



CITY OF NASHUA, NH

**DRAFT**

Consolidated Annual Performance  
Evaluation Report (CAPER)

for

Community Development Block Grant and  
HOME Investment Partnership Program

July 1, 2019 – June 30, 2020 (FY2021)

Prepared by the Urban Programs Department  
Community Development Division  
City of Nashua  
City Hall, 229 Main Street  
Nashua, NH 03060

## **CR-05 - Goals and Outcomes**

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

#### **91.520(a)**

This Action Plan (HUD year 2020/Local FY21) represents the first year of the 2020 Consolidated Plan. There were many highlights and achievements during this first year of the Consolidated Plan. We created and implemented the 5-year ConPlan; converted the annual CDBG application process to an online platform, along with many of the department's applications for program assistance; applied for, was awarded, and implemented a new \$4.7M Lead-Paint & Healthy Homes Grant (double the previous grant). It should also be noted that the City successfully completed the previous HUD Lead-Paint & Healthy Homes grant above and beyond our commitment to HUD despite the stay-at home order, contractor limitations, relocation requirements and construction materials shortages.

As the fiscal year began, we were settling into a new way of providing services and carrying out goals & activities. The City, like the entire world, reacted to the COVID-19 pandemic to ensure that our vulnerable populations continued to be served. We qualified applicants remotely and completed residential rehab projects, including several emergency (no heat, no sewer, etc.). Using the first round of CDBG CARES Act funding, we created and rolled out a new program to mitigate the economic impact of COVID-19, assisting 29 businesses and non-profits. Monitoring and reporting on those activities took place over half of the year. The second round of CDBG-CV funding was directed to assisting businesses who continued to suffer the economic effects of COVID-19, giving priority to disadvantaged entities. A total of 21 businesses were assisted, 17 of which met the MBE/WBE status.

Along with the increased production related to the CARES Act funding, the City carried out the majority of its planned activities. This report will provide greater detail throughout, however in summary five non-profit facilities were improved, 590 LMC were served through public services and nearly 49,000 individuals were served through public services under the COVID-19 impact fund (both regular CDBG and CDBG-CV). Additionally, 10 housing units under the owner-occupied rehab program and 6 units under rental rehab were addressed. The lead-paint grant program cleared 30 units (8 under the previous grant and 22 from January-June alone).

Under the HOME program, 22 Marshall Street, which involved remediation of a known EPA brownfields site (EPA site #232101) was completed, bringing 152 new units of affordable housing to the city (10 of which are HOME restricted), with a total development cost of nearly \$29M. The Amherst Street project was also completed and involved acquisition & rehab along with lead hazard control work leveraged through the City's grant (7 units). Work continued at the Greater Nashua Habitat for Humanity HOME project at 10 Paxton Terrace. This project involves new construction of two-family to be purchased by two separate Veteran families. As this writing, the buyers have been identified and are both female head of households. Several new projects were in the approval process during the year including assistance to the Nashua Housing and Redevelopment Authority for complete demo and construction of 216 affordable units; Neighborworks of Southern NH for rehab of a four-family property.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Business Assistance	Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	25	0	0.00%	0	15	150%
Homelessness	Homeless	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	20	0	0.00%	0		
Homeowner Rehab	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	50	2	4.00%	5	2	40.00%
Homeownership	Affordable Housing	HOME: \$	Homeowner Housing Added	Household Housing Unit	5	0	0.00%	0		
Improvements to Youth Facilities	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1250	529	42.32%	529	529	100.00%

Infrastructure Improvements	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	0	0.00%	0		
Job Creation	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	10	0	0.00%	0		
Lead Paint Remediation	Affordable Housing	HUD-OHHLHC: \$ / Property Owners: \$	Rental units rehabilitated	Household Housing Unit	350	0	0.00%	22	30	136%
Parks/Trails/Greenspace	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	7500	0	0.00%	0		
Public Facility Improvements - Homeless	Homeless	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	11		0	11	

Public Facility Improvements - Homeless	Homeless	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	150	0	0.00%	33	0	0.00%
Public Facility Improvements - Homeless	Homeless	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		0	0	
Public Facility Improvements - Homeless	Homeless	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Public Facility Improvements-General	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10000	0	0.00%			
Public Services - general	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10000	0	0.00%	15	0	0.00%
Public Services - Homeless/Transitional Hsg	Homeless	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	44		0	44	

Public Services - Homeless/Transitional Hsg	Homeless	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	90	0	0.00%	33	0	0.00%
Public Services - Special Needs Pop	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	625	23	3.68%	45	23	51.11%
Public Services - Youth	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	523	10.46%	1236	523	42.31%
Rental Assistance	Affordable Housing	HOME: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	30	0	0.00%	0		
Rental Housing	Affordable Housing	HOME: \$	Rental units constructed	Household Housing Unit	25	0	0.00%	10	10	100%
Rental Rehab	Affordable Housing	CDBG: \$ / Landlords: \$	Rental units rehabilitated	Household Housing Unit	75	10	13.33%	10	6	60%
Rental Rehab	Affordable Housing	CDBG: \$ / Landlords: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	0		10	10	100%

Special Needs Facility Improvements	Non-Homeless Special Needs	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	125	40	32.00%	295	40	13.56%
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**Table 1 - Accomplishments – Program Year & Strategic Plan to Date**

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

Details of funds expended is attached in the PR-02 reports. All activities carried out were ranked high or moderate priorities in the ConPlan.

**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)

	<b>CDBG</b>	<b>HOME</b>
White	738	17
Black or African American	466	7
Asian	23	0
American Indian or American Native	0	0
Native Hawaiian or Other Pacific Islander	1	0
<b>Total</b>	<b>1,228</b>	<b>24</b>
Hispanic	427	10
Not Hispanic	801	14

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

**Narrative**



**CR-15 - Resources and Investments 91.520(a)**

**Identify the resources made available**

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG (EN)	public - federal	997,181	935,209.80
CDBG-CV	Public – federal	698,514	649,958.31
HOME	public - federal	987,168	403,824.98
Other-LHC owner cont.	private	75,000	76,375
Other-Rental rehab owner cont.	private	15,000	10,576
			\$729,790 total
Other- HUD Lead Grant	public - federal	1,375,000	573,150 LHC
Other – CAC awards	public - local	522,000	156,640 HH
Other – LHC Loans	public - state	100,000	522,000
			154,200

**Table 3 - Resources Made Available**

**Narrative**

**Identify the geographic distribution and location of investments**

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
None (n/a)			

**Table 4 – Identify the geographic distribution and location of investments**

**Narrative**

## 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.

<b>Fiscal Year Summary – HOME Match</b>	
1. Excess match from prior Federal fiscal year	1,592,354
2. Match contributed during current Federal fiscal year	1,063,422
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	2,655,776
4. Match liability for current Federal fiscal year	76,570.95
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	2,579,205

**Table 5 – Fiscal Year Summary - HOME Match Report**

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
1914- 22 Marshall St	7/29/2020	1,063,422						1,063,422

Table 6 – Match Contribution for the Federal Fiscal Year

**HOME MBE/WBE report**

Program Income – Enter the program amounts for the reporting period				
Balance on hand at begin-ning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
0	0	0	0	0

Table 7 – Program Income

<b>Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period</b>						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
<b>Contracts</b>						
Number						
Dollar Amount						
<b>Sub-Contracts</b>						
Number						
Dollar Amount						
	Total	Women Business Enterprises	Male			
<b>Contracts</b>						
Number						
Dollar Amount						
<b>Sub-Contracts</b>						
Number						
Dollar Amount						

**Table 8 - Minority Business and Women Business Enterprises**

<b>Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted</b>						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number						
Dollar Amount						

**Table 9 – Minority Owners of Rental Property**

<b>Relocation and Real Property Acquisition</b> – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition						
Parcels Acquired						
Businesses Displaced						
Nonprofit Organizations Displaced						
Households Temporarily Relocated, not Displaced						
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number						
Cost						

**Table 10 – Relocation and Real Property Acquisition**

## CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	12	10
Number of Special-Needs households to be provided affordable housing units	0	0
<b>Total</b>	<b>12</b>	<b>0</b>

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	12	10
Number of households supported through Rehab of Existing Units	0	0
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>12</b>	<b>0</b>

Table 12 – Number of Households Supported

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

Despite the challenges of carrying out projects during the pandemic (staffing and supply chain issues), the City generally met its annual goals, with a few exceptions. There were several park projects funded that were delayed and rolled into the next action plan. A couple of the projects were not fully funded by CDBG and Public Works worked to identify alternate funding sources. The Front Door Agency received other grants funds through the CARES Act (state) and declined the CDBG grant. However, they submitted a request to repurpose the funds to a different transitional housing site. This change was approved and rolled into next year's Action Plan.

Under the HOME program, an additional seven (7) units were completed during the program year – pushing us over the annual goal. However, recent changes to IDIS reset data and defaulted to a completion date after the end of year. These seven units from the Amherst Street project will be counted in the next CAPER.

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

**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.**

<b>Number of Households Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	8	5
Low-income	5	5
Moderate-income	3	0
<b>Total</b>	<b>16</b>	<b>10</b>

**Table 13 – Number of Households Served**

**Narrative Information**

The number of HH's served above reflects the HOME project at 22 Marshall Street. Under CDBG housing rehab, a total of 16 units were completed (but do not meet the HOME standard at 91.252/91.254). The CDBG units breakdown is: OWNER: 3 very low-income (<30%); 2 low income (<50%) and 3 low-mod (<80%). RENTER: 5 very low-income (30%), 3 low income (<50%) and no low-mod renters.

## **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:

This narrative section will be updated in final draft, and derived substantially from the GNCOC annual report. GNCOC data metrics are attached for their most recent reporting period.

- ) Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**
- ) Addressing the emergency shelter and transitional housing needs of homeless persons**
- ) 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**
- ) 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**



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

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

The Nashua Housing and Redevelopment Authority (NHRA) continued working toward finalizing a major redevelopment that will have a significant (positive) impact on the number of affordable housing units. The Bronstein Apartments is a 48-unit public housing development located on a 4.2-acre site at 41 Central Street, Nashua, NH. The Property was built in 1971 and is in poor physical condition. NHRA has partnered with Boston Capital to redevelop Bronstein Apartments utilizing competitive 9% and 4% low-income housing tax credits, bond financing, and the HUD Section 18 Demolition/Disposition Program. The property will be completely razed and rebuilt to contain four buildings with a total of 216 affordable units. A total of 48 PBV will be dedicated to the site.

The City approved HOME funds (\$700,000) as well as entered into a MOU related to payment in lieu of taxes, street improvements and other concessions to help enable the project. Significant time was spent by several City departments, working toward a September 2021 closing date. The work is planned to start right away and take approximately three years to complete.

The NHRA completed other general capital improvements at various sites within their portfolio. Recent work completed included roof, siding, window and door replacements at multiple developments. Upcoming work will continue to address the building envelopes at public housing developments.

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

The Nashua Housing and Redevelopment Authority has a Resident Advisory Board (RAB) consisting of public housing residents and Section 8 participants. The Executive Director meets with the RAB annually to discuss any programmatic opportunities and plans for new initiatives. RAB members participate in the creation and acceptance of NHRA's Annual PHA Plan, and work together with NHRA staff to address common goals and objectives. Should any opportunities present themselves to encourage home ownership, NHRA will act on those opportunities. The NHRA does not currently have a program in place to encourage home ownership.

The NHRA implemented the following initiatives to involve residents:

- ) Meetings with residents to encourage and promote the start-up of Resident Associations to promote socialization and special community activities run by the resident leadership of the Association.
- ) Meetings with residents to encourage and assist in starting Crime Watch groups at developments showing a need or desire to have one.
- ) NHRA representation at all Resident Association meetings with management acting as a liaison between residents and NHRA.
- ) Involvement from the Resident Advisory Board (group of individuals from public housing and Section 8 selected to serve on this Board) in the planning and development of NHRAs required Annual and Five-Year Plan.
- ) Educational sessions provided to residents on site on important health and safety topics (bed

- bug awareness, fire prevention, etc.)
- ) Management will work closely with local and state agencies such as the Welfare Dept., Health Dept., mental health providers, and family services providers to determine assistance needed for NHRA families.
  - ) Management will collaborate with local community agencies to provide services and programs for NHRA residents.
  - ) Monthly review of all criminal activity reports supplied by the local police department to coordinate efforts to resolve and/or prevent further problems.
  - ) Management develops and conducts efforts to involve families in community activities such as development beautification events.
  - ) NHRA representation at a multitude of community networking and service provider meetings

### **Actions taken to provide assistance to troubled PHAs**

NHRA achieved a High Performer Status under SEMAP during 2019; scores for 2020 were not updated due to COVID as outlined in "PIH-2020-05 COVID 19 Notice".

## **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)**

Affordability and vacancy rates continue to be problematic in Nashua. The City recently conducted a Housing Study that highlighted compounded issues leading to non-affordability. As a follow-up to the study, the City requested the consultant to conduct an analysis of inclusionary zoning options. Simultaneously the City was working on an update to its Master Plan. The City recognizes that certain land-use policies may affect the development of affordable housing. For example, minimum lot sizes, parking, frontage and green space requirements. During the plan year, the City created an affordable housing trust fund as a first step to incentivize affordable housing development. The City is using these learning opportunities to determine how best to revise land use codes to result in higher density and more affordability.

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

The City, like all entities, is subject to limited budgets and increasing needs. The needs identified in the Consolidated Plan cannot be met by CDBG, HOME or the City alone. The City of Nashua addresses this obstacle by pursuing other grant opportunities, such as the Lead Paint & Healthy Homes Program (see below). We partner and work collaboratively with other entities working toward similar goals. Addressing substandard rental housing continues to be a high, but underserved need. This past year the City continued its rental rehab program (which started as a pilot). A total of \$105,550 was expended, reflecting six (6) units and leveraging \$10,576 of owner contribution, and leveraged to these projects included city \$64,000 of Nashua Lead Paint & Healthy Homes grants; with \$44,000 of State of NH Lead Paint loan funds (through NHHFA). Other actions included the work in establishing a Housing Trust Fund, the housing and inclusionary zoning studies, CARES Act funding directed toward minority and women owned businesses and continued focus on community needs assessments.

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

Since 2007, the City, through the Urban Programs Department, has been successful in securing grant funding from HUD's Office of Healthy Homes and Lead Hazard Control to address lead paint and other health hazards in units occupied by low-moderate income households. During the year, the City was awarded its fifth grant of \$5.7M, bringing the total to \$17,480,000. Although we faced obstacles related to COVID, occupant interactions and contractor capacity, the City still cleared 30 units. The City of Nashua's Division of Public Health and Community Services provided free blood lead screenings, education and home visits with a specialist from the Environmental Health Department. The City's Code Enforcement Department has been trained to recognize potential lead hazards, especially in homes where young children reside, and make referrals to the Urban Programs Department.

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

Under the 5-year Consolidated Plan, there are a variety of actions the City undertakes each year in an effort to reduce the number of poverty-level families and increase self-sufficiency. Most of the public service activities assist agencies who are providing services to break the cycle of poverty. Whether by providing job training, counseling, child care, budgeting, life skills and more. CDBG programs that may indirectly influence the impact of household living by those at or below the poverty level, by reducing other costs include, affordable housing, energy efficiency, public transportation and health care assistance. Increasing income levels for those experiencing homelessness is also a high priority. However this past year presented employment challenges related to COVID-19 and the GNCO reported decreased to previous success. Much of their efforts were focused on mitigating the immediate health threat versus long-term actions. (see page 6 of the attached FY2020 Performance Measurement Module report.

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

The pandemic systemically changed the way the City partners to promote institutional structure. The City had completed a Community Resilience Strategy and Resilience Strategy Plan. The City was ready and able to expand institutional structure due to the intense efforts involved with those plans. Primarily digital resources were utilized to strengthen communication and eliminate/reduce duplication of services. 2-1-1 is New Hampshire's statewide, comprehensive, information and referral service. Through a unique coalition of non-profit, government, corporate and volunteer partners, New Hampshire residents need only dial 2-1-1 to be connected, at no cost, with trained Information and Referral Specialists who can provide them with the health and human service information they need to get help, give help or discover options. 2-1-1 NH is an initiative of Granite United Way and relies on donors and partners like Eversource, the State of New Hampshire, Volunteer NH and local United Ways.

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

Central responsibility for the administration of the Consolidated Plan is assigned to the Urban Programs Department (UPD). This department coordinated activities among the public and private organizations' efforts to realize the prioritized goals of the Annual Action Plan. Extensive public-private partnerships have been established and organized to address the City's housing and community development needs. On a larger scale, the Community Development Division interact with a variety of partners, including other city divisions, financial & higher educational institutions, developers, the business community, non-profits and citizens. Examples of coordination are described throughout this plan, especially in this CR-35 sections above.

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

Federal funds have been and will continue to be used to address, to the extent feasible, fair housing impediments. The City amended its Citizen Participation Plan to reflect the new Affirmatively Furthering Fair Housing Final Rule and partnerd with the Nashua Regional Planning Commission to prepare an Assessment of Fair Housing in 2018. That assessment identified certain impediments such as:

Impediment: The presence of lead based paint in older housing stock is an impediment to households with children; see section above for actions taken.

Impediment: The City's minority population is growing and linguistic barriers may be present in the housing delivery system. Nashua has a contract with an outside agency to provide limited language services. The Language Line is available to all departments who engage a customer that is non-English speaking. Over 184 languages can be translated and is updated as needed. The City routinely translates many of its standard documents, especially UPD, Transportation Department, DPHCS and Welfare. Several city departments, including the UPD employ staff that can communicate in Spanish.

Impediment: Significant segments of the population are unaware of the requirements of the fair housing law. Despite the wealth of resources available to residents, there is generally a lack of knowledge about fair housing laws or how to file a complaint. Significant outreach (related to the eviction moratorium) was undertaken and propelled the dissemination of fair housing. The City displays posters throughout City buildings and the public transit system to inform residents of their rights. NH Legal Assistance has conducted discrimination testing through its fair housing programs supported by the City. Non-profit housing partners educate their clients regarding rights.

## **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 City's Uniform Grant Guidance Policies & Procedures, developed consistent with 2 CFR Part 200 addresses Subrecipient Monitoring. In addition, the UPD uses supplemental Policies & Procedures specific to its CDBG Subrecipients. The UPD uses a risk assessment prior to award followed by ongoing monitoring. The up-front risk assessment helps identify any high risk activities that will require full scale on-site monitoring visits. High risk factors might include: Subrecipients who are new to the HUD programs implemented; Subrecipients who have experienced high turnover in key staff positions; Subrecipients who previously struggled to meet schedules, submit performance reports, submit timely invoices. UPD did not conduct any full-scale on-site monitoring visits due to COVID-19. However Grants Management Specialist meets with each CDBG Subrecipient to review their record-keeping and intake procedures prior to award and each Subrecipient completed the on-site monitoring form as a self-check (provided back to us). This initial meeting provided an opportunity for the City to ensure the Subrecipient will collect the correct information to document compliance with national objective eligibility and accurate accounting procedures. The up-front meeting also included an evaluation of internal controls (i.e. separation of duties) as well as a review of the financial procedures & software. Most of our Subrecipient activities fall into either Public Service or Public Facility activities, each with their own reporting requirements. Public Services are required to submit quarterly reports that document beneficiaries and contain supporting documentation for all reimbursement requests (i.e. invoices). Public Facility activities submit beneficiary data and progress reports. The financial portion is controlled within UPD not on a reimbursement basis. We oversee these physical projects and approve release of funds directly to the contractors on behalf of the Subrecipient. Internal (i.e. Park and Rec.) activities are monitored through ongoing internal communications. Only the Urban Programs Department can encumber and authorize payment of CDBG funds. Therefore no internal projects are conducted without oversight of the UPD. CDBG Desk Audits are performed quarterly to confirm national objective compliance, verify expenditures, monitor progress and to identify high risk Subrecipients. Quarterly reports are comprehensive and reviewed in detail before any funds are reimburse to the Subrecipient (public services). Throughout the year, UPD provides technical assistance to Subrecipients as needed or at staff turn-over. HOME: Desk audits of tenant occupancy and compliance with other regulatory terms is conducted annually as well as site visits to ensure compliance with property standards. On-site audits were suspended due to COVID-19 and will resume when safe to do so. Desk monitoring of HOME occupancy is underway as of this writing.

### **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 notice was printed in the Nashua Telegraph (local paper) on September 12, 2021 notifying of a 15-day comment period. The CAPER was posted to the City's website on 9/22/2021.

**CR-45 - CDBG 91.520(c)**

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

A few minor changes were made to goals/objectives. The parks projects were delayed and rolled into next year’s Action Plan; the Front Door Agency’s project was reallocated to a different site and also bumped into the next year Action Plan. In general the City has had to adapt and modify its expectations on a rolling basis as a result of the pandemic. However, we have generally stayed on track, even with limitations and the additional of stimulus funds (with the same level of staffing).

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

None

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

## **CR-50 - HOME 91.520(d)**

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

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

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

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

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



Activity Report FY21  
Program: CDBG-CV (CARES Act)

IDIS ID	Plan Year	Activity Name	Activity Description	Natl. Obj	Funded Amount	Drawn Amount	Balance	# Persons Asst'd	FTE Jobs Retained	Actual Units
1987	2020	Nashua Children's Home (CV PY20)	Due to COVID-19 and schools closing staff is providing service during school hours at a ratio of one counselor to every four low to mod presumed youth.	LMC	\$74,184.00	\$74,184.00	\$0.00	23		
1988	2020	St. Joseph's Hospital (CARES ACT)	Subrecipient provides health care services to a range of individuals. CDBG to cover increased and unplanned PPE costs due to COVID-19.	URG	\$29,000.00	\$29,000.00	\$0.00			1,000
1989	2020	Salvation Army (CARES ACT)	Serving 4000 people per month with 1300 bags of non-perishables that's a increase from 400 bags per month to 1300 bags per month funds will be used to serve approximately 7200 households because of the COVID-19 crisis.	URG	\$10,000.00	\$10,000.00	\$0.00			9,528
1990	2020	United Way of Greater Nashua (CARES ACT)	Subrecipient will provide food services:meal delivery to students and their families due to the shut-down of public schools; meal delivery to elderly unable to access community facilitieservices due to the shut-down; Subrecipient will also provide educational services to youth, which includes providing the tools necessary for students to access remote learning due to the shut-down of public schools (tutors, laptops, wifi ot spots, tablets, etc.).	URG	\$30,000.00	\$30,000.00	\$0.00			30,000
1991	2020	Great America Downtown, Inc. (CARES ACT)	Support the operation of the Nashua Farmer's Market Program. Additional measures are needed to ensure health and safety of staff, volunteers, vendors and the general public who come to shop for food products. The market provides access for people without vehicles who would otherwise have to travel a half mile to a grocery store. Estimate serving 1200 Nashua participants.	URG	\$18,949.31	\$18,949.31	\$0.00			7,290
1992	2020	Bobo's Indoor Playground	Loss of business due to COVID-19 crisis, grant will assist with working capital rent and pre-paid admissions.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	1		
1993	2020	Brian Panarese - Owner	Loss of business due to COVID-19 funds are needed for working capital rent, utilities, phone, communications, auto, gas.	LMC MC	\$2,787.00	\$2,787.00	\$0.00	1		
1994	2020	Crown Nails	Loss of business due to COVID-19 pandemic funds to assist with working capital.	LMC MC	\$6,247.00	\$6,247.00	\$0.00	1		
1995	2020	Evolution Barbershop	Loss of business due to COVID-19 funds to assist with working captial.	LMC MC	\$16,920.00	\$16,920.00	\$0.00	1		
1996	2020	Espresso Pizza	Loss of business to do COVID-19 funds used towards working capital	LMC MC	\$25,000.00	\$25,000.00	\$0.00	1		
1997	2020	Jajabelles	Loss of business due to COVID-19 working capital.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	1		
1998	2020	KT Cleaners	Loss of business due to COVID-19 working capital	LMC MC	\$22,000.00	\$22,000.00	\$0.00	1		

IDIS ID	Plan Year	Activity Name	Activity Description	Natl. Obj	Funded Amount	Drawn Amount	Balance	# Persons Asst'd	FTE Jobs Retained	Actual Units
1999	2020	Molly Nail & Spa	Loss of business due to COVID-19 working capital	LMC MC	\$18,000.00	\$18,000.00	\$0.00	1		
2000	2020	Nashua Coins & Collectibles	Loss of business due to COVID-19. Working capital	LMC MC	\$10,000.00	\$10,000.00	\$0.00	1		
2001	2020	Pheasant Lane Charley's	Loss of business due to COVID-19. Working Capital	LMC MC	\$21,858.00	\$21,858.00	\$0.00	1		
2002	2020	Sunrise Orthotics	Loss of business due to COVID-19. Working Capital	LMC MC	\$12,703.00	\$12,703.00	\$0.00	1		
2003	2020	Temptation Mexican Restaurant & Lounge	Loss of business due to COVID-19. Working Capital	LMC MC	\$7,999.00	\$7,999.00	\$0.00	1		
2004	2020	Weche Logistics, LLC	Loss of business due to COVID-19. Working Capital	LMC MC	\$5,285.00	\$5,285.00	\$0.00	1		
2005	2020	Wilfred's Barbershop	Loss of business due to COVID-19. Working capital (booth rental fees)	LMC MC	\$9,412.00	\$9,412.00	\$0.00	1		
2006	2020	Yummy Foods, LLC	Loss of business due to COVID-19. Working Capital	LMC MC	\$14,946.00	\$14,946.00	\$0.00	1		
2036	2020	Fusion Taste	Loss business due to COVID-19 pandemic, grant will assist with the purchase of a food truck, generator, commissary kitchen and other business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2037	2020	Gula-Haven Corporation	Loss of business due to COVID-19 pandemic, grant will assist with rent, utilities, business loans, food supply and other various business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2038	2020	KT Cleaners, Corp.	Loss of business due to COVID-19 pandemic, grant will assist with rent.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2039	2020	Molly Nails Corp.	Loss of business due to COVID-19 pandemic, grant will assist with rent, utilities and payroll.	LMC MC	\$21,650.00	\$21,650.00	\$0.00	2		
2040	2020	Pheasant Lane Charley's	Loss of business due to COVID-19 pandemic; grant will assist with rent.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2041	2020	RK Variety LLC	Loss of business due to COVID-19 pandemic; grant will assist with rent, utilities and business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2042	2020	Sabor Brasil Inc.	Loss of business due to COVID-19 pandemic; grant will assist with fire system, water heater and gas BBQ machine and gas line.	LMC MC	\$16,120.00	\$16,120.00	\$0.00	2		
2043	2020	Sally's Food Market, Inc.	Loss of business due to COVID-19 pandemic; grant will assist with payroll, rent and new freezers.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2044	2020	Soel Sistas LLC	Loss of business due to the COVID-19 pandemic; grant will assist with rent space-food truck and payroll.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2045	2020	Tangled Roots Herbal LLC	Loss of business due to COVID-19 pandemic; grant will assist with business expenses-marketing.	LMC MC	\$5,600.00	\$5,600.00	\$0.00	2		
2046	2020	Temptations Mexican Restaurant	Loss of business due to COVID-19 pandemic; grant will assist with rent and payroll.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2047	2020	Tobal, LLC	Loss of business due to COVID-19 pandemic; grant will assist with rent, utilities and business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		

IDIS ID	Plan Year	Activity Name	Activity Description	Natl. Obj	Funded Amount	Drawn Amount	Balance	# Persons Asst'd	FTE Jobs Retained	Actual Units
2048	2020	Tostaos Tapas Bar, LLC	Loss of business due to COVID-19 pandemic; grant will assist with payroll, rent and outdoor seating costs.	LMC MC	\$19,500.00	\$19,500.00	\$0.00	2		
2049	2020	Tropical Flavor Restaurant	Loss of business due to COVID-19 pandemic; grant will assist with rent, payroll, utilities and business expenses.	LMC MC	\$15,300.00	\$15,300.00	\$0.00	2		
2050	2020	Tropical Side Brazilian Store	Loss of business due to COVID-19 pandemic; grant will assist with rent, utilities and business expenses.	LMC MC	\$11,000.00	\$11,000.00	\$0.00	2		
2051	2020	Vibe Yoga, LLC	Loss of business due to COVID-19 pandemic; grant will assist with rent, payroll, utilities and business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2052	2020	Weche Logistics, LLC	Loss of business due to the COVID-19 pandemic; grant will assist with insurance.	LMC MC	\$10,710.00	\$10,710.00	\$0.00	2		
2053	2020	Wilfred's Barbershop	Loss of business due to COVID-19 pandemic; grant will assist with rent, utilities and business expenses.	LMC MC	\$25,000.00	\$25,000.00	\$0.00	2		
2057	2020	Precision Body Arts, LLC	Due to COVID-19 pandemic, jobs would be lost without assistance.	LMJ	\$25,000.00	\$25,000.00	\$0.00	2	1.00	
2058	2020	Slade's Food Spirits Corp.	Loss of business due to COVID-19 pandemic; assistance to retain jobs.	LMJ	\$25,000.00	\$25,000.00	\$0.00	3	1.03	
2059	2020	WineNot, LLC	Loss of business due to COVID-19 pandemic; assistance will retain 3 part time low mod jobs	LMJ	\$15,000.00	\$15,000.00	\$0.00	3	0.98	

U.S. Department of Housing and Urban Development  
Office of Community Planning and Development  
Integrated Disbursement and Information System  
List of Activities By Program Year And Project  
NASHUA, NH

Plan Year	IDIS Project	Project	IDIS Activity ID	Activity Name	Activity Status	Prgm.	Funded Amount	Draw Amount	Balance
2020	1	CV-Microenterprise Assistance	2003	Temptation Mexican Restaurant & Lounge	Completed	CDBG	\$0.00	\$0.00	\$0.00
			2054	Precision Body Arts, LLC	Canceled	CDBG	\$0.00	\$0.00	\$0.00
		<b>Project Total</b>					<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
	5	Public Facility - Youth	2025	Boys and Girls Club of Greater Nashua (Pool)	Completed	CDBG	\$39,000.00	\$39,000.00	\$0.00
		<b>Project Total</b>					<b>\$39,000.00</b>	<b>\$39,000.00</b>	<b>\$0.00</b>
	6	Public Facility - Homeless	2026	Marguerites Place	Completed	CDBG	\$30,000.00	\$30,000.00	\$0.00
		<b>Project Total</b>					<b>\$30,000.00</b>	<b>\$30,000.00</b>	<b>\$0.00</b>
	7	Public Facility - Special Needs	2027	Opportunity Networks	Completed	CDBG	\$33,000.00	\$33,000.00	\$0.00
			2028	Plus Company	Completed	CDBG	\$14,274.80	\$14,274.80	\$0.00
		<b>Project Total</b>					<b>\$47,274.80</b>	<b>\$47,274.80</b>	<b>\$0.00</b>
	8	Project Delivery - Housing Rehab (14H)	2014	Project Delivery - Rehabilitation Admin	Open	CDBG	\$122,111.00	\$119,951.89	\$2,159.11
		<b>Project Total</b>					<b>\$122,111.00</b>	<b>\$119,951.89</b>	<b>\$2,159.11</b>
	9	Admin Costs	2012	CDBG Administration Costs	Open	CDBG	\$141,903.00	\$134,891.25	\$7,011.75
			2013	HOME Admin	Open	HOME	\$42,787.00	\$38,941.93	\$3,845.07
		<b>Project Total</b>					<b>\$184,690.00</b>	<b>\$173,833.18</b>	<b>\$10,856.82</b>
	10	Housing Rehab - Owner Occupied	2019	12 Gillis St.	Completed	CDBG	\$20,380.00	\$20,380.00	\$0.00
			2030	33 Lock Street	Completed	CDBG	\$31,200.00	\$31,200.00	\$0.00
			2032	64 Blossom St.	Completed	CDBG	\$40,000.00	\$40,000.00	\$0.00
			2033	34 New Searles Road	Completed	CDBG	\$18,450.00	\$18,450.00	\$0.00
			2034	108 Kinsley St.	Completed	CDBG	\$18,810.00	\$18,810.00	\$0.00
			2035	346 Lake St.	Completed	CDBG	\$9,000.00	\$9,000.00	\$0.00
			2056	16 E. Glenwood St.	Completed	CDBG	\$33,700.00	\$33,700.00	\$0.00
			2065	177 W. Hollis St.	Open	CDBG	\$33,615.00	\$0.00	\$33,615.00
		<b>Project Total</b>					<b>\$205,155.00</b>	<b>\$171,540.00</b>	<b>\$33,615.00</b>
	11	Housing Rehab - Rental Properties	2031	96 Vine St.	Completed	CDBG	\$30,550.50	\$30,550.50	\$0.00
			2055	14-16 Blossom St.	Completed	CDBG	\$35,000.00	\$35,000.00	\$0.00
			2066	41-47 Tolles Street	Open	CDBG	\$20,700.00	\$0.00	\$20,700.00
		<b>Project Total</b>					<b>\$86,250.50</b>	<b>\$65,550.50</b>	<b>\$20,700.00</b>
	13	Affordable Housing Development	2029	Amherst St 82-92	Completed	HOME	\$294,000.00	\$294,000.00	\$0.00
		<b>Project Total</b>					<b>\$294,000.00</b>	<b>\$294,000.00</b>	<b>\$0.00</b>

14	Public Services - Youth	2020	Boys and Girls Club of Greater Nashua	Completed	CDBG	\$15,782.72	\$15,782.72	\$0.00
		2024	Police Athletic League (PAL)	Completed	CDBG	\$33,177.00	\$33,177.00	\$0.00
	<b>Project Total</b>					<b>\$48,959.72</b>	<b>\$48,959.72</b>	<b>\$0.00</b>
15	Public Services - Homeless-Transitional	2021	Front Door Agency	Completed	CDBG	\$18,000.00	\$18,000.00	\$0.00
		2022	Marguerites Place	Completed	CDBG	\$20,253.05	\$20,253.05	\$0.00
	<b>Project Total</b>					<b>\$38,253.05</b>	<b>\$38,253.05</b>	<b>\$0.00</b>
16	Public Services - Special Needs	2023	Opportunity Networks	Completed	CDBG	\$6,000.00	\$6,000.00	\$0.00
	<b>Project Total</b>					<b>\$6,000.00</b>	<b>\$6,000.00</b>	<b>\$0.00</b>
	<b>Program Total</b>				<b>CDBG</b>	<b>\$764,907.07</b>	<b>\$701,421.21</b>	<b>\$63,485.86</b>
					<b>HOME</b>	<b>\$336,787.00</b>	<b>\$332,941.93</b>	<b>\$3,845.07</b>
	<b>2020 Total</b>					<b>\$1,101,694.07</b>	<b>\$1,034,363.14</b>	<b>\$67,330.93</b>

# FY2020 - Performance Measurement Module (Sys PM)

## Summary Report for NH-502 - Nashua/Hillsborough County CoC

### Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

**Metric 1.1:** Change in the average and median length of time persons are homeless in ES and SH projects.  
**Metric 1.2:** Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Revised FY 2019	FY 2020	Submitted FY 2019	Revised FY 2019	FY 2020	Difference	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
1.1 Persons in ES and SH	411	315	62	55	83	28	26	29	40	11
1.2 Persons in ES, SH, and TH	675	522	198	201	260	59	66	66	96	30

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

# FY2020 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Revised FY 2019	FY 2020	Submitted FY 2019	Revised FY 2019	FY 2020	Difference	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	462	373	295	357	335	-22	85	85	89	4
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	699	558	354	365	344	-21	171	154	179	25

## FY2020 - Performance Measurement Module (Sys PM)

### Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY 2019	FY 2020	Revised FY 2019	FY 2020	% of Returns	Revised FY 2019	FY 2020	% of Returns	Revised FY 2019	FY 2020	% of Returns	FY 2020	% of Returns
Exit was from SO	3	3	1	1	33%	0	0	0%	0	0	0%	1	33%
Exit was from ES	99	139	24	26	19%	6	8	6%	5	10	7%	44	32%
Exit was from TH	133	95	5	3	3%	1	3	3%	3	2	2%	8	8%
Exit was from SH	3	3	0	0	0%	0	0	0%	0	0	0%	0	0%
Exit was from PH	109	60	6	0	0%	2	0	0%	2	2	3%	2	3%
<b>TOTAL Returns to Homelessness</b>	<b>347</b>	<b>300</b>	<b>36</b>	<b>30</b>	<b>10%</b>	<b>9</b>	<b>11</b>	<b>4%</b>	<b>10</b>	<b>14</b>	<b>5%</b>	<b>55</b>	<b>18%</b>

### Measure 3: Number of Homeless Persons

#### Metric 3.1 – Change in PIT Counts



## FY2020 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2019 PIT Count	January 2020 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	266	300	34
Emergency Shelter Total	104	127	23
Safe Haven Total	3	2	-1
Transitional Housing Total	156	142	-14
Total Sheltered Count	263	271	8
Unsheltered Count	3	29	26

### Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Unduplicated Total sheltered homeless persons	704	708	570	-138
Emergency Shelter Total	432	432	347	-85
Safe Haven Total	9	9	11	2
Transitional Housing Total	275	279	221	-58

## FY2020 - Performance Measurement Module (Sys PM)

### Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults (system stayers)	90	92	89	-3
Number of adults with increased earned income	11	10	7	-3
Percentage of adults who increased earned income	12%	11%	8%	-3%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults (system stayers)	90	92	89	-3
Number of adults with increased non-employment cash income	40	39	44	5
Percentage of adults who increased non-employment cash income	44%	42%	49%	7%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults (system stayers)	90	92	89	-3
Number of adults with increased total income	44	42	45	3
Percentage of adults who increased total income	49%	46%	51%	5%

## FY2020 - Performance Measurement Module (Sys PM)

### Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults who exited (system leavers)	22	22	14	-8
Number of adults who exited with increased earned income	1	1	0	-1
Percentage of adults who increased earned income	5%	5%	0%	-5%

### Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults who exited (system leavers)	22	22	14	-8
Number of adults who exited with increased non-employment cash income	11	11	7	-4
Percentage of adults who increased non-employment cash income	50%	50%	50%	0%

### Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Number of adults who exited (system leavers)	22	22	14	-8
Number of adults who exited with increased total income	12	12	7	-5
Percentage of adults who increased total income	55%	55%	50%	-5%

## FY2020 - Performance Measurement Module (Sys PM)

### Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	516	520	375	-145
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	140	140	84	-56
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	376	380	291	-89

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	561	566	466	-100
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	163	166	128	-38
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	398	400	338	-62

## FY2020 - Performance Measurement Module (Sys PM)

### Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2020 (Oct 1, 2019 - Sept 30, 2020) reporting period.

### Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Persons who exit Street Outreach	1	3	10	7
Of persons above, those who exited to temporary & some institutional destinations	1	2	5	3
Of the persons above, those who exited to permanent housing destinations	0	1	2	1
% Successful exits	100%	100%	70%	-30%

Metric 7b.1 – Change in exits to permanent housing destinations

## FY2020 - Performance Measurement Module (Sys PM)

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	485	489	436	-53
Of the persons above, those who exited to permanent housing destinations	157	161	189	28
% Successful exits	32%	33%	43%	10%

### Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2019	Revised FY 2019	FY 2020	Difference
Universe: Persons in all PH projects except PH-RRH	244	194	210	16
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	233	187	203	16
% Successful exits/retention	95%	96%	97%	1%

# FY2020 - SysPM Data Quality

## NH-502 - Nashua/Hillsborough County CoC

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020
1. Number of non-DV Beds on HIC	100	97	87	122	166	171	164	192	329	312	303	272	45	25	11	6				
2. Number of HMIS Beds	60	57	57	71	166	171	164	192	220	213	203	193	45	25	11	6				
3. HMIS Participation Rate from HIC ( % )	60.00	58.76	65.52	58.20	100.00	100.00	100.00	100.00	66.87	68.27	67.00	70.96	100.00	100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	440	541	435	353	334	311	279	221	352	276	207	221	1091	907	51	80	5	2	3	11
5. Total Leavers (HMIS)	389	486	375	287	199	154	122	157	54	36	30	33	255	891	19	50	4	2	1	7
6. Destination of Don't Know, Refused, or Missing (HMIS)	119	176	122	122	5	16	9	1	3	6	2	2	4	832	0	1	0	0	0	0
7. Destination Error Rate (%)	30.59	36.21	32.53	42.51	2.51	10.39	7.38	0.64	5.56	16.67	6.67	6.06	1.57	93.38	0.00	2.00	0.00	0.00	0.00	0.00