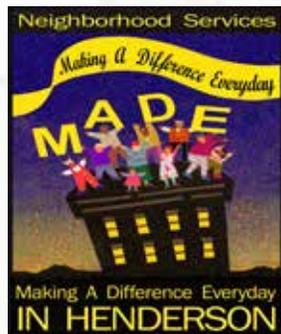


NEIGHBORHOOD SERVICES

Fiscal Year 2012/2013 Report

Barbara Geach, Neighborhood Relations Manager



Neighborhood Services makes a difference in the lives of our residents by offering premier services, programs and resources that enhance our neighborhoods and community.



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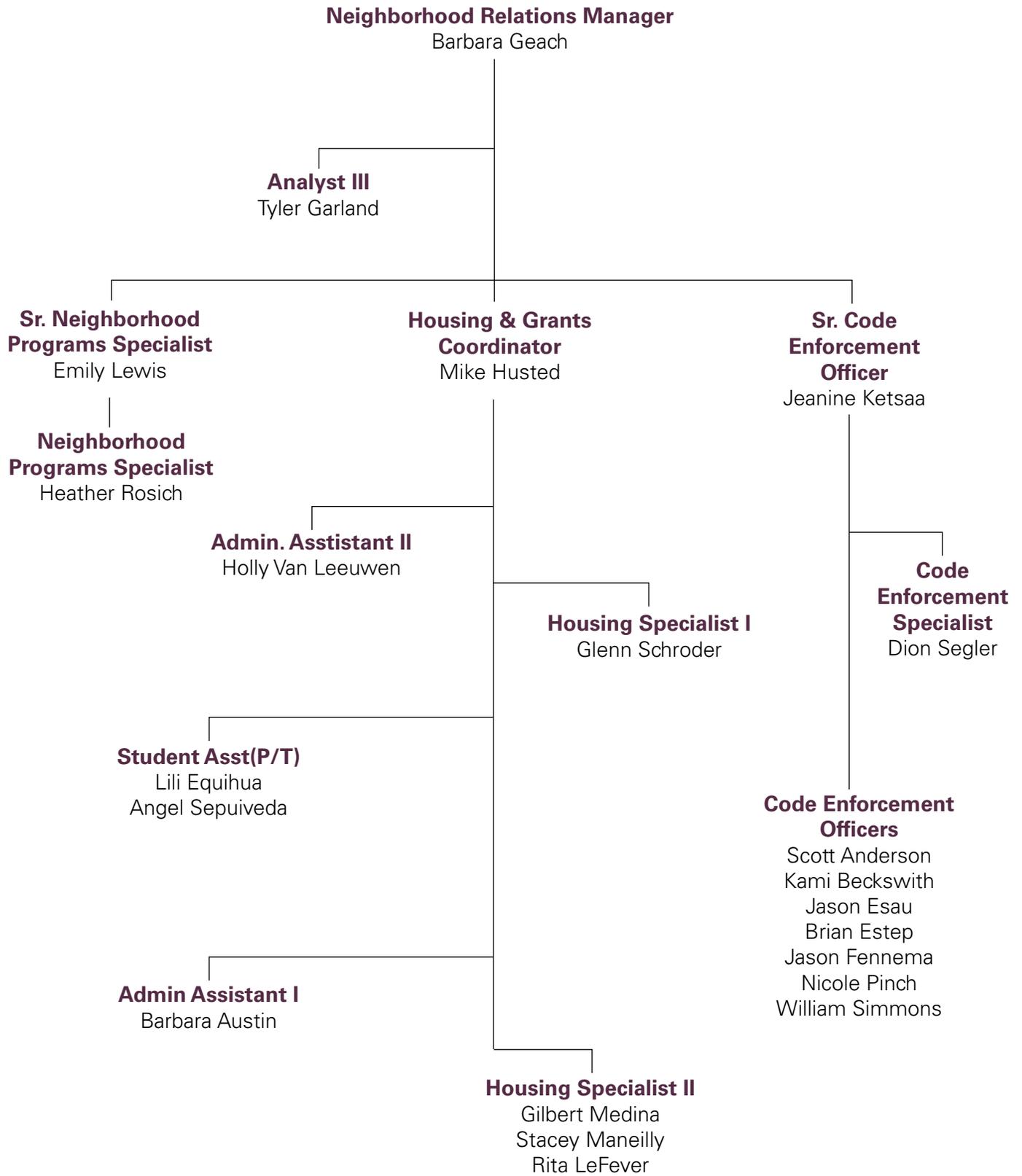
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Code Enforcement



Code Enforcement

The City of Henderson Code Enforcement Division ensures safe and properly maintained buildings and properties for those who live, learn, work and play in our community.

54 properties were abated through alternative sentencing cleanups with an approximate cost savings to the City of \$21,237.

In fiscal year 2012/2013, 3,655 Code Enforcement cases were opened with a total of 4,784 violations (many complaints include multiple violations). Over 95% of these cases were closed through voluntary compliance.

For the majority of the fiscal year, the average monthly case load per officer was 76. In April, as a result of Code Enforcement being identified as a priority by Mayor and Council, three additional full time staff members were hired. Two of these officers focused on Community Development Block Grant (CDBG) areas within the City in a primarily proactive capacity. Of the 910 cases they opened, 654 had resulted in voluntary compliance as of the end of the fiscal year.

437 pool complaints were addressed in fiscal year 2012/2013, compared to 389 cases in fiscal year 2011/2012 - an increase of nearly 12.5%.





Housing and Grants



Community Development Block Grant (CDBG)

The Community Development Block Grant (CDBG), administered by the U.S. Department of Housing & Urban Development (HUD), provides annual grants to the City. Funds must principally benefit low and moderate income households (below 80 percent of the area median income) and be used for public service, community development and administration.

Every year, the CDBG Program Advisory Committee (PAC) meets to review grant applications, hear oral presentations and formulate funding recommendations to the City Council for the award of CDBG funds. City Council then makes the final project award selections for submission in the form of a One Year Action Plan, which HUD must approve before final award agreements are executed.

In fiscal year 2012/2013, the City received \$1.1 million in CDBG monies. Funded projects included:

- Improvements to Trailer Estates neighborhood sidewalks and street paving
- Opportunity Village building improvements
- St. Rose Helping Hands senior transportation
- Giving Life Ministries' Emergency Assistance Program
- Club Christ Ministries after-school literacy program computer lab
- HopeLink Family Resource Center
- Nathan Adelson Hospice meal delivery program
- Blind Center Road to Independence transportation program
- Living Grace Home housing for pregnant teens
- FACT (Family and Child Treatment) substance abuse program
- Catholic Charities respite care
- S.A.F.E. House emergency shelter for victims of domestic violence



First-Time Homebuyer Program

The First-Time Homebuyer Program provides zero-percent interest deferred loans to be used for down payments, closing costs and rehabilitation of homes located in Henderson.

To qualify, applicants must:

- Meet the annual income requirements
- Have worked and/or resided in Henderson for the last year
- Not have owned a home in the last three years
- Attend a homebuyer education program
- Make a minimum investment of \$1,500 of their own funds

Proposed properties must be within Henderson city limits and be below the FHA maximum mortgage limit of \$271,050 purchase price.

In fiscal year 2012/2013, \$78,312 was provided for the purchase and rehabilitation of Henderson homes. Since the creation of the First-Time Homebuyer program in 1994, over 200 low-income families have received assistance.



Home Rehabilitation

The City provides grants and low-interest loans to assist low-income residents with necessary home repairs. Applicants must have owned their homes for a minimum of one year and must not exceed maximum assets.

Emergency Repair Grant

Grants will provide up to \$2,500 for emergency repairs to owner-occupied homes or mobile homes. Funds can be used for repairs of hazardous conditions that threaten the health and safety of Henderson residents, such as repairs of roofs, plumbing, electrical and HVAC.

Deferred Payment and Low-Interest Loans

The City will provide deferred or low-interest loans to improve owner-occupied homes. Loans can be written for up to \$45,000 and may be used for a variety of improvements, including HVAC units, carpet, cabinets, energy-efficient appliances and room additions.

In fiscal year 2012/2013, 19 residents were assisted through the home rehabilitation programs for a total cost of \$49,237. (See appendix for locations of homes assisted).

Before



After



Lead Hazard Control Program

Although the City's housing stock is relatively young, thousands of our children are at risk of blood poisoning from lead. In recognition of the significant risk exposure, Neighborhood Services was awarded a \$2.2 million Housing and Urban Development (HUD) Lead-Based Paint Hazard Control Grant to be used over the next three years.

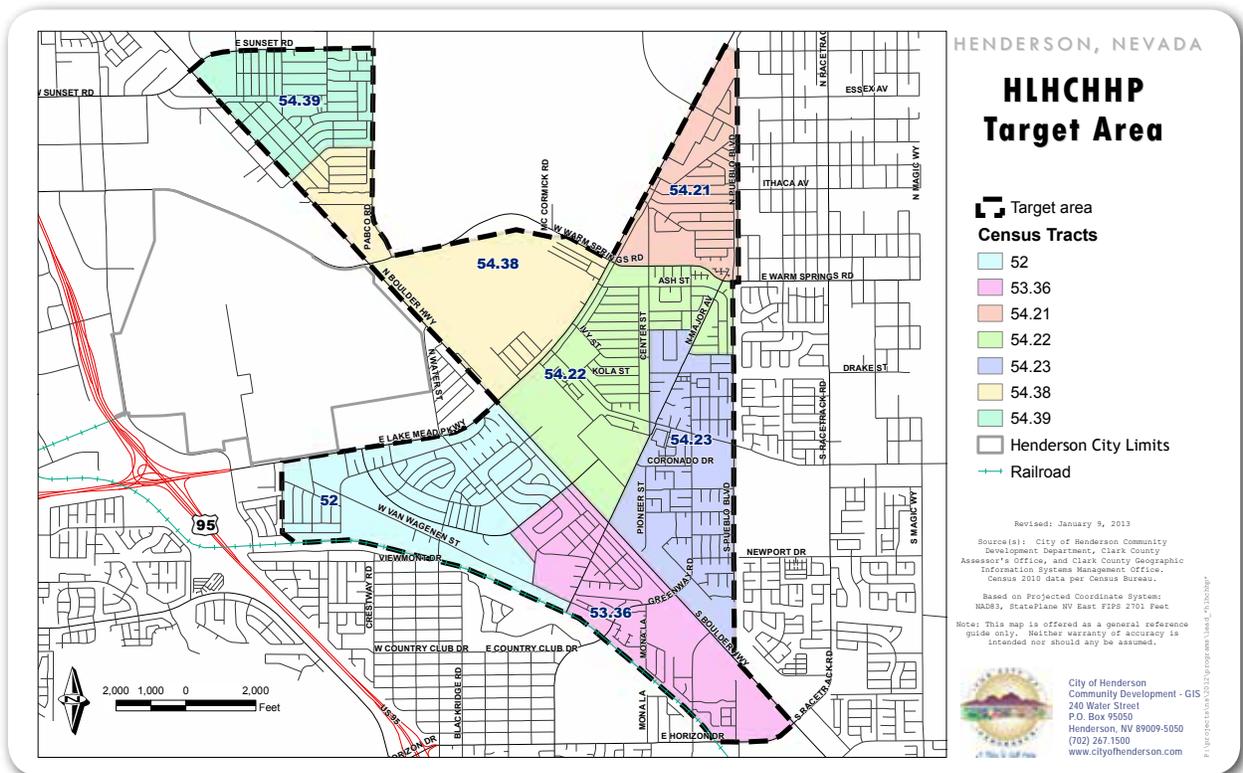
The project will prioritize households that include children under age six and will provide funding for:

- Outreach and education
- In-home lead assessments
- Childhood blood-level testing
- Temporary relocation as necessary

In 2008, the Southern Nevada Health District reported that of the 69 zip codes in Clark County, Elevated Blood Levels were found in 18 of them, including Henderson's 89015.

Additionally, it will cover the removal of existing lead hazards in 80 homes in a designated target area as shown below. The area includes over half of the City's residential structures built pre-1978 (4,616) and meets HUD definitions of a low income area.

Childhood lead poisoning is preventable and this new project will decrease exposure to lead hazards and prevent additional children from ingesting/inhaling lead while increasing the numbers of children screened as we progress toward eliminating childhood lead poisoning in our City.



Multi-Family Housing Program

Through the use of HOME Investment Partnerships Program (HOME) and Low-Income Housing Trust Fund (LIHTF), the City provides developers with gap financing to assist with the creation of multi-family housing.

An example of public-private partnerships coming together to bring affordable housing together in our community is College Villas. The City's commitment of \$300,000 in HOME and LIHTF funding helped to leverage over \$23 million from other sources to make this project a reality.

August 2012 witnessed the grand opening of College Villas Apartments, a 226-unit senior rental affordable housing development located on College Drive at Boulder Highway. College Villas one and two bedroom units feature full kitchens, washers/dryers, ceiling fans and energy efficient windows. The project is pet-friendly and amenities include a pool, fitness room, library, billiards room and a multi-purpose room. On-site management is provided by Retirement Housing Foundation and Section 8 vouchers are welcome.



Neighborhood Stabilization Program (NSP)

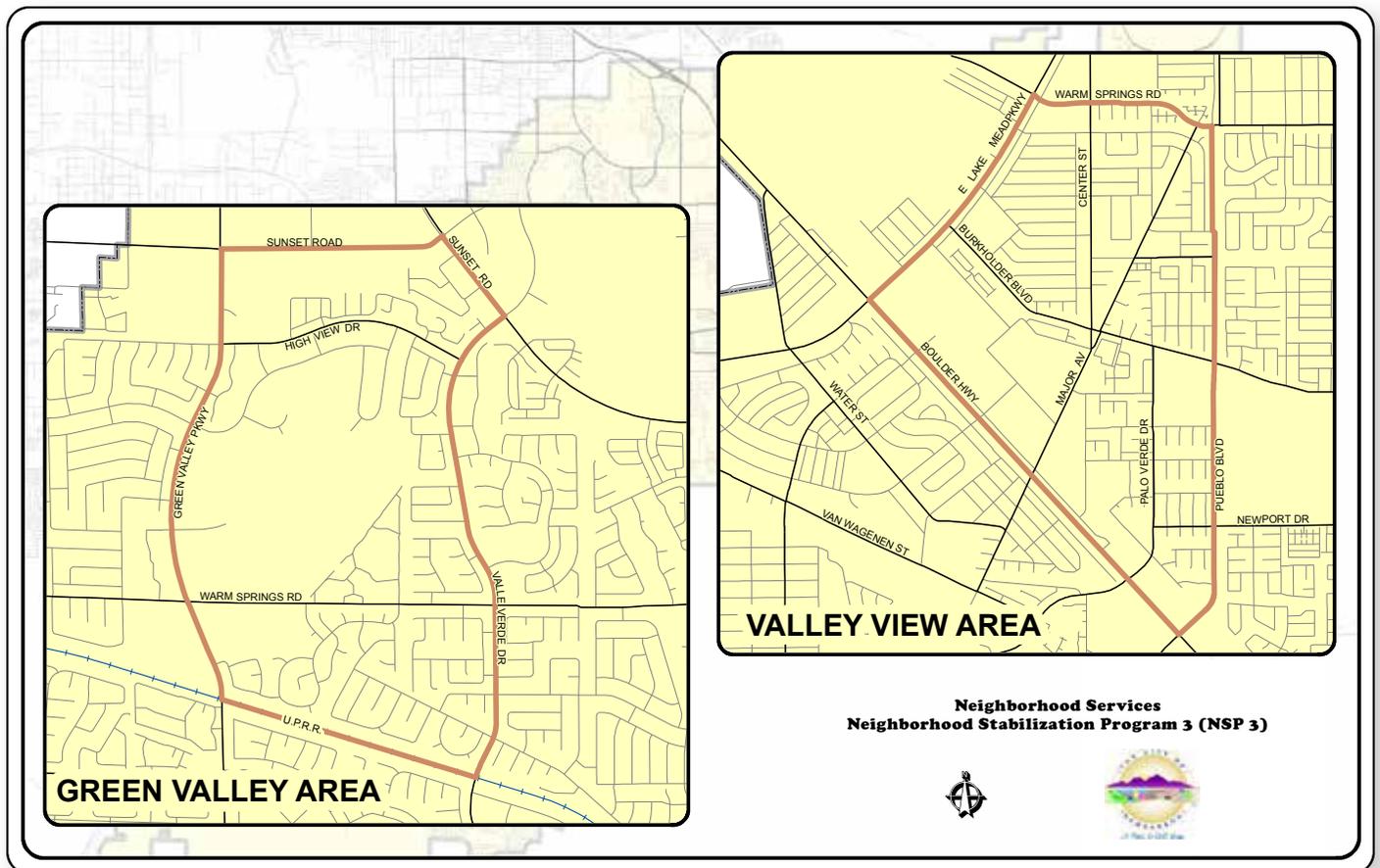
In the last three years, Henderson has received a total of \$8 million in Federal Neighborhood Stabilization (NSP) funds. These monies are used to assist in the purchase and rehabilitation of foreclosed and abandoned properties in the hardest hit areas of our city.

To qualify for the NSP, applicants must:

- Currently reside in Clark County
- Make an investment of 50% of the required down payment (minimum of \$1,500) of their own funds
- Attend a homebuyer education program

Properties must be located within designated zip codes (see map below) and be purchased at 1% below the appraised value.

By the time all NSP funds are expended, we anticipate that approximately 100 homes will have been put back on the market.



Regional Homeless Assistance

Through the Regional Homeless Program, the City is engaged in collaboration with local municipalities, public agencies and service providers to address the issue of homelessness in Southern Nevada.

The Regional Collaboration's emphasis on serving chronically homeless and developing permanent supportive housing has resulted in measurable progress. Several initiatives have emphasized "housing first" models which place chronically homeless individuals directly into permanent housing while simultaneously coordinating "wrap around" services from several partner agencies to assist the formerly homeless person to remain housed and moving toward independence. These efforts have shown dramatic results as evidenced by the recent point-in-time homeless census.

Every two years a census of the homeless population is conducted, partially in fulfilling requirements to maintain funding for homeless services and partially to measure progress toward reducing the homeless population. The census includes three elements: a physical count of homeless persons observed on the streets and housed in shelters in a single evening in January, a telephone survey of residents inquiring if they are housing persons who would otherwise be on the streets, and a face-to-face survey of homeless persons to gather demographical information. Both the telephone and face-to-face surveys are reliable statistical samples and results can be applied to reflect the overall homeless population.

A comparison of the January 2011 to the January 2013 census demonstrates the Regional Collaboration's efforts are showing results. The unsheltered street count population decreased 28.5% and the sheltered count decreased 22.4% over the two year period. Overall, the homeless population decreased 22%. On any given night in 2013, it is estimated that approximately 695 chronically homeless persons are present in Southern Nevada, a decrease of 56% since 2011. Of course, a major challenge remains, it is estimated that 33,882 individuals in Southern Nevada experience homelessness annually.



Weatherization Assistance

The Weatherization Assistance Program was established in 1977 to assist low-income residents reduce their utility bills by providing energy conservation measures. Assistance is provided free of charge and no liens or financial obligations are placed on individuals using the program.

A total of 36 homes and mobile homes received Weatherization assistance in fiscal year 2012/2013.

Typical measures include:

- Attic insulation
- Duct Sealing
- Replacement of broken windows and doors
- Water heaters
- Solar screens
- Heating and cooling systems
- Compact fluorescent lights
- Refrigerators
- Water-saving showerheads
- Carbon monoxide detectors

**Energy savings include
189,241 kilowatt hours and
6,659 total therms!**





Neighborhood Relations and Enhancement

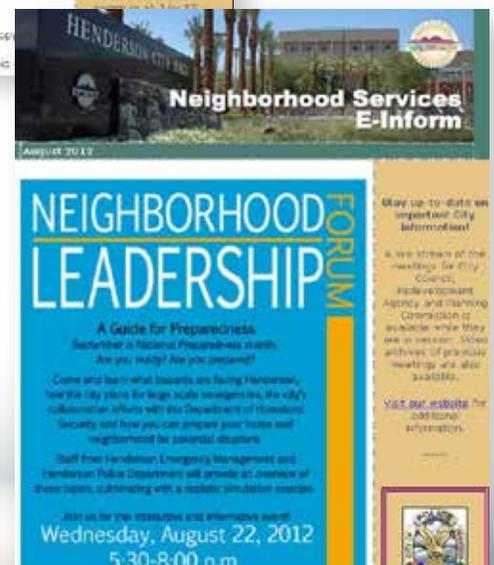
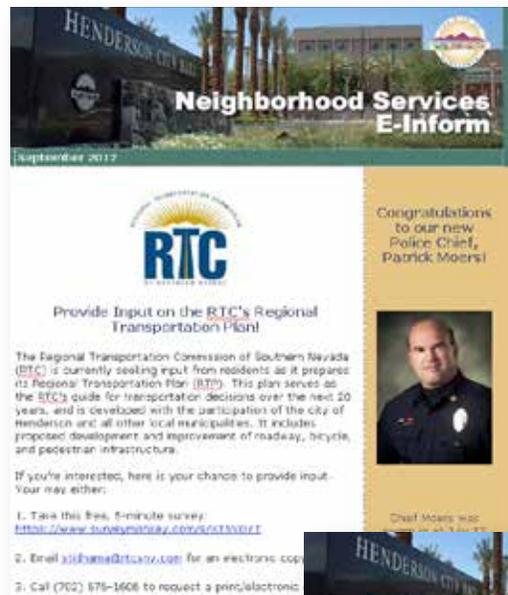


Citizen Outreach

By reaching out to residents through our monthly E-Inform, Neighborhood Services disseminates important information on City programs, policies and projects.

Each month, the Neighborhood Services electronic newsletter is sent to neighborhood leaders and community managers throughout Henderson. E-Informs communicate upcoming events, new programs and services and address community-wide areas of concern.

E-Informs are sent through Contact Henderson to over 750 residents.



City Hall at the Mall

Held every November, City Hall at the Mall is an educational event at the Galleria at Sunset where residents are encouraged to meet with City staff to discuss current programs and services.



In fiscal year 2012/2013, the following 12 departments/divisions participated in event:

- Animal Control
- City Clerk
- Code Enforcement
- Community Development
- Cultural Arts and Tourism
- Fire
- Municipal Court
- Neighborhood Services
- Parks and Recreation
- Police
- Public Works
- Utilities Services



As a way to encourage residents to visit each table and take full advantage of the information offered, a City Hall at the Mall “passport” was distributed to all attendees. While browsing the various tables, residents had their passports initialed by staff and, once they had stopped by all tables, the passport was used as a survey and raffle entry.

Based on calculations of participating departments, over 300 individuals visited the event.



Henderson Cares Employee Volunteer Program

In September 2012, a committee was formed to create and oversee an employee volunteer program. Named Henderson Cares, the program provides employees the opportunity to volunteer their personal time on projects that benefit our Henderson community while working hand-in-hand with their fellow employees.

The first project, serving meals to diners at the Heritage Park Senior Facility, took place in April 2013. Other completed projects include cleaning books that are distributed to Henderson children, filling backpacks with food for local elementary students and painting the S.A.F.E. House offices.

In addition to continuing with many of the earlier projects, the following volunteer opportunities are being planned for fiscal year 2013/2014:

- COH bike-friendly events
- USO Las Vegas
- National Public Lands Day
- Project Green Make a Difference Day



In just the first three months after Henderson Cares went live, employees completed five projects and logged 122 volunteer hours!



Henderson Shines!

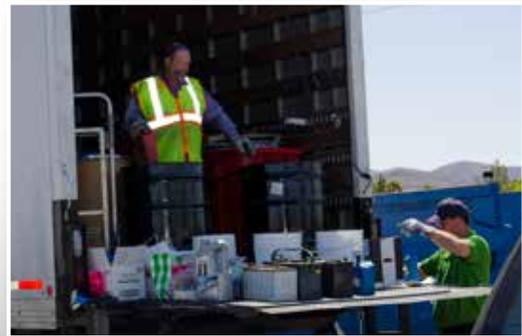
The Henderson Shines community cleanup provides residents with the opportunity to dispose of unwanted items while learning about the importance of sustainability.

On Saturday, May 21, 2013, we held our third annual Henderson Shines in the Pavilion parking lot. Our best attended event yet, over 400 residents dropped off unwanted items and received information on recycling, drought-tolerant landscaping and energy efficiency.

With the help of Republic Services, residents disposed of 16,825 pounds of paint, oil, batteries and bulk items and Opportunity Village shredded 4,500 pounds of documents.

The following items were also collected:

- Henderson District Public Libraries - 3,000 books
- Henderson Police Department - 111 cell phones
- Blind Center – Two truckloads of electronics



“If I Were the Mayor of Henderson...” Essay Contest

The annual “If I Were the Mayor of Henderson...” Essay Contest is open to all Henderson fifth-graders. Five winning essays are selected based on spelling, grammar, originality and understanding of local government.

For our sixth annual essay contest, we received 333 entries from 14 elementary schools. Upon review by a panel of internal judges, the following five winners were announced:

- **Kelly Barbás** – Henderson International School
- **Rille Elrod** – Lamping Elementary
- **Amani Hoyle** – Kesterson Elementary
- **Isabella Landberg** – Lamping Elementary
- **Sarah Nicholson** – Lamping Elementary

At a presentation moderated by Mayor Andy Hafén, students read their winning essays at the annual City Hall at the Mall event at the Galleria at Sunset. They were then treated to a \$50 mall gift card and complimentary lunch at Red Robin compliments of the Galleria.

Later, winners were recognized at City Council, where they received an engraved plaque.



Henderson Satellite Mediation Program

Launching on July 1, 2013, the Satellite Mediation Program will bring parties together to resolve their differences through discussion and problem solving.

When residents lodge complaints with the City's regulatory departments such as Animal Control, Code Enforcement or Police, staff must investigate the issues and validate whether violations exist. Unfortunately, many of these issues fall outside our ability to legally enforce and originate from neighbor-to-neighborhood disputes. By residents using the City as a tool to retaliate against their neighbors, taxpayer dollars are wasted.

To address this challenge, Neighborhood Services has partnered with the Clark County Neighborhood Justice Center (NJC) and the Henderson District Public Libraries (HDPL) to create the Satellite Mediation Program. In fiscal year 2012/2013, staff was extensively trained and certified as community mediators through the NJC. By offering an alternative to the traditional complaint process, we can assist residents in pursuing resolution in a close, convenient location.

The mediation program is one more innovative way that the City of Henderson is continually working to make Henderson the premier community!



Neighborhood Cleanup Program

The Neighborhood Cleanup Program provides 20 cubic yard dumpsters at no charge to Henderson neighborhoods for weekend cleanups.

In fiscal year 2012/2013:

- 129 dumpsters were placed (see appendix for locations)
- 274 tons (548,000 pounds) of debris were collected
- An average of 2 tons (4,000 pounds) of debris were collected per dumpster placed

Cleanups are initiated by dedicated residents who contact Neighborhood Services to request dumpsters. To encourage maximum utilization they distribute fliers, provided by the City, to their neighbors.

Over 15 neighborhoods are repeat users of the Neighborhood Cleanup Program, requesting dumpsters on a regular basis to keep their properties looking good!



Neighborhood Enhancement Grant

The Neighborhood Enhancement Grant provides up to \$5,000 in matching funds* to Homeowners' Associations (HOAs) and registered neighborhood groups.

Eight grants totaling \$22,475 were awarded in fiscal year 2012/2013. In accordance with program requirements, grants were matched in either cash or sweat equity, calculated at \$18 per hour.

HOAs and neighborhood groups used funds for landscaping improvements, new signage, security cameras and pool repair.

Over 2,500 Henderson residents benefitted from projects in their neighborhoods that were completed with the help of the Neighborhood Enhancement Grant.

*In the spring of 2013, the maximum match amount was raised from \$2,000 to \$5,000.



Neighborhood Leadership Forum

The Neighborhood Leadership Forum is a venue for HOA board members, community managers and City staff to share views on issues and challenges facing our community.

Two forums were held in fiscal year 2012/2013*, with a total of 63 neighborhood leaders in attendance. Events focused on the following topics:

December 2012 – “A Guide for Preparedness”

Staff from Henderson’s Emergency Management Division presented information on hazards facing Henderson, how the city plans for large scale emergencies, the city’s collaboration efforts with the Department of Homeland Security and how residents can prepare their homes and neighborhoods for potential disasters. Additionally, six neighborhood groups, which went above and beyond in their efforts to make our community premier, were recognized.



April 2013 – “Henderson Seniors: Caring for Our Aging Population”

At this forum, we focused on the many questions facing aging adults and their families. Representatives from the Henderson Police Department, Henderson Parks & Recreation, Clark County Public Guardians Office and State of Nevada Aging and Disability Division provided information on personal safety, long term care, economic welfare, nutrition and social well-being.

*Our August forum was cancelled due to inclement weather.



Property Cleanup Assistance Program (PCAP)

The Property Cleanup Assistance Program (PCAP) helps Henderson residents who have received a Code Enforcement violation and are unable to bring their property into compliance due to their age, income or a disability.

In fiscal year 2012/2013, 27 properties that had been cited under the Property Maintenance Code (PMC) were brought into compliance through the use of the PCAP. Residents received assistance with landscape maintenance, litter removal and pool draining.

The Property Cleanup Assistance Program is not advertised; recipients are referred by Code Enforcement officers during the citation process.

To maximize resident investment in the program, when feasible, we encourage them to request dumpsters and complete the cleanup themselves.

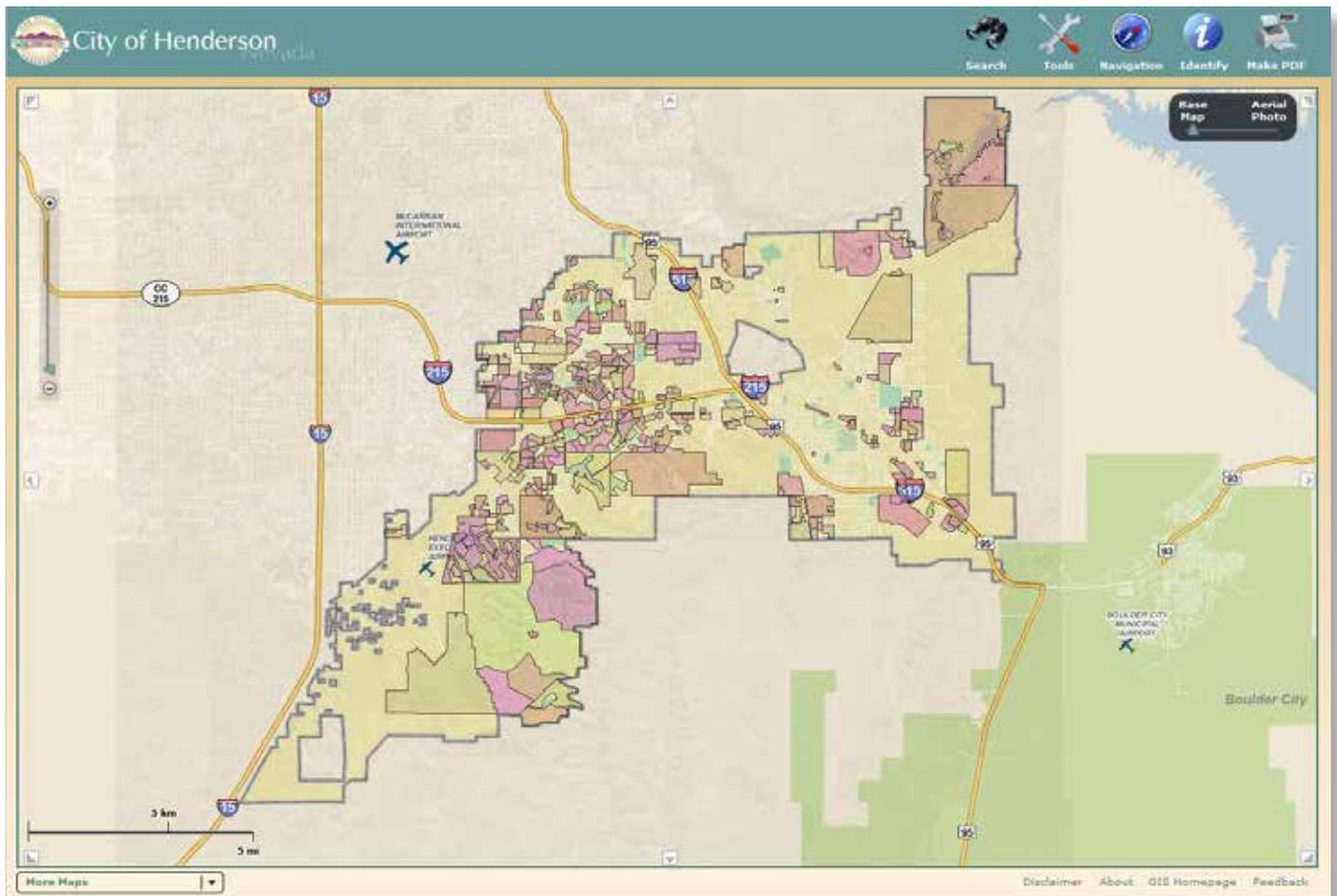
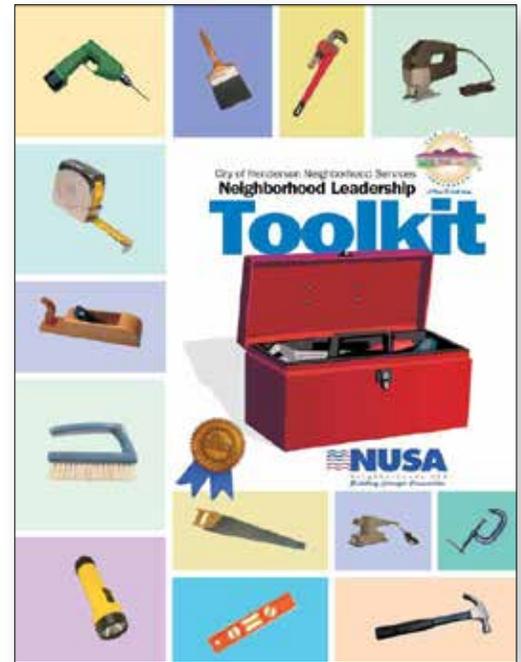


Resource Tools

Neighborhood Services' resource tools allow both internal and external customers the ability to obtain important information.

The Neighborhoods USA (NUSA) award-winning Neighborhood Toolkit is available on the Neighborhood Services webpage and by mail upon request. The toolkit is a resource guide designed to help both residents interested in forming a neighborhood association and those who currently live in an HOA to learn more about the City and its services.

Located on the City website, the HOA/NHA interactive map captures all registered neighborhood groups within the City of Henderson. To date, over 346 are listed. Audited and updated continuously, the information is useful to those seeking contact names and locations.

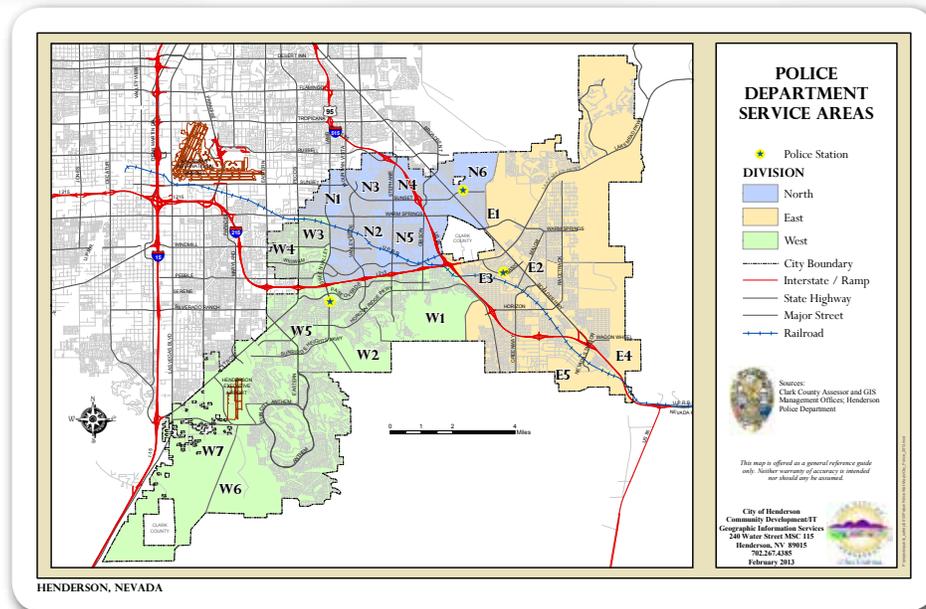
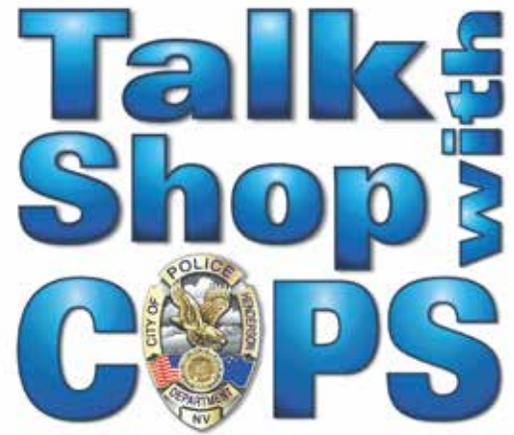


Talk Shop with Cops

In January 2012, the Henderson Police Department contacted Neighborhood Services for assistance in the development and implementation of a new outreach program. Later named Talk Shop with Cops, the events are held three times per calendar year, one in each service area.

In designing the program, the first step was determining residents' greatest areas of concern. After sending over 2,500 email surveys, the top three categories were criminal investigations, traffic and Neighborhood Watch. With this information, the meetings were designed to begin with a presentation by the area Captain, followed by an informal Question and Answer period.

Talk Shop with Cops was met with a positive reception from our residents, who expressed their appreciation for the opportunity to meet with officers.



Volunteer Partnership Program

The Henderson Volunteer Partnership Program (VPP) is an online service that matches groups that need assistance with volunteers who want to give back locally. Though projects do not have to be located in Henderson, they must benefit Henderson residents.

Since being launched to the public in December of 2009, thousands of searches have been made by potential volunteers. Primary areas of interest consist of working with children, education, senior services and assisting City of Henderson departments.

In the same time period, numerous projects were registered on the site. Examples of groups seeking volunteers through the VPP include:

- United Way
- Ironman Triathlon
- Heaven Can Wait Animal Society
- Clark County Museum
- HopeLink
- Henderson Senior Center
- TIP (Trauma Intervention Program)





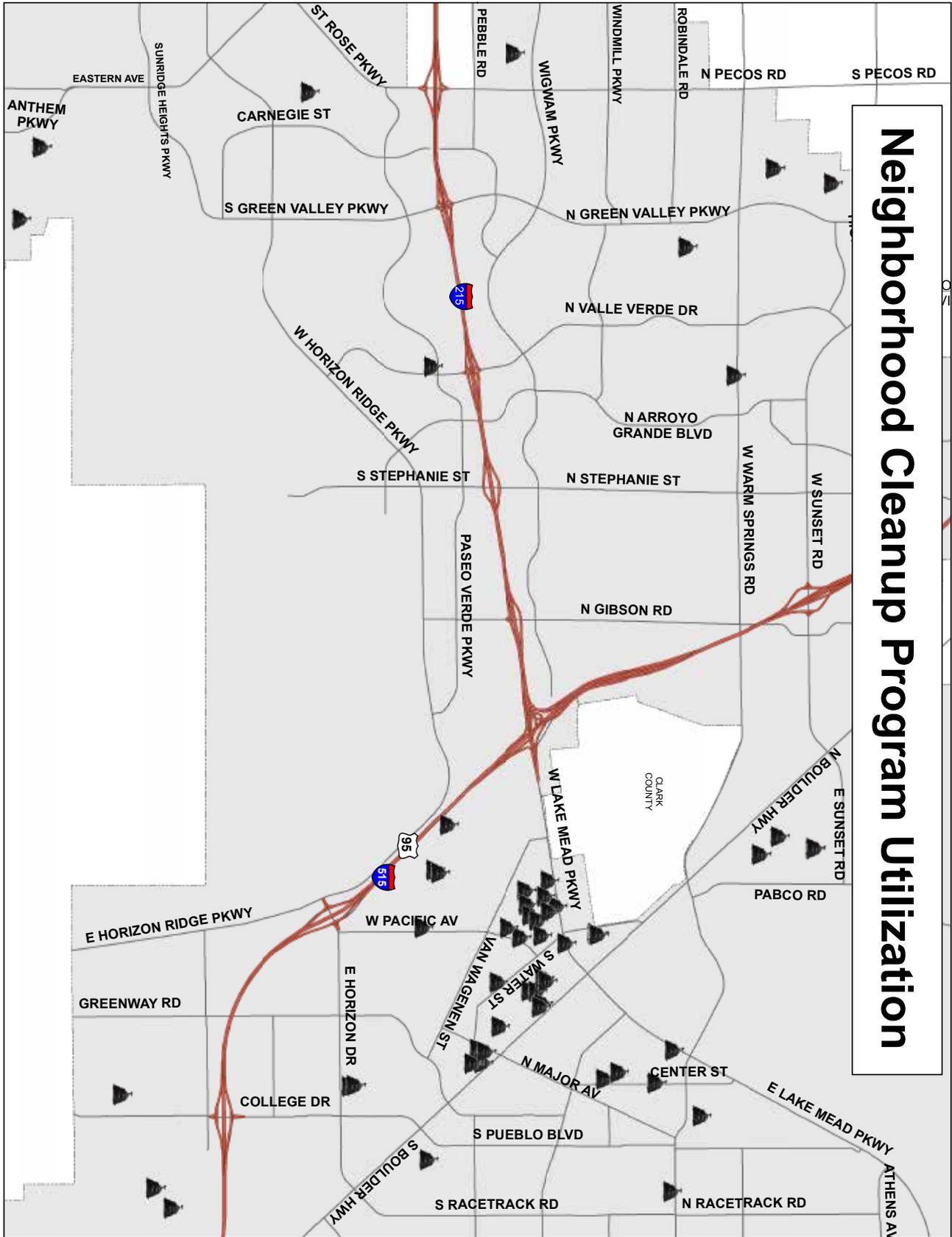
Fiscal Year 2012/2013 Highlights



Fiscal Year 2012/2013 Highlights

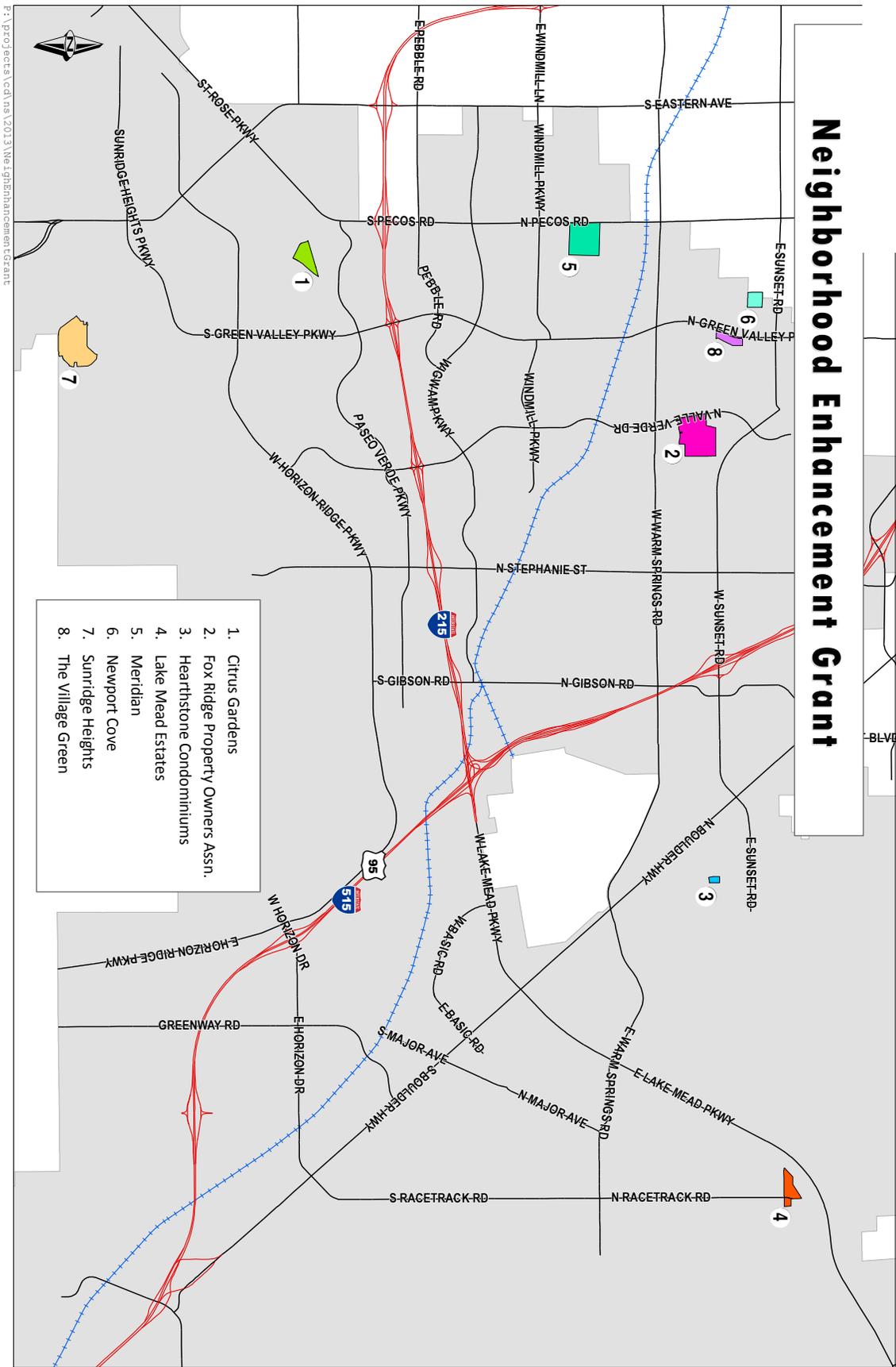
- Code Enforcement addressed 3,655 complaints and resolved over 95% through voluntary compliance.
- \$1.1 million in CDBG monies was used to fund community projects.
- Under the First-Time Homebuyer Program, \$78,312 was provided for the purchase and rehabilitation of Henderson homes.
- Home Rehabilitation Programs assisted 19 residents for a total cost of \$49,237.
- \$2.2 million was received through HUD's Lead-Based Paint Hazard Control Grant.
- \$8 million in funds from the Neighborhood Stabilization Program continued to be disbursed.
- 36 homes received Weatherization assistance.
- Each month, over 750 E-Inform Newsletters were sent electronically to HOA board members and community managers.
- 12 departments and divisions met with over 300 residents at City Hall at the Mall.
- Employees logged 122 volunteer hours in just in three months through the Henderson Cares program.
- Over 400 residents dropped off household hazardous materials and other unwanted items at Henderson Shines.
- 333 students from 14 elementary schools participated in the "If I Were the Mayor of Henderson..." Essay Contest.
- 129 dumpsters were placed through the Neighborhood Cleanup Program, collecting 274 tons (548,000 pounds) of trash.
- Over 2,500 Henderson residents benefitted from improvement projects in their neighborhoods with the help of the Enhancement Grant.
- The Property Cleanup Assistance Program helped 27 residents who were not able to address their Code Enforcement violations due to age, income or disability.



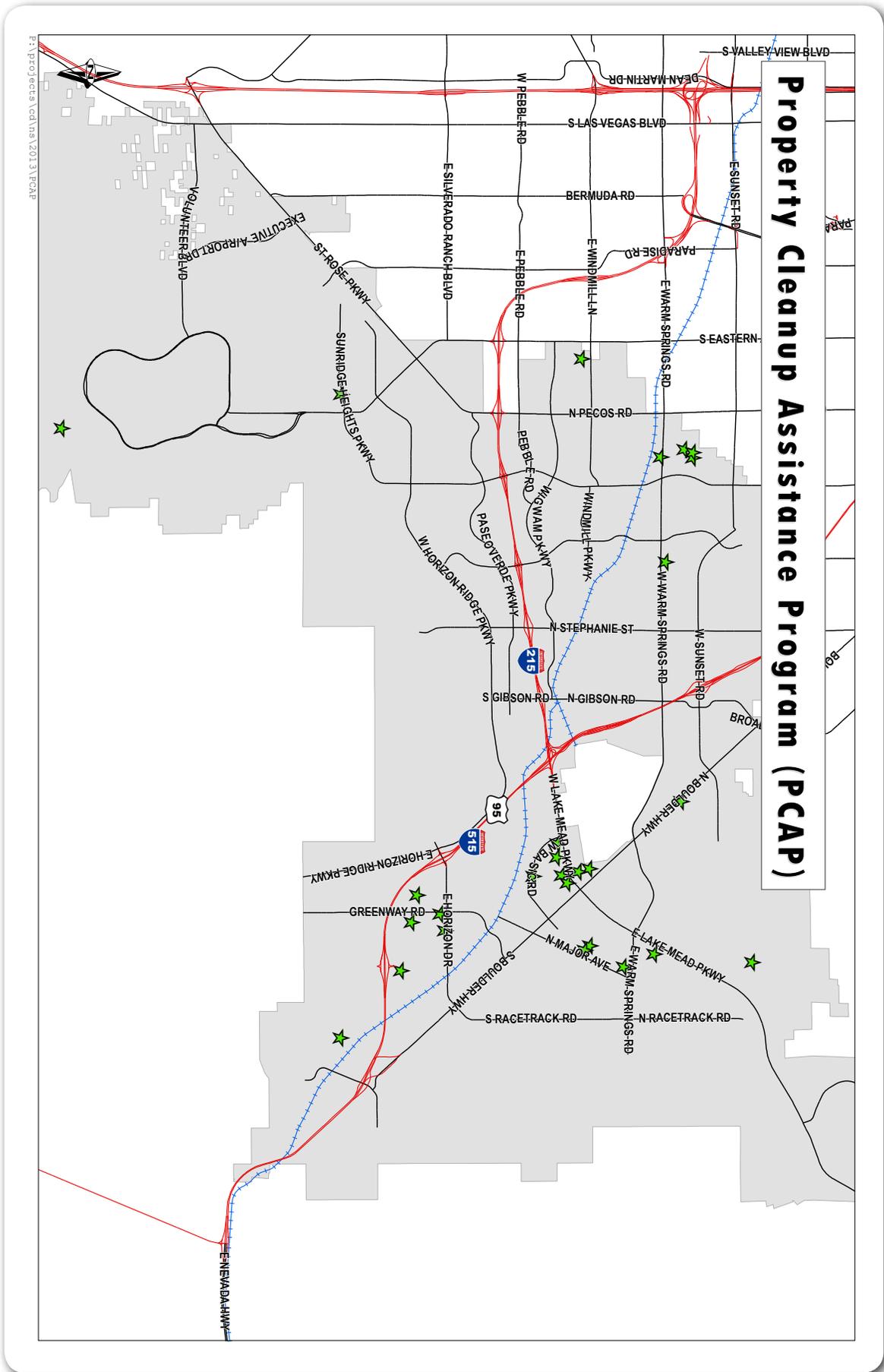


Neighborhood Cleanup Program Utilization

Neighborhood Enhancement Grant



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Andy Hafen
Mayor

Gerri Schroder
Councilwoman Ward I

Debra March
Councilwoman Ward II

John F. Marz
Councilwoman Ward III

Sam Bateman
Councilman Ward IV

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