park, located in the Westside neighborhood. Funds were used for tree work and to replace the playground equipment.

**Westside Linear Park:** $9,9155 of CDBG funds were expended in FY19 CDBG funds were expended on engineering and environmental services to complete the soil management plan and health and safety plan required for compliance and filing fees.

**Removal of Architectural Barriers:** $96,352 in CDBG funds expended city-wide to assist non-profit and for-profit businesses in making handicap accessible improvements to 4 businesses.

**Public (Human) Services Grants:** $154,000 expended to assist CDBG income eligible persons city-wide.
**Housing Rehabilitation and Accessible Ramps:** $212,833.35 expended to benefit CDBG income eligible homeowners and tenants citywide. Of the total expended housing rehab funds, $33,509.81 of CDBG was spent on residential structures located within the Morningside Neighborhood Initiative areas.

**Neighborhood Clean-ups:** $2,977.56 were expended for a neighborhood cleanup in the Westside CDBG eligible neighborhood local target area and $4,149.04 expended for a neighborhood clean-up in the Morningside CDBG eligible neighborhood local target area. CDBG eligible neighborhood local target area.

**Economic Development Programs:** $20,621.29 was expended from technical assistance grant funding for four small businesses.

**Acquisition, Disposition, Clearance:** $179,830.50 of CDBG funding expended for clearance activities under the Slum/Blight Spot Basis (SBS) HUD National Objective to demolish 4 structures. Three of the four structures were demolished in the Westside neighborhood. $34,743 was spent to demolish 49-55 John Street, $55,187 was spent on 100 John Street and $47,382 was spent on 105 Daniels Avenue. One of the four was located in the Morningside neighborhood, $42,524 in CDBG funds were spent to demolish 68 Lincoln Street.

**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.**

As in previous years, the City attempts, whenever possible, to leverage HUD funds with funding from private and other public sources in order to maximize the effectiveness of the HUD funding. The following reflects the breadth of these leveraging efforts:

- The City’s CDBG funded Handicapped Accessibility Improvement Loan Program for businesses requires private, for-profit property owners to provide a minimum 3:1 match and also requires non-profit property owners to provide a 1:1 match. Funds leveraged through these CDBG funded loans during the 2017 fiscal year amounted to $628,000.00.

- Homeowners receiving rehabilitation assistance through the City’s Home Improvement Program may also have the opportunity to access other public or private financing Section 108 Guaranteed Loan Program; MassHousing’s Get the Lead Out Program; HomeCorps Funds; private bank loans; and additional grant funding from Berkshire Community Action Council. During the program year ending June 30, 2019, a total of $97,698 was added to housing rehabilitation projects through a combination of homeowner’s contributions; Berkshire Community Action Council funding, MassHousing Get the Lead Out funds, and Habitat for Humanity.

- “Special economic development” programs funded by CDBG are structured to involve companion funds from other public and private sources. Technical assistance grants require a
one-to-one match of funds from private sources. (CDBG funds for Small Business Loans leveraged $226,000 in other public and private funding in fiscal year 2019.

- The City of Pittsfield’s CDBG funds leveraged $69,000 in 2019 General Revenue funds to support 12 human service programs that did not receive CDBG funds.

- Of the 12 human service programs that were CDBG funded, all of them leveraged additional sources of funding to provide services and programs during the 2019 fiscal year. The amount of the additional sources of funding was $8,385,674 from other public and private sources.

As mentioned earlier, the City used CDBG funds to improve two City owned parks, Tucker Park and Westside Linear Park. Additionally the restoration of the Capitol Marquee at the Senior Center used CDBG funds to improve publicly owned property. CDBG planning funds were expended in FY19 for a ADA plan that looked at ways to improve and make City onwed spaces accessible to persons with disabilities.
CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

<table>
<thead>
<tr>
<th>Number of Homeless households to be provided affordable housing units</th>
<th>One-Year Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Non-Homeless households to be provided affordable housing units</td>
<td>31</td>
<td>34</td>
</tr>
<tr>
<td>Number of Special-Needs households to be provided affordable housing units</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>56</strong></td>
<td><strong>214</strong></td>
</tr>
</tbody>
</table>

Table 4 – Number of Households

<table>
<thead>
<tr>
<th>Number of households supported through Rental Assistance</th>
<th>One-Year Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of households supported through The Production of New Units</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Number of households supported through Rehab of Existing Units</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td>Number of households supported through Acquisition of Existing Units</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>56</strong></td>
<td><strong>214</strong></td>
</tr>
</tbody>
</table>

Table 5 – Number of Households Supported

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

The City’s Annual Plan proposed that 56 households, that met the HUD Section 215 housing definitions, would be assisted in fiscal year 2019. As stated earlier, 214 households were assisted during the program year. The Pittsfield Housing Authority (PHA) and Berkshire Housing Development Corp. (BHDC) both administer rental subsidy programs within the City of Pittsfield. The City’s Annual Action Plan for the 2019 fiscal year stated both agencies would pursue new federal budget authorities of Section 8 rental assistance funding during the year.

During fiscal year 2019, the PHA did not receive any new funding allocations for the Section 8 rental voucher program. In FY19 the PHA administered a total of 550 Section 8 rental vouchers with existing funding allocations. Of the 550 Section 8 vouchers currently administered by the PHA, 525 of them were being used by extremely low and low-income households to rent apartments located within the City of Pittsfield. A total of 13 of the Section 8 vouchers were “ported” outside of Pittsfield. The term “ported”
refers to Section 8 rental vouchers that households received from the PHA, but use them to rent an apartment in a different town or city that has its own Housing Authority. In these instances, the local housing authority in the location where the household eventually finds an apartment administers or hosts the “ported” Section 8 rental voucher. A total of 3 vouchers were ported in to the City of Pittsfield.

The PHA also maintains subsidized rental units available in family and elderly rental housing developments that are owned and managed by the PHA. These housing developments have apartments that are available for income-eligible households and either the state or the federal government subsidizes the rents. The PHA owns and manages 235 family apartments located in housing developments and 455 elderly apartments also located in housing developments. They also provide housing for 46 tenants under Dept. of Mental Health and Dept.of Developmental Services.

BHDC reported that they administered an average of 529 mobile and project-based Section 8 rental vouchers during the 2019 fiscal year. BHDC receives their allocations of Section 8 rental voucher funding through the Massachusetts Department of Housing and Community Development (DHCD). During the 2019 fiscal year, BHDC reported that they received no new mobile voucher allocations. BHDC reported that 637 mobile vouchers and 76 project-based units within Berkshire County were administered.

BHDC also manages rental housing developments that offer subsidized apartments to income-eligible households. In fiscal year 2019, BHDC managed 108 elderly apartments at Epworth Arms and Capitol Square Apartments. BHDC also manages 44 units of affordable housing at the YMCA, 24 units at Redfield House, 6 units at George Street, 2 units at Cherry Street, 45 units at the Rice Silk Mill and 100 units at Dalton Apartments.

Throughout the City there are also approximately 634 subsidized rental housing units that were privately developed and currently managed by private companies. These units are located at the following developments: Berkshire Town (Elderly), Oak Hill Apartments (Family), Riverview Homes (Family), Central Annex (Elderly/Disabled), Union Court (Elderly/Disabled), and New Amsterdam Apartments (Mixed).

**Discuss how these outcomes will impact future annual action plans.**

The City will continue to prioritize affordable housing as one its main goals in future action plans.

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

<table>
<thead>
<tr>
<th>Number of Households Served</th>
<th>CDBG Actual</th>
<th>HOME Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Low-income</td>
<td>188</td>
<td>0</td>
</tr>
<tr>
<td>Low-income</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>Moderate-income</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>214</td>
<td>0</td>
</tr>
</tbody>
</table>

*Table 6 – Number of Households Served*
**Narrative Information**

The City’s fiscal year 2019 Annual Action Plan proposed that 56 households, that met the HUD Section 215 housing definitions, would be assisted during the year. As indicated by the charts above, a total of 214 households were assisted with housing programs meeting Section 215 definitions during the 2019 fiscal year. The following is a breakdown of the households assisted:

Rental Assistance – A total of 180 (180) homeless households were provided with rental assistance to make the transition to permanent housing through Berkshire Housing and the Pittsfield Housing Authority.

- 180 Extremely low-income (0-30% of MFI) renter households

Homeownership – Three (3) households became first-time homebuyers through Central Berkshire Habitat for Humanity.

- 3 Low-income (31-50% of MFI) owner households

Rehabilitation –

The following thirty one (31) households were assisted with CDBG funded rehabilitation (30 households assisted with housing rehabilitation and 1 households assisted with accessible improvements):

- 8 Extremely low-income (0-30% of MFI) owner households
- 10 Very low-income (31-50% of MFI) owner households
- 13 Very low-income (31-50% of MFI) renter households
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

Berkshire County and the city of Pittsfield are participating members of the 3 County Rural Continuum of Care. The 3 County CoC coordinates planning, policies and services that are designed to reduce and eliminate homelessness in Berkshire, Franklin and Hampshire counties in Western Massachusetts. Services target homeless and at-risk families and individuals with specialized programs to address specific sub-populations including: veterans, the chronically homeless, individuals/families experiencing domestic violence and unaccompanied youth and young adults. Hilltown Community Development Corporation (CDC) has been the Collaborative Applicant/Lead Agency for the 3 County CoC. In FY19, Hilltown CDC decided to no longer take the role of Collaborative Applicant. A RFP was issued for a new lead agency. Community Action Pioneer Valley (CAYP) applied and was approved by the CoC Board as the new Collaborative Applicant.

In 2019, the CoC continued to operated a Coordinated Entry process across all three counties. The CoC uses data to identify individuals who are veterans and who are chronically homeless and use an assessment tool to assess, prioritize based on risk, and identify individuals for housing placement. CAYP will have a staff person dedicated to Coordinated Entry which will hopefully streamline the coordinated entry process.

Elliot Homeless Services continues to supervise a street outreach team that provides support to the homeless population and service providers with an emphasis on engaging the chronically homeless/unsheltered population. They participate in the annual point in time count and conduct assessments on homeless individuals to assist providers in prioritizing the most vulnerable and needy. Outreach continues to be coordinated in Pittsfield through fiscal year 2019 in terms of cross-institutional and street out reach. Service providers participate in pre-release readiness activities with the Berkshire County Jail and House of Correction, in-reach to detox, the ER and psychiatric unit at Berkshire Medical Center, expanded street/event outreach capacity by Elliot Services, and through the Pittsfield Community Connection and Reconnect Center which focuses on youth/young adults. ServiceNet also operates an outreach team. The City and the Police department frequently reaches out to ServiceNet staff when reports are received or unsheltered person in City parks or in other locations. Soldier On provides outreach to places not meant for human habitation to identify homeless Veterans within the community of Pittsfield. In addition Soldier On operates a call center with a toll free phone number for Veterans and non Veterans to access homeless services.
Finally, the CoC HMIS administrator and CoC members have developed enhanced data sharing agreements that allows information sharing across-providers to better coordinated services to target populations like the chronically homeless and homeless youth/young adults.

**Addressing the emergency shelter and transitional housing needs of homeless persons**

In 2018/19, the 3 County CoC received $1,805,851 in HUD CoC funds. Of these funds, roughly $310,520 was expended in Pittsfield to provide transitional and permanent housing beds for chronic and other homeless individuals and families.

Emergency and transitional shelter services in Pittsfield were provided by three agencies during the 2019 year: ServiceNet, for families and individuals; Soldier On for veterans; and the Elizabeth Freeman Center for families and individuals who are homeless as a result of domestic violence.

In FY19 ServiceNet operated Barton Crossing Emergency Shelter and a Winter Shelter, Our Friends House Family shelter, Transitional Housing and Permanent Housing. Barton's Emergency Shelter served 133 individuals, 2 of whom were Veterans, 3 were Chronically Homeless, 15 were young adults (18-24) and 28 were positive individuals. Barton's Winter Shelter served 163 individuals, 4 of whom were veterans, 4 were Chronically Homeless, 28 were young adults. Statistics for the individuals served by ServiceNet in FY19 are as follows: 65% white, 19% African American, and less than 1% from each of these groups: Asian, American Indian/Alaskan Native, and Multi-Racial. Seventy percent are Non-Hispanic/Non-Latino and 25% Hispanic/Latino. Forty percent have mental health challenges, 24% present with alcohol or substance use issues, 10% have both alcohol and substance use issues. Twenty-one percent have chronic health conditions, 5% have developmental disabilities, and 17% have a physical disability. Sixty individuals and families have histories of domestic violence.

In FY19 ServiceNet provided shelter guests with wrap around services that include housing and job searches, help with obtaining needed benefits, medical care, mental health counseling, and peer support and treatment for drug and alcohol use challenges. In FY19, ServiceNet worked with local schools, medical and mental health professionals, and community organizations, staff help families identify and get the support their children need.

In FY19 ServiceNet assisted 73 families with shelter at Our Friends Family Shelter, 4 of whom were Chronically Homeless, 4 of whom were Young Adults and 4, 9 of whom were positive families. An additional 4 families were assisted with transitional housing. 85 households were served in FY19 with permanent housing, 4 of whom were chronically homeless, 6 of whom were young adults and three of whom were positive households. Overall in FY19, ServiceNet served 319 individuals, 5 of whom were veterans, 11 were chronically homeless, 34 were young adults aged 18-24, 31 were families and 50 were positive housing.

The Elizabeth Freeman Center’s Homelessness Response/Prevention Services provide a continuum of services in FY19, including: secure emergency shelter for victims of violence unable to stay in their home due to danger of imminent harm; community-based services to help victims obtain or maintain housing and community connections through safety services, assistance obtaining court protection orders,
advocacy, counseling, and emergency financial and housing stabilization assistance for rent, moving, new locks, car repairs and other expenses necessary to maintaining or obtaining safe housing and stable income; three transitional housing units for survivors fleeing violence who would otherwise need shelter; follow-up services to support successful transitioning from shelter to new homes, including solicitation of home supplies and furniture; and financial independence initiatives to combat poverty and secure economic stability, including our Money School Program in English and Spanish. In FY19, EFC provided 744 survivors with direct homelessness prevention services.

Soldier On makes available up to 10 beds daily for homeless Veterans for immediate shelter at our facility in Pittsfield MA. In addition Soldier On has the capacity to provide up to 60 beds of transitional housing for Veterans. Veterans can remain in transitional housing for up to 2 years. During the months of November through April Soldier On provides emergency shelter services to non-veterans from the City of Pittsfield. On average Soldier On provided between 15 and 20 beds of shelter. During this time period Soldier On provided service to an average of 35 Veterans in Transitional Housing and 2 in emergency shelter.

**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**

As part of the Three County Continuum of Care, Community Action Pioneer Valley subcontracts with the Berkshire County Regional Housing Authority to implement ESG supported programming in Berkshire County. ESG funding in the amount of approximately $21,000 is utilized solely for homelessness prevention services in Berkshire County. In other words, ESG funds are not utilized in Berkshire County as resource for institutional discharges. It should be noted, however, that the Three County CoC is developing Coordinated Entry and Prioritization Policies for the utilization of ESG resources, with a particular focus on access to homelessness prevention resources.

Berkshire County Regional Housing Authority (BCRHA) through its Housing Services and Mediation Program (HSMP) has served as Berkshire County’s primary provider of homelessness prevention and housing stability services. BCRHA is a court certified mediation program, a HUD approved “Housing Counseling Agency,” Berkshire County’s Consumer Protection Agency, the only Berkshire based organization with HUD-Certified Housing Counselors on staff, and a member of the Western Massachusetts Foreclosure Prevention Center and the Massachusetts Regional Housing Network. The mission of BCRHA is to develop opportunities that will assist low and moderate income Berkshire County households in securing the skills, knowledge, and resources necessary to achieve self-sufficiency and household stability by:
• developing and implementing a continuum of innovative services and programs that address the underlying causes of household, housing and community instability and homelessness.
• assisting households to develop strategies to overcome barriers to self-sufficiency.
• collaborating with other human service providers, including grass roots organizations and faith-based organizations to alleviate the causes and effects of household instability.

BCRHA recognizes minority, ethnic, immigrant, cultural, and linguistic diversity through in-person and telephonic contact with persons seeking services and with the agencies that refer them. BCRHA mitigates potential barriers to the agency’s services related to a household’s diversity by ensuring expeditious access to the BCRHA’s services and resources through the following resources:

• internal resources, including bilingual and culturally diverse staff, language interpretation telephone service that can be accessed 24 hours daily, TTY, specialized services for immigrant, staff training on cultural competency and disability issues, and forms and community education materials in English and Spanish,
• external resources, including community agencies such as the Berkshire Immigrant Center, Manos Unidas, BRIDGE, AdLib, United Cerebral Palsy, National Alliance on Mental Illness, and the Massachusetts Commission for the Deaf and Hard of Hearing, and paid interpreters, AND
• BCRHA in partnership with Berkshire Housing, Inc. has developed a Language Access Plan (LAP).

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

Soldier On, Inc. continues to utilize an SSVF grant in order to provide services to homeless and at-risk veterans in Berkshire County with an annual target of 200 veterans and their families. During the 2019 fiscal year, the program provided prevention, diversion, and rapid-re-housing to eligible veterans, including family members, and provided temporary financial assistance, case management, and peer mentoring. Veterans that reside within Soldier On transitional housing work directly with a case manager to plan for discharge from transitional housing to Permanent Housing. In addition Soldier On provides homeless and at-risk of homeless permanent housing opportunities to Veterans that reside within Pittsfield. These services include Case Management, Temporary Financial Assistance to help with rental assistance and move in costs.

The 3 County CoC conducted an annual Point-In-Time Count in January 2019 that surveys at-risk and homeless youth and young adults. It is a precursor to identifying the level of need, funding and program strategies to intervene with young adults who at high risk of long-term housing instability. Pittsfield providers worked in close collaboration with youth organizations to identify youth in Pittsfield.

The Massachusetts Department of Developmental Services, as planned, provided residential living and
an array of support services to adults and children with intellectual disabilities residing in Pittsfield. Most adults living in residential programs and living outside of their family's home would be below 80% of median family income. Adults and children benefiting (planned/actual): adults 345/345; children 63/63. Expected yearly funding sources: Planned /Actual: State: $10,180,157.70.

The Brien Center for Mental Health and Substance Abuse Services is a community-based, non-profit agency with a 95 plus year history of providing a continuum of services for children, adolescents, adults and families who suffer from are living with serious and persistent behavioral health disorders and substance use disorders. Funding is provided through state contracts with Department of Mental Health; Department of Children and Families; Department of Public Health/ Bureau of Substance Abuse; Third Party Insurance reimbursement; and grants and donations including City of Pittsfield funds. It is anticipated that approximately 6,000 low income individuals from Pittsfield were served in Brien Center programs in FY 2019. Funding for the county wide mental health and addiction treatment services and programs, from public and private sources, was expected to be $23,400,000 and the actual was $24,950,000.

UCP of Western Mass as planned, continued to offer our five core services in 2019: Children's programming, Family Support Services, Supported Living, Assistive Technology Supports, and even a Radio Reading Service (104.3 LP-FM WRRS- Berkshire Talking Chronicle). UCP offers services to persons with all disabilities including cognitive, autism, muscular dystrophy, hearing impairments, sight impairments, spinal cord injury, mental health, and even traumatic brain injury. In FY19, UCP expanded service in the area of supported living for persons with disabilities. Twelve new members joined UCP through this program which helps persons with more severe disabilities live in their own apartment by helping them manage their PCA program, offer direct support, finds housing, and even offers financial assistance. Of course, our members have access to smart home technology through our assistive technology center. The number of persons who benefited from UCP services in 2019 was 3,097 (this includes long-term and short term supports) with an operating budget of $4.2 million.

The Ralph J. Froio Senior Center served over 1800 seniors ages 55 and above during FY 2019. The many programs offered, served as a means of socialization for all participants. Offerings included the Travelling Seniors program, exercise, dance, bingo, mah-jongg, a variety of card games, puzzle making and pool. Other activities included card making, chair caning, macrame, ceramics, wood carving, woodworking, and quilting to name just a few. The Center partnered with the local YMCA to provide discounted health club memberships for our enrolled seniors. The center is also a daily meal site for the Elder Services of Berkshire County Nutrition program which serves healthy meals to approximately 50 seniors per day. The Center also served the community by providing meeting space for various civic and non-profit groups. Groups using the center included: Grandparents Raising Grandchildren, The Berkshire Tree Watch, The Dalton Art Guild, TOPS Weight Loss Program, Kiwanis, Rotary and UNICO. The Center also hosted informational programs covering a wide range of topics around health and safety. This year the center began its new evening programming called “Froio After Hours” which addresses current day issues such as medicinal marijuana and healthy eating for seniors. The Froio Center received $300,414 from the City of Pittsfield, $128,076 from the State of Massachusetts Formula Grant, approximately
$31,000 from the Berkshire Regional Transit Authority for van operations, and almost $42,000 from Elder Services of Berkshire County for the Supportive Day Program.

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

**Actions taken to address the needs of public housing**

The Pittsfield Housing Authority (PHA) implemented both physical improvements as well as improvements in the management and operation of the local public housing authority during the 2019 fiscal year. Funds for these improvements were provided through the Housing Authority’s Capital Fund Program. The physical improvements are consistent with the PHA’s 5-year plan, and were also stated as proposed actions in the PHA’s Annual Plan. The following physical improvements were planned to be completed during fiscal year 2019, according to the PHA’s Annual Plan:

- $280,086 was budgeted to start the roof replacement at Dower Square (family development).
- $18,600 will be set aside to pay for any related fees or costs associated with the planned improvements.

During the 2019 fiscal year improvements that are to be completed and stated are:

- $232,000 completion of roof replacement at Dower Square.
- $59,588 start improvements on parking lots and sidewalks at Dower Square.
- $18,000 to help improve overall operations of the PHA.
- $18,600 for related fees costs, such as architect fees.

Other actions that the Pittsfield Housing Authority carried out during the 2019 fiscal year are as follows:

- As in prior fiscal years, in fiscal year 2019. All tenants of federal housing are offered a choice between the flat rent structure or an income based amount. For fiscal year 2019, the PHA complied with the HUD mandate that states that the flat market standard is now determined as 80% of the fair market value. If a tenant chooses the flat market rent rather than the income based amount, they must pay the flat market rent for a year. Income based amounts (30% of the income going to rent) can be adjusted at any time if the tenant’s income changes. In addition the new policy mandates that tenants that access the flat rent for more than two years should be considered self-sufficient and will be asked to leave public housing. The flat market rate standard is usually higher than the income based approach so many tenants are not choosing to utilize it.

- For another year, the PHA also continued its use of an increased fair market rent standard during the 2019 fiscal year. The PHA continued their practice of offering a fair market rent standard from 100% to 110% of the HUD fair market rent for Pittsfield, in an effort to increase housing choices for those households participating in the PHA’s Section 8 rental voucher program. The PHA reports that housing choice has been challenged locally by the shortage of deleaded unit or apartments with 3 or more bedrooms.

- The PHA continued its policy in fiscal year 2019 to target 50% of all new admissions to public
housing to families with incomes at or below 30% of the median area income, in an attempt to exceed the HUD federal targeting requirements. In doing so, the PHA tries to place households with different income levels together in a particular housing development in an effort to prevent all extremely low-income or all low-income households from residing in the same housing development. The PHA indicates that this is difficult to accomplish because most applicants on the waiting lists are extremely low-income and may require a specific bedroom size in relation to household size or require deleded units due to the presence of children under the age of 6.

The PHA continued to utilize a weighted preference system for admissions to federal housing programs in fiscal year 2019. In 2014, the PHA expanded their local preference to include residents of Berkshire County. As almost all of the towns in Berkshire County do not have their own local housing authority, the PHA moved to this procedural change to accommodate the needs of Berkshire County residents. The weighted preference system favors people who live in Pittsfield/ Berkshire County; people who are working or are being trained to work in Pittsfield/Berkshire County; people who are victims of domestic violence; people needing protection due to provision of evidence of criminal behavior; people who are displaced by government action or natural disaster; people who are homeless; and people who are veterans. The PHA reported that the weighted preference system continues to be more effective than the priority system. Use of the weighted preference system awards local residents and local workers additional points when it comes to qualifying for available housing assistance. As a result, the weighted preference system allows the PHA to assist local households first and then households from outside the area.

The PHA again this year has applied for the Safety and Security Grant in the amount of $250,000. This grant will enable the PHA to provide high tech cameras that will interact with the Pittsfield Police Department. The developments that will benefit by these cameras will be the federal since this is a federal grant. This includes but not limited to: Columbia Arms-65 Columbus Ave (elderly), Jubilee Apartments- 10 Francis Avenue (family) and if there is a balance Dower Square-253 Wahconah Street (family).

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

Each fiscal year, the PHA solicits the opinions and input of residents of their public housing developments and voucher holders. The PHA tries to have at least two people from each housing development on the Resident Advisory Boards as well as two people from the Section 8 rental voucher program. The PHA also utilizes the Resident Advisory Boards in order to solicit input from the residents regarding the issues and procedures they feel should be included in the PHA’s Annual and 5-year HUD plans. Currently, there are two separate Resident Advisory Boards, one for public housing development residents and one for Section 8 voucher recipients. These two Resident Advisory Boards are brought together yearly when the PHA solicits input for the HUD Annual and the 5-year plans. Also if there are issues within a specific development then the development specific board can be convened to address those issues. If there are program wide issues that affect all of the PHA developments and voucher recipients, then the Resident Advisory Boards may be convened more than once a year. The Housing Authority has also instituted a new policy where a development specific annual meeting is held in order
for the PHA to inform residents of any issues that may affect the residents of that development. It is also an opportunity for the residents to inform management about issues that concern them.

**Actions taken to provide assistance to troubled PHAs**
The Pittsfield housing authority is not a troubled PHA.

**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 Pittsfield has several zoning ordinances and incentive programs designed to encourage and develop affordable and mixed income housing, streamline the permitting process and remove barriers to affordable housing development. These programs include the Downtown Arts Overlay District; the 40R Smart Growth Zoning Overlay District; and the Urban Center Housing - TIF Program. These programs were designed to encourage a mix of housing and more importantly to provide affordable housing in situations where it may not have otherwise been built. While not specifically adopted to encourage affordable housing, the City also continued to offer the Housing Development Incentive Program (HDIP) to housing developers interested in creating market rate housing. In FY2019, construction began on 29 units of market rate housing at the site of the former St. Mary’s Church. This project utilizes local tax credits, state HDIP incentives and CPA funds for historic preservation. The redevelopment of this property offers the following public benefits: the preservation of four historic structures, redevelopment that is compatible in terms of use and scale with the surrounding neighborhood, addressing a shortage of market rate housing for young professionals in a campus like setting; and redevelopment of buildings that have been vacant for long periods of time, to the detriment of the surrounding neighborhood.

Pittsfield also has two Census Tracts, Tracts 9001 and 9001, designated as Opportunity Zones. The program presents an opportunity for private, tax-advantaged investment into areas of economic need, benefiting both residents living in the zones and private investors. The two designated areas in Pittsfield, Census Tracts 9001 and 9002, will be available for investment in FY20.

In FY19, the City made progress on two zoning changes. The first is the development of a new form based code which will replace the downtown zoning. Form based code streamlines the permitting process by laying out the requirements for development and allowing the developer to move directly to permitting rather than having to go through land use board review. Housing projects particularly stand to benefit from this streamlined process. In FY19 an overlay district for Tyler Street was developed. This allows greater flexibility in neighborhood redevelopment to allow more residential and commercial development, including affordable housing, in the Tyler Street area.

Community Preservation funds were available in FY19 for the creation of housing. Habitat for Humanity and the Gordon Deming project were awarded funds in FY2019 to assist with the development of 6-units of affordable condominiums for families that meet the 40-70% of the HUD income guidelines.
City was awarded a $425,000 grant from EOHED’s MassWorks Infrastructure Program for roadway and infrastructure improvements at the property. Construction began in FY2019 with the project being completed by the end of FY20.

The City’s Code Enforcement Committee met monthly during the 2019 fiscal year. The committee is comprised of representatives from the Health Department, Building Inspections, Department of Community Development, Fire Department, City Solicitor, Purchasing Department, Engineering, and Department of Public Services. The main purpose of the committee is to review and update the City's list of vacant building, update code enforcement actions, and help assess structures that should be condemned and demolished. The City's Health Department continued to work with the Attorney General’s office during the 2019 fiscal year to create more receivership appointments with the Housing Court. Since 2011, 54 properties have been targeted as possible receivership properties and 11 properties have had receivers appointed by the Court. In FY 19, five properties had receivers appointed. The City continued to have available HomeCorps funds for receivers to help pay for some of the rehabilitation work. Other actions that the City undertook during the 2019 fiscal year to eliminate or reduce barriers to affordable housing are as follows: The City's Department of Community Development distributed a free and updated fair housing booklet for landlords and tenants. Fair housing materials were also available on the City’s website. Both the guidebooks and information on the website were also available in Spanish. The Department of Community Development continued to give a priority to the Department of Community Developments Home Improvement Program applicants who required handicapped accessible modifications and continued to provide 0% loans to applicants where accessible improvements were made to their homes or apartments if occupied by income eligible owners and tenants. The Department of Community Development also provided a CDBG funded program to assist businesses and non-profit organizations in making accessible improvements such as ramps, lifts, and partially funding elevators. The Department of Community Development provided services for housing discrimination complaint intake and processing in cooperation with the Massachusetts Commission Against Discrimination through the Department of Community Development’s Fair Housing Officer. The Department of Community Development offered a fair housing "hotline" to answer tenant/landlord related rental housing questions through the City’s Department of Community Development. Berkshire County Regional Housing Authority continued to provide landlord/tenant counseling and legal assistance through their existing programs that benefited extremely low-income, low-income and moderate-income households in an effort to help prevent discriminatory practices in renting, evictions, and homelessness.

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

Working Cities Pittsfield, now in its third year, is the main source for community engagement and promoting resident driven issues in the community. Working Cities is a cross sector initiative focused on ensuring that all people in Pittsfield experience a safe, thriving and just community. Working Cities is funded by a three year grant from the Federal Reserve Bank of Boston. The mission of Working Cities is to improve individual, institutional, institutional, and social fairness and respect in the community, and thus to support individuals moving out of poverty. Using the Bridges Out of Poverty model, the initiative
seeks to make system change. The Getting Ahead Program is an 8-week, 32-hour workshop where participants investigate as a group, learn about community resources, examine social and institutional barriers, and increase Social Capital. The co-investigative process uses self-assessment and other tools to build financial, emotional, and social resources by exploring the impact of poverty on participants’ lives. Since 2016, 79 Pittsfield residents have graduated from the GA program. 6 graduates of the program have become Community Navigators, Navigators advocate on behalf of under resourced residents, connecting them to services and community resources. To date the Navigators have 505 outreach hours and have connected and advocated for residents for the following types of services: heating and weatherization services, affordable child care, financial literacy, first time homebuyers assistance, registering to vote, job training and continuing education. Community meetings are held once a month, called “Working Cities Wednesdays” they are held after work hours with free child care and food to encourage resident participation. The meetings have resulted in citizen advocacy and launching community projects, such as community bike rides, new stop signs at a dangerous intersection, and a coop transportation program. 317 unduplicated residents have attended a Wednesday and 69% of those attended a meeting attended a second meeting. Bridging Out of Poverty also trains those who work with under resourced residents in order to bring a sense of cultural competency and an understanding of class difference and how it manifests in their work and lives. Two sessions have been held for community leaders and agency staff and a total of 250 people were trained in Bridges Out of Poverty, 35 of which were City of Pittsfield employees. As a result of the community meetings, the most important under resourced needs in Pittsfield according to residents are access to transportation, economic opportunity and access to living wage jobs, affordable housing, lack of affordable child care, and safety in the neighborhood. In response to the concerns about safety in the neighborhood, residents initiated a community partnership with the Police Department to open a substation in Westside. Opened in the spring of 2019 and manned by volunteers, residents can file a complaint, report an incidence or ask questions of the Police Department.

Homelessness continues to be an issue in City. Formed in FY19 the homelessness prevention committee meets monthly for a televised meeting to discuss issues of homelessness in the city. Agencies who serve this population have presented to the committee about the types of services and programs that are available in Pittsfield. The committee is working toward discovering where there may be gaps in service and how these gaps can be addressed.

Homelessness prevention programs were a priority for City/ CDBG human service funding. The City continues to allocate up to 15% of the City’s annual grant (plus previous year’s program income), the maximum amount that can be allocated for public service activities. The Human Service Advisory Council, an eleven member board that makes the recommendation for the use of the human service funds, has made a decision to favor funds being awarded to programs that meet the top five community needs, as determined in the City’s five year annual plan. Those five priority needs are; anti-crime programs, youth services, abused children affordable child care, substance abuse services, homeless prevention & homeless emergency housing services. During the 2019 fiscal year, the City of Pittsfield took every opportunity to pursue other state and federal grant funds to assist the City in achieving its goals and providing programs and public facility related improvements. In an effort to further meet
underserved needs and as evidenced by the large numbers and dollar amounts of other state and federal grants used to leverage CDBG funding listed elsewhere in this CAPER report, the City’s Department of Community Development has been very successful in obtaining other grants. From fiscal year 2005 through fiscal year 2019 the City’s Department of Community Development has secured and/or administered approximately $50,343,688 million in State and Federal grants (not including the City’s annual CDBG grant allocation) for a wide variety of projects and programs to help the City accomplish its goals in providing a better quality of life for the City’s residents. In FY19 alone the City secured $3,316,250 in additional grant funding. Affordable housing also continues to be an area of underserved need in Pittsfield. Both the Pittsfield Housing Authority and Berkshire Housing Services, Inc. continue to struggle with long waiting lists for households needing Section 8 housing assistance and affordable, decent, safe apartments. However, as stated as a goal in the City’s 2019 Annual Action Plan, both agencies continued to provide decent affordable housing during the 2019 fiscal year. During the 2019 fiscal year, the Pittsfield Housing Authority utilized an allocation of $3,715,584 to provide 542 Section 8 funded Housing Choice Vouchers to low-income households. The Pittsfield Housing Authority also expended $626,584 in public housing operating funds to maintain 164 rental housing units at its federally funded affordable housing developments. Additionally, the Pittsfield Housing Authority expended $780,863 to maintain 535 rental housing units at its state funded affordable housing developments.

Berkshire Housing Services, Inc. utilized an allocation of $4,172,709 to provide 549 Section 8 funded Housing Choice Vouchers and also spent $1,510,778 to fund and maintain 221 housing units in their federal and state funded affordable housing developments. Additionally, 637 mobile vouchers and 76 project based units within Berkshire County were administered. BHSI manages rental housing developments that offer subsidized apartments to income-eligible households. BHSI manages 108 elderly apartments consisting of Epworth Arms and Capitol Square Apartments. BHSI also manages 44 units of affordable housing at the YMCA, 24 units at Redfield House, 6 units at George Street, 2 units at Cherry Street, 45 units at the Rice Silk Mill and 100 units at Dalton Apartments. There were also approximately 634 subsidized rental housing units throughout the City that were privately administered and that provided affordable housing during the past year. These subsidized housing units were located at the following developments: Berkshire Town (elderly), Oak Hill Apartments (family), Riverview Homes (family), Central Annex (elderly/disabled), Union Court (elderly/disabled), and New Amsterdam (mixed). The City was awarded a $425,000 grant from the MassWorks program in November of 2017 for roadway and infrastructure improvements to support the development of six units of affordable housing. These townhouse style units will be available for first time homebuyers who have incomes between 40-70% of the area median income. These new units will provide a valuable housing opportunity for six families. In FY2019 the City was awarded a $125,000 grant from the MA Department of Housing and Community Development for sidewalk and infrastructure repair surrounding the Morningstar Project, a historic restoration of a church, rectory school and convent into 29 units of housing located in the Morningside neighborhood. During the 2019 fiscal year, the City completed an Infill Housing Feasibility Study within the TDI district along Tyler Street. The TDI district is located in the City’s Morningside neighborhood which is one of two neighborhoods in the City considered to be an area of low-income and minority concentration as well as having some of the oldest housing stock. The study
demonstrate the feasibility for infill and scattered housing development in the district by examining demographic and economic conditions, rental and ownership housing and retail in the district. In addition the study identified various parcels that lend themselves to multi-unit development. In an effort to provide assistance to households with underserved needs, the City continued to fund and offer its CDBG funded home improvement program during the 2018 fiscal year which was available city-wide to owner occupied and tenant occupied income eligible households. The City also continued to provide fiscal year 2018 CDBG grant funding to build handicapped accessible ramps for income eligible owners and renters. During the 2019 fiscal year, the Westside and Morningside Initiative lead resident driven revitalization efforts in their respective neighborhoods. Both neighborhoods organized and ran an annual clean-up, with the assistance of Department of Community Development staff and CDBG funds. These two neighborhoods have the highest concentration of low-income households in residence. The City also continued to provide staff assistance to both Initiative groups during the 2019 fiscal year.

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

During the 2019 fiscal year, in a continued effort to reduce the presence of lead-based paint in housing, the City of Pittsfield’s Department of Community Development (DCD) budgeted $81,099 in CDBG funds for property owners participating in its Home Improvement Program to provide low cost financing and/or grants to remove lead-based paint. In an effort to help evaluate and reduce lead-based paint hazards, the following actions were also taken during the program year:

- BCRHA continued to offer educational workshops and seminars for landlords and tenants. One of the many topics covered in these workshops and seminars is lead paint and how it affects the landlord/tenant relationship.
- The state-sponsored program for lead paint abatement administered by private lenders and non-profit housing agencies, MassHousing’s “Get the Lead Out” program, was funded in fiscal year 2019. Although in recent years the program had some state funding cuts and had to tighten eligibility guidelines that made the funds less accessible, recently due to a new local lender participating in the program and a new allocation of funds, the City has been able to use “Get the Lead Out Funds” more frequently. In fiscal year 2019, four projects, utilized leveraged funds through MassHousing’s “Get the Lead Out” program in the amount of $48,848.00. The City’s Health Department and Community Development Department have continued to refer property owners to the “Get the Lead Out” program, especially in circumstances where the homeowner or tenant is above the CDBG income guidelines of 80% of MFI but is below 120% of MFI. The “Get the Lead Out” program assists households at or below 120% of MFI.

The following actions describe ways in which lead-based paint hazard reduction were integrated into housing policies and programs during fiscal year 2019:

During the reporting period, DCD’s Home Improvement Program included lead-based paint hazard reduction and abatement as an eligible activity for 50% grant funding. The lead paint abatement grants are funded with CDBG funds. During fiscal year 2019, the DCD continued its policy to integrate HUD’s stricter lead-based paint regulations into its Home Improvement Program. The stricter HUD regulations
require that lead paint abatement be included in the scope of work for each rehabilitation project that is undertaken. The degree of lead paint abatement work undertaken is determined by the estimated cost of the rehabilitation work. For the program year ending June 30, 2019, a total of $81,099.00 in the CDBG budget was awarded for Lead Paint Abatement Grants. 5 units of housing were fully delead, and 1 Interim Control. Since inception of the lead paint abatement grant funding mechanism in 1990, the Home Improvement Program has provided lead paint abatement grants to de-lead approximately 420 housing units in the City of Pittsfield.

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

According to the 2013-2017 American Community Survey five year profiles, 15.1% of individuals in Pittsfield were living below the poverty level. For FY18, 17.2% of individuals in Pittsfield were living below the poverty level. These statistics indicate a slight decrease in the number of individuals living below the poverty line within a one year time period.

In 2017, there were more than 16,000 unemployed individuals in Berkshire County. According to the Department of Labor, there are roughly more than 1,500 continual job openings in Berkshire County. In this context, the Economic Prosperity Impact Council (EPIC) was first convened in September, 2017 by Berkshire United Way to bring together leaders from financial institutions, businesses, education, non-profits, workforce development, individuals with lived experience, and government for the dual purpose of getting more people to work and filling vacant jobs; and addressing the hiring and worker retention needs of businesses. EPIC measure for success is reducing the number and percentage of households earning less than $75,000, nearly 40 members from a broad and deep network of organizations contribute their ideas, time and resources to creating innovative solutions to better fill existing job openings and improve alignment among job seekers, employers, professional development services, and human support services. Meeting were held quarterly in FY19 and $20,500 has been invested in the Pathways to the Trades program. This program is a partnership between local high schools, DCF, and a local nonprofit construction company. The program aims to increase the economic potential of families in Pittsfield/ Berkshire by providing internships in the trades. A component of the program is also a construction lab supervised and guided by licensed contractors as well as a clearinghouse to connect potential tradespersons to employers, mentors, trade schools and continuing education.

In FY19 Habitat for Humanity created the Habitat Build & Repair Corp, a program designed to reduce the unemployment rates for people living in the Westside and Morningside areas as well as women head of households. Habitat has found through their work in the neighborhoods that a training program that leads to employment with construction agencies, who are in desperate need of trained workers would be beneficial. These trained workers would then be able to providing sliding scale repairs to LMI homeowners in the neighborhoods. Funds for this program came from Lowes and the Robert Johnson Wood foundation. The first group will graduate in December of 2020, with a winter cycle and a sub group of summer youth from the Taconic High School vocational program.

In FY19, Berkshire Children and Families worked to reduce the number of poverty level families in
Pittsfield through two programs. The Empath program uses a brain-science evidence based model to work in groups and one to one with families who want to move toward future success. BCF partners with family members to create measureable goals together in areas of wellness, education, employment, family stability and financial management. By helping families through this process and helping them see how each area connects to the other, they are able to move forward on their goals. BCF’s Family Resource Center uses a holistic approach to give families skills, support and hope to move forward. The FRC connects them to services and specializes in helping families avoid or diminish their need to work with the juvenile court system. There are no requirements such as insurance, diagnosis or other specific indicator. BCF provides evidence based groups for parents, youth and families. BCF also supports many Spanish speaking families with parenting groups offered in Spanish, English classes, as well as one to one support from our bilingual speaking staff. Child care and meals are provided to the group classes to help remove the barriers from parents who need support. In FY19, 1,752 Pittsfield families were served by the Family Resource Center and 110 families were assisted with the EmPath program. Working Cities continued its work in training and introducing the Bridges out of Poverty model to Pittsfield. Bridges Out of Poverty is a series of ideas and tools that bring people from all economic classes together to address the root causes of poverty and support under resourced people in their journey to the middle class. These tools help employers, community organizations, social service agencies, and individuals. For individuals living in poverty, the Getting Ahead sessions help those individuals recognize what is holding them back from realizing their potential. In FY19, 40 Pittsfield residents graduated from the GA program. Direct results of that program include 5 participants gaining new employment, 3 of which were for more money, 1 person went to continue their education, 2 people completed financial literacy and reduced their debt. The second part of the Bridges model is to train business owners and community members, to explore what people living in poverty struggle with, and how they can support them. In FY19, 97 business owners and community members were trained in Bridges Out of Poverty, making a total of 250 people being trained since the program began in FY17

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

The City’s Code Enforcement Committee continued to meet monthly. The City of Pittsfield is fortunate that there is a high level of inter-governmental cooperation and inter-agency cooperation within the service area. Social service organizations reported that there is a significant degree of cooperation and interagency support among themselves and with the public housing agencies.

Four primary groups within the City of Pittsfield delivered housing programs, community development services, public (social) services, and additional related activities during the 2019 fiscal year. These groups were as follows: local government (primarily DCD); social service providers (non-profits); public and private housing providers; and quasi-public, non-profit organizations (i.e. PERC).

As in previous years, the following agencies, committees, corporations, and associations contributed to the development of the institutional structure to deliver needed services and activities during the 2019 fiscal year:
The Department of Community Development (DCD) staff also continued to provide support, report to, assist, or participate on numerous committees and organizations during the 2019 fiscal year. These many organizations and committees included: the Human Services Advisory Committee, Handicapped Commission, Committee on Homelessness, Commission on Disabilities, Pittsfield Economic Revitalization Corporation (PERC), Parks Commission, Conservation Commission, the Community Development Board, the Zoning Board of Appeals, the Westside Initiative Steering Committee and its sub-committees, the Morningside Initiative Steering Committee and its sub-committees, and the Mobile Home Rent Control Board. These same committees and organizations provided valuable input to the City of Pittsfield during the 2019 fiscal year.

In FY19, The City of Pittsfield received $75,000 in state funding to conduct a feasibility study to
determine if the City of Pittsfield can develop the infrastructure to become a broadband provider for its residents. Broadband, high-speed, high-capacity Internet connectivity, is considered a critical part of many rural towns economy and their ability to stay afloat and expand. Lack of access to broadband puts a household at a disadvantage. For example households without capable broadband cannot access social programs, economic and employment opportunities and health services. The feasibility study will determine if the City can provide the infrastructure with fiber optic cables and provide access to residents for an affordable fee along with free or reduced rate services for low income households. The City completed a Municipal Vulnerability Preparedness Plan in FY19 with a $40,500 grant from the MA Executive Office or Energy and Environmental Affairs to begin the process of planning for climate change resiliency and implementing priority projects. The state awards communities with funding to complete vulnerability assessments and develop action-oriented resiliency plans. Communities who complete the MVP program become certified as an MVP community and are eligible for MVP Action grant funding and other opportunities. The plan serves as an essential strategy for reducing current and future risks to natural hazards by identifying projects to minimize those risks. Projects include providing back-up power to all critical facilities, mitigating flood risk at Wahconah Park and implementing a floodplain education and awareness program.

As stated previously, the City continued working with Mass Development during the 2019 fiscal year on the City’s Transformative Development Initiative (TDI) district project. In 2017, the City was awarded a $30,000 grant from MassDevelopment to create a pilot storefront improvement program for the Tyler Street TDI district. The grants funds are matched with $30,000 from City funds and the building/business owner will be required to contribute a minimum of 20% of the total project costs. In FY2019, the City received an additional $30,000 grant and contributed $30,000 in City funds to extend the facade program. To date the program has impacted 11 storefronts on 6 properties in the Tyler Street TDI district. In FY2019 the first phase of the Tyler St. Streetscape Master Plan was completed. Over the next two fiscal years, full design and construction of the streetscape project will be complete. The project includes accessible curb cuts, safer pedestrian crossings, bike accommodations, dedicated bus stops with shelters and safer intersections and slower traffic flow. During the 2019 fiscal year, the City continued to organize and hold monthly code enforcement meetings attended by City staff from the Building Inspections Department; Department of Community Development; Fire Department; Health Department; Public Works; City Maintenance Department; and the Purchasing Department. These code enforcement meetings helped to keep track of the City’s list of vacant structures and were also used to prioritize buildings requiring demolition in cases where the owner did not comply with City issued nuisance, compliance, and demolition orders. The City of Pittsfield worked with housing developers in FY19 to facilitate completion of two housing projects. Both projects used State DCHCD funding to complete roadway and infrastructure improvements surrounding new housing development. These vital funds closed a funding gap to move projects forward. As a result 6 units of housing will be available to first time homeowners whose incomes are between 40-70% of the area median income and an additional 29 units of market rate rental housing will be made available in the Morningside neighborhood.
**Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)**

The existing coordination between public and non-profit housing providers, private and governmental health, and mental health and social service agencies within Pittsfield remained strong during the 2019 fiscal year and there was a high level of inter-agency referrals. Both the local public housing authority, Pittsfield Housing Authority, and the local non-profit housing providers, Berkshire Housing Development Corporation and Berkshire County Regional Housing Authority, continued to work closely with the homeless shelters and local public mental health agencies in coordinating housing rental assistance and supportive services to homeless households and persons as well as special needs populations. Working cities has also contributed to this by using the Community Navigators to assist residents with housing search and linking them with critical social service programs.

Continuing their practice of bringing supportive services into their developments, the Pittsfield Housing Authority partnered with the following human service agencies or programs in FY19: Elder Services, BCARC, ADLIB, Berkshire Families and Children, Brien Center, HOMEBASE, and Neighbor2Neighbor.

In response to several local fires that left City residents homeless, an Emergency Response Team was convened to coordinate services for residents that are made homeless due to a disaster, such as a fire. The group consists of local government representatives, faith based organizations, social service providers and public and private housing representatives. The team created a resource guide that explains to displaced residents how to access resources to become rehoused as soon as possible. Local volunteers and partner agencies will be available to assist displaced residents in accessing services, finding new housing, and replacing clothing, supplies and vital documents that may have been lost.

Berkshire County Regional Housing Authority (public) and Berkshire Housing Development Corporation (private) continued to administer the One-Stop Housing Resource Center during the 2019 fiscal year which provided an array of housing and consumer related social services; homelessness prevention programs; permanent housing options including homeownership programs; assessment services and related financial assistance options; representative payee assistance for disabled households; and community and court-connected dispute resolution programs. The two agencies are also members of the statewide Housing and Consumer Education (HCEC) network which provided additional supportive services. The co-location model with shared Reception, Intake and Assessment Services has allowed for BCRHA and BHDC to jointly apply for private foundation, federal, and state resources, including the Commonwealth’s shelter diversion program, HOMEBASE, and other homelessness prevention resources that may be available under the HEARTH (Emergency Solutions Grant) program, which continue to benefit Pittsfield residents. In FY19, 243 Eviction cases were mediated in Berkshire District Court by BCRHA. 69% of those mediated cases had their tenancies preserved through mediation and 93% of households with a housing subsidy maintained their housing subsidy.
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 Pittsfield completes and updates a detailed Analysis of Impediments to Fair Housing Choice. The Analysis of Impediments is an examination of many housing policies and practices as well as other policies and practices in use that inadvertently or deliberately prevent people from living where they choose. The Analysis of Impediments is used by the City of Pittsfield in determining what actions need to be taken to overcome the effects of any impediments identified through the analysis and in the creation of the annual action plan for fair housing activities.

In FY’19, the City’s Housing Specialist, participated on the commonwealth of Massachusetts Analysis of Impediments to Fair Housing Choice Advisory Council.

Below are the impediments to fair housing choice that the most current AI identified, followed by a description of the actions taken during the past year to help overcome their effects.

- There is a lack of accessibility to banking services for individuals who have a limited English proficiency.
- Residents with disabilities face challenges in finding affordable housing. Many of them reside in homeless shelters, public institutions, nursing home, at home with aging parents, due to the lack of affordable housing.
- Racial/minorities groups at all income levels experience housing problems (cost burden, overcrowding, and plumbing issues).
- Racial discrimination, leases only in English, and discrimination against vouchers are examples of barriers to affordable or accessible housing for minorities, families with children, and persons with limited English proficiency, who seek housing near jobs opportunities and transportation.
- Families headed by single mothers continue to report the lowest income of all family types.
- Young adults (college students and those early in their careers) are more likely to be renters. Purchasing a home requires a level of savings that people with low income are unable to achieve.
- The age of the housing stock and the prevalence of lead based paint hazards contribute to housing discrimination against families with children.
- There is mismatch between housing need and housing availability for low income households.
- There is a general lack of understanding of fair housing law by residents and housing providers.
- There are a large number of vacant or blighted properties within the City with 1,113 units or 8.3% of housing units in Pittsfield being vacant.

Banking services offered and accessibility: In fiscal year 2019, Berkshire Fund, Inc. held one first-time homebuyer seminar in Pittsfield during the fiscal year. The program runs 8 hours total, either split into two Saturdays, two evening four hour sessions, or one 8 hour session on a Saturday and costs $50. Participants receive a certification of completion which assists them in First Time Homebuyer Mortgage
Products. The total number of participants for this class was 13 participants in September 2018 and in June 2019 were 13 participants. Cost of Class is $50. Greylock Federal Credit Union held three first time homebuyer workshops. The workshops used to run over the course of two evenings. In fiscal year 2019, the workshops were held on October 3rd and 4th and February 27th and 28th. Based on feedback from attendees, we cut it back to one night and held the new single evening FTHB workshop on May 23rd. In addition, GFCU held 49 credit and literacy classes at Pittsfield High School, Berkshire Children and Families Resource Center, Berkshire Community College, Habitat for Humanity, Elizabeth Freeman Center, Miss Hall’s School, Berkshire Medical Center, Berkshire County Corrections Center, Hillcrest Academy, MASSHire, Berkshire Housing, Berkshire County House of Correction, Berkshire Athenaeum, Boys and Girls Club and Greylock Federal Credit Union’s Community Room in Allendale. The total number of Pittsfield residents served with these activities was 827. Greylock started a program in the Berkshire County House of Correction for prisoners that are on good behavior and will be released within the year, a Financial Wellness series that addresses budgeting, credit issues, knowing how to improve your credit score and financial products and services. They also expanded their internal team of Certified Credit Union Financial Coaches to 17 and are well on our way of exceeding 1200 one on one coaching sessions, countywide. Berkshire Bank held 10 financial literacy classes in Pittsfield and one first time homebuyers workshop in FY19.

In the last year MountainOne provided financial literacy and fraud prevention programming to various organizations, worked with Berkshire Housing to provide first-time homebuyer seminars, and educated small business owners and entrepreneurs about resources available in the Berkshires through a small business outreach educational series. MountainOne continued to offer several different community development loan products including the ONE Mortgage program, Home Possible, FHA, FHLB Equity Builder, FHLB Housing Our Workforce program, VA, USDA and heat loans.

In fiscal year 2019, Habitat for Humanity held a variety of financial education and empowerment programs. The programs included a leadership training (9 graduates), 172 attendees of Westside Neighborhood Initiative meetings (total of 10 meetings), 4 series of Getting Ahead in a Just Getting by World completed with 37 graduates, both English language and Spanish, and 72 people served, and 481 attendees of Working Cities communitive meetings (total of 11 meetings). Regarding rehab, Habitat completed one critical home repair for an elderly homeowner. Also, one Habitat partner family achieved first-time homeownership with financing through the USDA. Habitat also provided community resource connections to people including access to jobs, education and health care: 461 volunteers engaged with 6,851 hours of service, and 223 people received Bridges Out of Poverty Training. There are 5 Community Navigators working in the Westside and Morningside neighborhoods.

**Regarding accessible units in Pittsfield for disabled individuals:** In fiscal year 2019, Community Development offered a program to provide CDBG funded grants to income eligible handicapped renters and/or homeowners to install an exterior ramp at their residence. During fiscal year 2019, 1 ramp was constructed. $7,850 was expended for this activity. The program, designed to assist both persons who own their own home as well as those who rent, was created to meet a need reflected by the number of persons on Ad Lib, Inc.’s waiting list requiring handicapped modifications. This program assisted one
elderly extremely low income household of 1 disabled individual by providing 100% grant financing to design, bid, and install an exterior ramp. The Tenancy Preservation Program (TPP), administered by the Berkshire County Regional Housing Authority, assists individuals and families with disabilities such as mental illness, addiction disorders and/or developmental disabilities who are at risk of eviction. This program prevents homelessness by helping these people stay in their current housing or by accessing more appropriate housing that better meets their needs. TPP services are offered to those individuals and households who come to the attention of the Housing Court, Western Division, due to serious lease violations that jeopardize their tenancy. During fiscal year 2019, BCRHA’s TPP helped 86 disabled Pittsfield households; out of 55 closed cases during the year, 44 maintained their housing and were prevented from becoming homeless and 9 were assisted in moving to other, more appropriate placements. TPP provided consultation services to 416 households. A consultation happens when the tenant is not eligible for TPP services but needs resources to assist with maintaining their tenancy, moving, etc. Also, a new program, “Upstream” was added to TPP services. The goal of Upstream is to assist clients before court action is taken against them and to keep the case out of court as well as to maintain the tenancy. In FY19, 21 Pittsfield Upstream households were opened, 21 were closed and all 21 had their tenancy preserved.

**Regarding Vacant and Blighted Properties:** In fiscal year 2012, the City received a two year grant of $430,000 through the Attorney General Home Corps program to address vacant blighted properties. The grant funds were fully expended by Dec. 31, 2014. $200,000 of the funds rehabilitated 8 multifamily buildings that were either former foreclosures or were at risk of foreclosure due to the need for code related repairs. The 8 buildings consist of 24 units of rental housing. The additional funds were used for a receivership revolving loan fund to repair vacant and abandoned properties. The Attorney General’s Office provides the legal work to appoint receivers and the City monitors the rehab work and provides funds which are repaid when the property is sold. In 2017 2012, the AG’s Office has assisted with the legal work to appoint receivers for ten properties, including the three properties that also received revolving loan funds. In FY 2019, the Code Enforcement Team with the assistance of the Attorney General’s Office placed 5 previously vacant and blighted properties into receivership.

**Regarding Tenancy Preservation, Housing Stabilization and Landlord and Tenant Education:** Berkshire County Regional Housing Authority (BCRHA) runs a Housing Services & Mediation Program, which provides tenant/landlord and other related housing counseling, Summary Process (Housing) Eviction Mediation Services, and Homelessness Prevention Services. These services are provided at no cost to the City’s extremely low, very low and low-income households. During the program year, BCRHA assisted a total of 1,274 Pittsfield households with tenant/landlord counseling, court mediation, and housing search and stabilization services. Of the total Pittsfield households assisted, 30 landlords received housing counseling services on Landlord Rights & Responsibilities, 798 tenants were assisted with housing counseling services, 208 landlords and 208 tenants received court-connected housing mediation assistance in the Pittsfield District Court, and 143 tenancies were preserved through the aforementioned mediation interventions. Additionally, BCRHA provided foreclosure prevention counseling to 30 distressed Pittsfield homeowners in FY19, with over 23 successful interventions realized during that time. BCRHA conducted 28 education or training programs for tenants and property
owners during fiscal year 2019, including:

- July 2018- Presentation for The Residential Emergency Response Committee of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 10 attendees.
- August 2018- Presentation at Berkshire Works of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 12 attendees.
- August 2018- Presentation at Pittsfield Public Schools on housing search, stabilization, legal counseling services, and consumer topics.
- August 2018- Presentation at Berkshire Community Action Council housing search, stabilization, legal counseling services, and consumer topics. A total of 50 attendees.
- September 2018- Presentation at First United Methodist Church of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 40 attendees.
- September 2018- Presentation at Berkshire Works of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 11 attendees.
- September 2018- Presentation to RHABC on housing search, stabilization, and legal counseling services, and consumer topics. A total of 25 attendees.
- September 2018- Presentation at Healthy Families on housing search, stabilization, legal counseling services, and consumer topics. A total of 40 attendees.
- September 2018- Presentation at Berkshire Works of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 11 attendees.
- September 2018- Presentation at The Berkshire Immigration Center of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 5 attendees.
- October 2018- Presentation at Berkshire Works of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 10 attendees.
- November 2018- Presentation at Mildred Elley of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 175 attendees.
- November 2018- Presentation at Pittsfield Public Schools on housing search, stabilization, legal counseling services, and consumer topics. A total of 50 attendees.
- November 2018- Presentation at City Hall of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 14 attendees.
- November 2018- Presentation at Clinical and Support Options (CSO) of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 5 attendees.
- December 2018-Presentation at MassHire on housing search, stabilization, legal counseling services, and consumer topics. A total of 10 attendees.
- January 2019- Presentation at Alternative Living Center of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 3 attendees.
- February 2019 - Presentation at DTA of Pittsfield on housing search, stabilization, legal
counseling services, and consumer topics. A total of 10 attendees.

- February 2019- Presentation at MassHire on housing search, stabilization, legal counseling services, and consumer topics. A total of 11 attendees.
- March 2019- Presentation at Committee for Public Counsel Services on housing search, stabilization, legal counseling services, and consumer topics. A total of 8 attendees.
- March 2019- Presentation at Council on Aging of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 25 attendees.
- March 2019- Presentation at Berkshire Medical Center on housing search, stabilization, legal counseling services, and consumer topics. A total of 4 attendees.
- April 2019- Presentation for The Homeless Committee of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 13 attendees.
- May 2019- Presentation for The Homeless Committee of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 18 attendees.
- May 2019- Presentation at Berkshire Perinatal Opioid Collaborative on housing search, stabilization, legal counseling services, and consumer topics. A total of 30 attendees.
- May 2019- Presentation for Morningside Initiative of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 200 attendees.
- May 2019- Presentation for Berkshire Children and Families of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 6 attendees.
- June 2019- Presentation for Berkshire Children and Families of Pittsfield on housing search, stabilization, legal counseling services, and consumer topics. A total of 13 attendees.

Fair Housing Education: Mass Fair Housing Center and the Massachusetts Commission against Discrimination held the Twelfth Annual Northeast Regional Fair Housing and Civil Rights Conference. This one-day symposium discussed the current status of fair housing in the country with an emphasis on civil rights and challenging discrimination in our neighborhoods. Over 350 participants attended, including several Berkshire County representatives. As in previous fiscal years, the City’s Fair Housing Officer frequently reviewed the classified section of The Berkshire Eagle newspaper. The HUD Publisher’s Notice appears on a regular basis. No discriminatory ads were found. The DCD’s Fair Housing Officer continued to be available to provide assistance to the public in filing formal housing discrimination complaints with the Springfield office of the Massachusetts Commission against Discrimination (MCAD). In fiscal year 2019, no discrimination complaints were filed through the City’s Fair Housing Officer. During fiscal year 2019, the Department of Community Development distributed 46 landlord books and 41 tenant handbooks. The handbooks, entitled “Information for Landlords” and “Information for Tenants” contain an overview of fair housing laws, the rights and responsibilities of both tenants and landlords, and local resources for additional assistance with housing issues. The handbooks are provided free to the public by the City’s Department of Community Development and are also available online. These services are also available in Spanish. It is thought that many additional books were distributed via online downloads.

The City’s Fair Housing Officer was available to answer specific questions from the public regarding tenant/landlord problems. During the year ending June 30, 2019, the City’s Fair Housing Officer
responded to a total of 100 inquiries from the public regarding tenant/landlord law and fair housing issues. As in prior fiscal years, the most frequently asked question from landlords and tenants continued to be the eviction process. After the eviction process, the next most frequently asked questions were, in order of frequency, rental agreements and leases, Section 8 and subsidized housing, financial assistance programs, mediation process, housing search, security deposits and raising the rent, utilities, foreclosures, First Time Home Buyer, State Sanitary Code, lead paint, landlord entry, and back taxes. Approximately 72% of the calls received through the Fair Housing Hot Line originated from households residing in the City’s neighborhoods that are areas of both low-income and minority concentration. On April 9, 2019, the City’s Fair Housing Officer participated in the State Public Protection and Advocacy Bureau and Community Engagement Division presentation webinar on rights and responsibilities of landlords and tenants, which emphasizes state law regulating rent-related issues, including late fees, notifications (a14 days notice, 30 days notice, etc.) that landlords must give tenants before rent increases, etc. The City’s website continued to have available for public view on its website a summary of both federal and state Fair Housing law and a “Frequently Asked Questions” page which covers many of the questions that are received through the City’s Fair Housing Hotline. The hotline number features prominently on the webpage as a contact number for further information. These services are also available in Spanish. In 2019, The City developed a Language Access Plan (LAP) to assist Limited English Proficiency individuals (LEP). The purpose of this plan is to ensure all individuals have meaningful access to services, programs and activities, despite their limited English language proficiency. The City’s Fair Housing Officer has also translated into Spanish vital docs for the City of Pittsfield’s Clerk Office.

Addressing Lead Based Paint Hazards The City’s federally funded Home Improvement Program is administered by the DCD. In order to encourage property owners to de-lead their homes and apartments, the DCD continued to include funding for Lead Paint Abatement Grants in the annual budget for the Home Improvement Program. The lead paint abatement grants are funded with CDBG funds. For the program year ending June 30, 2019, a total of $53,831 in the CDBG budget was awarded for Lead Paint Abatement Grants. A total of 4 units of housing were fully deleded. Since inception of the lead paint abatement grant funding mechanism in 1990, the Home Improvement Program has provided lead paint abatement grants to de-lead approximately 444 housing units in the City of Pittsfield.

**Discrimination:** Both the Pittsfield Housing Authority (PHA) and Berkshire Housing Development Corp. (BH) continued to provide mobility counseling to their mobile Section 8 rental program voucher recipients. Both encourage voucher holders to exercising housing choice and to seek housing in areas of the City of where there is a smaller concentration of low-income households. All voucher holders seeking housing are provided with rental listings in higher income areas of the City. PHA provides a packet with a map and landlords name and addresses of properties outside of areas of low income concentration. In addition, for fiscal year 2019 the PHA and BH continued to implement the increased fair market rent standard for the Section 8 rental voucher program. As a result, both BH and the PHA paid landlords participating in the Section 8 rental voucher program anywhere from 100% to 110% of the HUD fair market rent for Pittsfield. Utilizing this standard and continuing to pay a higher rental amount on the Section 8 rental vouchers enables tenants to have a wider choice of apartment rentals and also encourages renter households to search for apartments outside of low-income and minority
areas. The fair market rents enabled the Section 8 rental voucher program to be more appealing to landlords and encourage voucher holders to exercise housing choice. As in prior years, the Pittsfield Housing Authority continued to utilize local residential preferences in their tenant selection for Section 8 and public housing waiting list criteria, the local preference includes not only Pittsfield residents but residents of Berkshire County as well. Since the PHA is one of the only housing authorities in the county, the decision was made to include these neighboring towns in the local preference. Berkshire Housing Development Corp.Inc. continued to issue vouchers on a first come first serve basis.

**CR-40 - Monitoring 91.220 and 91.230**

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

The Pittsfield DCD monitoring system ensures that the activities are: 1) Consistent with the Consolidated Plan. 2) Implemented in a timely manner, and 3) Conform to all applicable laws, regulations policies, sound management and accounting practices. Below is a shortened version of the Pittsfield Department of Community Development’s Monitoring Policy and Procedures Plan. A copy of the entire monitoring plan is provided as an attachment to this annual report document.

The Department of Community Development Director has overall responsibility for administration and monitoring of the CDBG program for the City of Pittsfield. The CDBG program is administered by the Community Development & Housing Program Manager who, along with the Director, jointly oversees the project staff for the Housing Programs, Neighborhood Initiatives, Public Services, Economic Development, and other Community Development programs as well as oversees the planning and budgeting process to ensure that projects are developed that are consistent with the Consolidated Plan, grant requirements and make progress toward identified community development objectives.

Programmatic and financial monitoring of subsequent activities is done in conformance with Code of Federal Regulations, Title 24, Chapter 5 with additional guidance from HUD publications. (Managing CDBG: A Guidebook for Grantees on Sub-recipient Oversight (March, 2005) and CPD Monitoring Handbook (6509.2 REV 5, March 2008).

Guidelines for the Monitoring Plan include:

- Contracts detail the services to be provided, their cost, specific targeted goals, outcomes and indicators, and a timetable for achieving those goals, and identify all applicable federal, state and local rules and regulations.
- Monthly progress reports identify the funds committed to specific activities, monies spent to date, progress towards outlined goals, beneficiary information and problems encountered with implementing any activity.
- Claims for reimbursements are processed only upon receipt and satisfactory review of reports.
Program and financial records are retained in accordance to the applicable federal, state or local regulations.

Public agencies and interested parties will have reasonable access to all records regarding use of CDBG funds, consistent with applicable Federal, State and local laws regarding privacy and confidentiality.

Broad public participation is encouraged. Various standing committees, (Neighborhood Initiative Steering Committees, Pittsfield Human Service Advisory Council, and HUD CoC Committees, and service-related agency collaborations) provide on-going input to annual planning and updates to the Consolidated Plan.

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

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

A display advertisement providing notice of the availability of the draft CAPER and opportunity to review and comment on the document was published in The Berkshire Eagle on Thursday, September 12, 2019. A copy of the draft CAPER document was also posted on the City’s website at www.cityofpittsfield.org. A fifteen-day review and comment period was provided to the public from September 13, 2019 through September 27, 2019. Copies of the draft CAPER were made available to any citizen who requested one. A copy of the display advertisement published in the Berkshire Eagle on Thursday, September 12, 2019 is included as an attachment at the end of this report.

There was no public comment received during the 15 day period.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction’s program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The CDBG funded activities undertaken during the 2019 fiscal year met both “high” and “medium” priority needs that were previously outlined in the City’s 5-year Consolidated Plan and 2019 Annual Action Plan. Overall, the CDBG funded activities are making an impact on identified needs. In FY19, six block groups within the City that were CDBG eligible block groups no longer were CDBG eligible areas and two block groups were gained by become CDBG eligible areas. However the census tracts that represent Westside and Morningside saw a sharp increase in the % of low/mod households, one eligible block group in the Morningside area went from 58.79% low/mo households to 95.57% low/mod households. Continued, focused investment and revitalization efforts in these areas are a high priority for the City.
Housing rehabilitation continues to be a high priority need for the City of Pittsfield. According to the 2000 census, the median year a housing structure was built in Pittsfield was 1944, 43% (9,353 units) of the City’s housing stock was built prior to 1939. The majority of the city’s aging housing stock is located in the cities lowest income neighborhoods that are also the oldest neighborhoods closest to the city’s core. In FY19, CDBG funds were expended on 30 units of housing in order to improve the quality of Pittsfield’s housing stock, provide emergency assistance to owner occupied households and make handicapped accessible improvements to properties.

Economic Development activity has increased over the last fiscal year. Thanks to a grant from Mass Growth Capitol Corp the City has been able to provide small business owners with business counseling services, which include developing a business plan, accounting and retail math, and marketing. The City was able to hold two trainings for small business owners in FY2019. The first was a panel discussion with local entrepreneurs to share their experiences as small business professionals, 45 people attended that training. The second training addressed marketing strategies for small businesses, 8 people attended this training. All potential applicants for CDBG funds were able to take advantage of this valuable assistance. In FY19, the City saw an increase in the numbers of applicants for CDBG Economic Development funds that were microenterprises and/or from low income, minority and immigrant backgrounds.

Revitalization efforts in FY19 continued for the redevelopment of Tyler Street, a high priority for the City. With the Tyler Street being named one of the Commonwealths TDI Districts in 2014, many neighborhood planning efforts have focus on this neighborhood. The mission is to enhance local public-private engagement and community identity; stimulate an improved quality of life for local residents; and spur increased investment and economic activity. Both state and local funds have been targeted for a storefront improvement program, neighborhood branding, a housing study and the creation of the Tyler Street Lab. The Tyler Street Lab (TSL) is an incubator space located in the Morningside neighborhood for neighborhood residents, community based organizations, and local entrepreneurs. The Lab serves the Morningside neighborhood by providing a place for residents to be connected to community resources and for residents to meet and work together on how to improve their neighborhood and their lives. The TSL also encourages start-up entrepreneurs by providing space and support to establish a new business.

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

No

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