



RESIDENT SERVICES COMMITTEE MEETING



**FEB. 21
2019**



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BOARD OF COMMISSIONERS

Morris A. Stribling, DPM Chairman	Charles Clack Commissioner	Jo-Anne Kaplan Commissioner	Gabriel L. Lopez Commissioner	Sofia A. Lopez Commissioner	Marie R. McClure Commissioner	Jessica Weaver Commissioner
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PRESIDENT & CEO

David Nisivoccia

**SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE or
**SPECIAL BOARD MEETING
722 S. Mel Waiters Way, San Antonio, TX 78203
12:30 p.m., Thursday, February 21, 2019**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of Springview Apartments, 722 S. Mel Waiters Way, San Antonio, TX, 78203, for discussion on the following matters:

MEETING CALLED TO ORDER

1. The Board of Commissioners or its Committee may hold a closed meeting pursuant to Texas Government Code § 551.071-076 for consultation concerning attorney-client matters, real estate, litigation, personnel, and security matters. The Board or Committee reserves the right to enter into closed meeting at any time, during the course of the meeting.

MINUTES

2. Minutes
 - Approval of the October 18, 2018, Resident Services Committee Meeting minutes

PUBLIC COMMENT

3. Public Comment

UPDATES AND DISCUSSIONS

4. Update and discussion regarding the Community Development Initiatives Quarterly Report (Susan Ramos-Sossman, Assistant Director of Community Development Initiatives)
5. Update and discussion regarding the Community Development Initiatives Program Success Stories (Susan Ramos-Sossman, Assistant Director of Community Development Initiatives)
6. Update and discussion regarding the ConnectHome/Older Adults Technology Services Partnership (Susan Ramos-Sossman, Assistant Director of Community Development Initiatives)
7. Adjournment

*Note: Whenever the Texas Open Meetings Act (Section 551.001 et seq. of the Texas Government Code) provides for a closed meeting in matters concerning legal advice, real estate, contracts, personnel matters, or security issues, the Board may find a closed meeting to be necessary. For convenience of the citizens interested in an item preceded by an asterisk, notice is given that a closed meeting is contemplated. However, the Board reserves the right to go into a closed meeting on any other item, whether it has an asterisk, when the Board determines there is a need and a closed meeting is permitted.

****Note:** If a quorum of the Board of Commissioners attends the Committee Meeting, this meeting becomes a Special Meeting of the Board, but no Board action will be taken other than recommendations to the full Board, unless the full Board is present.

“Pursuant to § 30.06, Penal Code, (trespass by holder license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun.”

“Pursuant to § 30.07, Penal Code, (trespass by holder license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly.

MINUTES
SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE
October 18, 2018

SCHEDULED: 12:30 p.m. in the Community Room of the Frank Hornsby Apartments, 740 Rice Road, San Antonio, TX, 78220

COMMISSIONERS PRESENT:

Charles Clack, Commissioner
Marie R. McClure, Commissioner
Jessica Weaver, Commissioner

COMMISSIONERS ABSENT:

Morris A. Stribling, DPM, Chair
Charles R. Munoz, Vice-Chair
Thomas F. Adkisson, Commissioner

COUNSEL: Darin Darby, Escamilla
& Poneck, LLP

TRANSLATOR: BCC Communications

STAFF:

David Nisivoccia, President and CEO
Muriel Rhoder, Chief Administrative Officer
Ed Hinojosa, Chief Financial Officer
Timothy E. Alcott, Real Estate and Legal Services
Officer
Adrian Lopez, Director of Community
Development Initiatives
Brandee Perez, Director of Federal Housing
Programs
Michael Reyes, Director of Communications and
Public Affairs

Steven Morando, Director of Procurement and
General Services
Domingo Ibarra, Director of Security
Kristi Baird, Director of Beacon
Communities
Janie Rodriguez, Director of Human
Resources
Richard Milk, Director of Policy and
Planning
Thomas Roth, Director of Asset Management
Diana Kollodziej Fiedler, Director of Finance and
Accounting

Item 1: Meeting called to order

Committee Chair Clack called the meeting to order at 12:35 p.m. followed by the Pledge of Allegiance and a short Prayer/Moment of Silence.

Item 5: Update and discussion regarding the recognition of Outside Partners

Item 5 was moved up on the agenda as the second item of discussion. Mr. Adrian Lopez, Director of Community Development Initiatives, recognized the following community partners who work with SAHA to provide adult education and workforce services: Workforce Solutions Alamo, VIA, Toyotetsu Texas, Veracity, Bexar County Probation, C2 Global, and Gonzaba Medical Group.

Item 2: Public Comment

The meeting was attended by fourteen residents.

Item 3: Update and discussion regarding the Community Development Initiatives Report

Mr. Lopez provided a summary of his department's major accomplishments and activities through the first quarter.

Item 4: Update and discussion regarding the Supplemental Nutrition Program

Mr. Lopez reported that the SNP program is housed at four SAHA locations. The program provides nutritionally balanced noon meals in a congregate setting. Recently, the City began asking all sites to start to enforce the “congregate meals” requirement. Residents are no longer able to take their meals to their apartments to eat. This requirement has resulted in less participation. Staff has invited the City of San Antonio to have them explain the requirement and the rollout plan for the enforcement of the requirement. Mr. Lopez then introduced Ms. Jessica Dovalina, Assistant Director of Human Services, and Ms. Maria Rivera, Social Services Manager, for the City of San Antonio. Ms. Dovalina and Ms. Rivera provided a brief description of the services they provide along with the new regulations that have been set in place regarding the nutrition program.

Item 6: Update and discussion regarding the Community Development Initiatives upcoming event - 21st Annual Golden Gala

Mr. Lopez reported that SAHA and the Education Investment Foundation (EIF) will host the 21st Annual Golden Gala on December 19, 2018, from 3:00 p.m. to 7:00 p.m. The Gala anticipates the event to bring over 800 residents to the Convention Center and provide a jam packed agenda, with food, music, photos with Santa, and various entertainment activities. The theme for the event is “Rockin Christmas” and live music entertainment will be provided by David Marez.

Item 7: Adjournment

With no objections, Committee Chair Clack adjourned the meeting at 1:48 p.m.

ATTEST:

Morris A. Stribling, DPM
Chair, Board of Commissioners


Date

David Nisivoccia
President and CEO

Date

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Susan Ramos-Sossaman, Assistant Director of Community Development Initiatives

RE: FY 2019 1st and 2nd Quarter Update

SUMMARY:

The Community Development Initiatives Department's work is largely focused on fulfilling SAHA's strategic goal No. 1, to empower and equip families to improve their quality of life and achieve economic stability. To accomplish this, staff works to provide services onsite and to offer opportunities to create a sense of place and community.

Below is a summary of the major accomplishments and activities through the first and second quarter of fiscal year 2018-2019.

Objective: Improve Quality of Life for Residents

Principles include:

- Keeping residents engaged
- Creating a sense of community
- Promoting opportunities in events to enroll residents into programs

Accomplishments	Target	Progress	Status
735 events/activities hosted through 1st & 2nd quarters with 11,353 residents participating	724 community events/activities with 9,000 participants	Above Target	Ongoing
Maintained 22 active Resident Councils	30 Resident Councils	Below Target; but increased from 15 from last quarter	Ongoing

Objective: Provide Access to Resources and Non-SAHA Programs

Principles include:

- Provide access to resources to stabilize households
- Provide access to resources and programs that may not be accessible given barriers, such as transportation
- Provide opportunities for children and youth

Accomplishments	Target	Progress	Status
23,059 households received food assistance valued at \$626,998.46 from July through December	5,500 households; \$650,000 assistance value	Exceeded household target, but value is slightly below target	Ongoing
1,591 FSS/ROSS/Jobs Plus Referrals for services with an in-kind value of \$82,440 (note does not include EDS)	1,500 referrals	Exceeded Target	Ongoing
Hosted 23 EDS Health Fairs with 305 Participants	12 events	Exceeded Target	Ongoing

Objective: Improve Resident Capacity

Principles include:

- Increase capacity through education, training, work experience
- Encourage civic engagement and leadership development

Accomplishments	Target	Progress	Status
FSS/Jobs Plus – 1,550 Participants	1,500 participants	Exceeded Target	Ongoing
FSS/Jobs Plus – 107 (average/quarter) Residents enrolled into education and training (11 percent)	35 percent enrollment	Below Target	Ongoing
FSS/Jobs Plus - 585 maintained employment (37 percent)	40 percent	Below Target	Ongoing
Hosted 2 quarterly Resident Council trainings	2 trainings	Met Target	Ongoing
Hosted 6 Early Engagement sessions with 1,610 participants	6 sessions; 1,000 participants	Exceeded Targets	Ongoing
ConnectHome had 155 graduates, 152 computer devices distributed, 90 hot spots distributed, 63 youth secured a device	100 new participants to receive Computer	Exceeded Target	Completed

	Training, Device and Connectivity		
Assessed EDS households; Currently revamping data system and process	1,468 (70%) Assessed; 80% maintained independent status	On Hold	Ongoing

Objective: Facilitate Residents to Achieve Self-Sufficiency:

Principles include:

- Ensure families achieve self-sufficiency to establish financially viable households
- Create positive working/educated households that have long term positive effects on children and youth in those households
- Reduce dependency on public assistance

Accomplishments	Target	Progress	Status
10 residents graduated from FSS and secured a combined total of nearly \$90,000 in FSS Escrow Funds	NA	Continue to promote education, training and jobs	Ongoing
14 residents successfully completed HPOG training and graduated in January 2019	NA	Continue to promote education, training, and jobs	Ongoing

Objective: Improve Agency Performance

Principles include:

- Ensure agency is financially strong
- Develop a reputation for being an effective leader, partner, and advocate for affordable housing
- Utilize housing foundation to address other redevelopment/revitalization goals

Accomplishments	Target	Progress	Status
Raised \$70,000 for EIF	\$50,000	Exceeded Target	Ongoing
Distributed 20,000 books as part of the Book Rich Environment	9,000	Exceeded Target	Ongoing

Secured partnership with Municipal Court to assist with the attendance initiative	NA	Provide additional resources for our residents	Ongoing
Submitted \$1.6 million in grants; \$1.3 million pending	NA	Provide additional resources for our residents	Completed
31 residents graduated from the Parent Leadership Academy	NA	Provide additional resources for our residents	Completed
Successfully hosted the 21st Annual Golden Gala	NA	Provide additional resources for our residents	Completed
Distributed over 500 Christmas toys to 344 children	NA	Provide additional resources for our residents	Completed

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

STRATEGIC GOAL:


Empower and equip families to improve their quality of life and achieve economic stability.

ATTACHMENTS:

None.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Susan Ramos-Sossaman, Assistant Director of Community Development Initiatives

RE: Update and Discussion regarding Resident Success Stories

SUMMARY:

The Community Development Initiatives Department's work is largely focused on fulfilling SAHA's strategic goal No. 1, to empower and equip families to improve their quality of life and achieve economic stability. To accomplish this, staff works to provide services onsite and to offer opportunities to create a sense of place and community.

The CDI Department focuses on five major objectives:

- Improve Quality of Life for Residents
- Provide Access to Resources and Non-SAHA Programs
- Improve Resident Capacity
- Facilitate Residents to Achieve Self-Sufficiency
- Improve Agency Performance

CDI continues to host community events and activities to keep hundreds of residents engaged. Furthermore, the department provides access to services to stabilize households and provide opportunities for residents to build capacity and achieve self-sufficiency. Some of the highlights of the first two quarters include:

- Over 1,500 Family Self-Sufficiency and Jobs Plus participants
- Issued nearly \$90,000 to FSS Graduates in December of 2019

While the CDI Department is proud of the progress of the various metrics, it is important to note some of the success stories of our residents. Today we will highlight up to three residents and their success stories.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

STRATEGIC GOAL:

Empower and equip families to improve their quality of life and achieve economic stability.

ATTACHMENTS:

Success Stories

Lynda Walker

Ms. Lynda Walker enrolled in the FSS Program on November 1, 2012, with a household income of \$7,269.00. She graduated from San Antonio College as an Administrative Office Assistant. She completed the SAHA Financial Literacy Class in April of 2015, and continues to improve her credit score with the Financial Empowerment Center. She received an Accounts Specialist Certification from Southern Careers Institute April 13, 2016, acquiring an "A" Honor Roll Award with a GPA of 3.8 and served as Secretary Mentor Student Group. Ms. Walker received her Administrative Assistant Professional Certification from Northside Independent School District in 2017. Ms. Walker is eager to make a nice purchase towards reliable transportation that will enable her to work in the Administrative Assistant Profession, in which she is now certified. She remains employed with Army & Airforce Exchange Services with a household income of \$12,930.00.

Veronica Garcia

Ms. Veronica Garcia joined the FSS Program June of 2012, with a household income of \$22,367.00. She is a mother of two boys (17 year old, Fernando and 15 year old, Matthew) who currently attend Memorial High School. Ms. Garcia has participated in our Financial Literacy program, and received a bike from the CDI Bike Program. Ms. Garcia enrolled in the Habitat for Humanity Program and is excited towards becoming a new home owner in her near future. She is currently enrolled at San Antonio College to further her education in Public Administration. Ms. Garcia has been employed for seven years with the City of San Antonio as a Public Health Aide. She received her WIC Certificate and a raise due to her certification. Her household income increased to \$31,411.00.

Natalia Tamez

Ms. Natalia Tamez enrolled in the FSS Program on September 1, 2013, with an initial household income of \$20,656.00. Ms. Tamez completed the SAHA Financial Literacy Class and improved her credit score through the Financial Empowerment Center. She graduated from Palo Alto College on December 12, 2015, earning an Associate of Arts degree in Criminal Justice. Additionally, she was accepted into the National Society of Leadership Honor Society. Ms. Tamez attended numerous CDI/FSS events and has kept her children heavily involved. She and her four children completed the Digital Literacy Passport Program and each received laptops in the Summer of 2018. Additionally, her children participated in Dream Week and have been A/B honor roll recipients for the last several years through our EIF program. She is currently employed at Credit Human Federal Credit Union as a Records Management Clerk with a household income of \$52,585.00.

Bianca Alvarado

Ms. Bianca Alvarado, enrolled in the FSS Program on February 1, 2015, with a household income of \$7,536.00. She is a single mother of her daughter, Mia. While in FSS she became employed at Citibank NA, as a phone banker in June 2016, earning \$26,000.00. She is enjoying her job so well, that she has decided to make a career of it. Ms. Alvarado wants to be the best role model to her daughter by assisting her to excel in school. Currently, she is employed at Citibank as a banker associate with a household income of \$30,333.00. Ms. Alvarado ended her housing assistance once she was able to pay full rent. Her ambitions are to save money, become a homeowner and eventually own her beauty salon.

Tammie Michelle Huff

Ms. Tammie Huff enrolled in the FSS Program March of 2011, with a household income of \$1,476.00. She is a mother of two daughters, Serenity (age 8), and Lexus (age 13). Ms. Huff completed Pre-Vocational Training with the Alamo Colleges through the Workforce Development and Continuing Education. She holds certificates in Business, Customer Service, and Finance. Ms. Huff has been saving some of her income to develop and grow a business of her own. She completed Certified Nurse Assistant Program at West Avenue Nurse Aide Academy and is pending the State Board test.

Felecia Nicole Woods

Ms. Felicia Woods joined the FSS Program in October of 2010. Ms. Woods is a single mother to her daughter, Brianna, and her son, Edwin. Her annual household income at the time of enrollment was \$1,560.00. During her enrollment in the FSS Program Ms. Woods earned a Bachelor's Degree in Health and Human Services at the University of Phoenix. Ms. Woods worked as a substitute teacher with Judson ISD in 2012, and was employed with Pre-K 4 SA from 2014-2017. Her household income increased to \$14,371.00. Ms. Woods is now currently employed at St. PJ's Children's Home and is working towards self employment in Family and Children's services as well. Through hard work and dedication Ms. Woods left the Public Housing Program on September 30, 2016, and has continued working towards self sufficiency.

Yvonne Banks

Ms. Yvonne Banks enrolled in the FSS Program on June 1, 2008, with a household income of \$4,512.00. She is a mother of three children, Serenity (age 16), Zoei (age 11) and Samuel (age 5). Ms. Banks registered for college and began an Accounting Degree at St. Philip's College. She then became employed as an insurance agent at Acceptance Insurance. Ms. Banks obtained an Underwriter's license and a Certificate in Property & Casualty Insurance. She continues upgrading her professional skills to improve her career opportunities as an Insurance Underwriter. Ms. Banks continues to work with the Financial Empowerment Center on improving her credit score and is working towards becoming a homeowner. She is currently studying to obtain a license in Life Insurance and is planning to return to school and complete her Associates in Accounting. Ms. Banks household income by the end of her contract was \$24,000.00.

Shantel Williams

Ms. Shantel Williams enrolled in the FSS Program on March 1, 2012, with a household income of \$3,156.00. She is a single mom of three sons. Ms. Williams completed her Medical Assistant Certification from Everest in January 2013. She completed the SAHA Financial Literacy Class in April of 2014. She received her high school diploma from SAISD in December 2017. Ms. Williams continues to improve her credit score and hopes to own her home in the future. Ms. Williams remains full time employed at Disability Services of SouthWest Texas as a direct care attendant with a household income of \$24,684.00.

Christine Sattiewhite

Ms. Christine Sattiewhite enrolled in the FSS Program on July 1, 2013, with a household income of \$10,574.00. Mother of a daughter and two sons, she obtained a high school diploma and Activity Assistant Director Certification. While in FSS, Ms. Sattiewhite attended a resume workshop, attended one-on-one financial counseling and became CPR Certified. Ms. Sattiewhite participated in the "Pedaling your way to fitness Campaign" on March 2013, and received two bikes for her children; she also attended numerous food distributions to supplement her income.

She completed the Digital Literacy Passport Program and received a laptop from SAHA's ConnectHome Program in January of 2018. She is currently employed at Educare Community Living Corp. as a Direct Support Professional with a household income of \$ 30,930.00.

Julia Stemley

Ms. Julia Stemley enrolled in the FSS Program on March 1, 2013, with a household income of \$4,714.00. Ms. Stemley is a single mom of three daughters and a son. Ms. Stemley was a resident of New Orleans, and a Hurricane Katrina survivor. She completed her Child Development Accreditation at San Antonio College in November 2014. She also completed the SAHA Financial Literacy Class, and continued to improve her credit score with the Financial Empowerment Center. She attended numerous CDI/FSS events like Mother's Day and received bicycles for herself and her son. Ms. Stemley completed the Digital Literacy Passport Program from Connect Home in February 2018. She became a Certified Community Health Worker through the Texas Department of State Health Services October 2017. She is currently employed with Judson Independent School District with a household income of \$38,120.00.

Francisco Almanza

Mr. Francisco Almanza is a Jobs Plus member. He converted to full time employment with Toyotetsu in late October of 2018. He began this career as a temporary employee with Veracity, had perfect attendance, and worked his way up to earning \$14.00 per hour from \$11.50 per hour. He is ecstatic about having a permanent job and was eager to share a story about how proud he was to be able to buy his child glasses and taking another to the dentist, because he now has job benefits. Mr. Almanza's goal is to become a home-owner.

Holly Prater

Ms. Holly Prater is a Jobs Plus member. She gave a testimony about how she always avoided talking to Community Coaches, but then decided to speak to one. In just a year's time, Ms. Prater earned her high school diploma, completed Medical Assistant training through HPOG, and is now employed on a full time basis earning \$15.00 per hour at University Hospital (Robert Green Campus). Holly's goal is to advance in the medical field.

Michelle Morgan

Ms. Michelle Morgan is a resident of East Meadows and is a Jobs Plus East member. She was hired as a Community Coach in September 2018. She attended South Texas Leadership High School Diploma Program and completed the program in October 2018. She has enrolled and completed two sessions at the Financial Empowerment Center and has four sessions pending. She is an SAISD Leadership Participant. Ms. Morgan enrolled in December 2018, Project Quest LVN Program and anticipates completing the certification within one year.

Lorraine Leyva

Ms. Lorraine Leyva became enrolled in Jobs Plus East in November 2018. She commenced pharmacy technician training in November 2018 with Goodwill. She anticipates completing the program in nine months. She has also completed two sessions at the Financial Empowerment Center.


Jessica Zavala

Ms. Jessica Zavala came to our office last February 2018. She was scared and nervous that she would not even pass the GAIN assessment test administered at the HPOG information session.

Concerned that the language difference would interfere, (her math score was just under the requirement for the MA program), but the ROSS team and HPOG at Mirasol, provided her with math tutoring opportunities and two weeks later she returned, re-tested and passed. In addition she needed to obtain a high school diploma; therefore, ROSS staff met with her and had her assessed. Ms. Zavala paid a portion for the program and ROSS covered the rest. Ms. Zavala passed random assignment and started the MA program in March 2018, and graduated in January of 2018. She received her high school diploma in July 2018. Although the program was six months long, we strongly encouraged Ms. Zavala to complete the program in four months. Staff was very concerned in September/October 2017, when Ms. Zavala came to talk to HPOG and ROSS staff. She wanted to quit HPOG because the State Board Exam was very difficult and she had not done well on the practice tests. The ROSS/HPOG staff kept encouraging her and kept reminding her that this whole experience has been a tough one but, she has surpassed every obstacle in her way thus far. In August 2018, at the EIF Summit Ms. Zavala crossed the stage with her high school diploma. She also crossed the stage a few weeks ago, graduating from the HPOG Medical Assistant Program. Ms. Zavala gained employment this week on February 11, 2019, as a Medical Assistant for an OBGYN office. Everytime she comes across staff (ROSS, HPOG), she thanks us for everything; however, it is us who should thank her, because her success, her excitement, and her motivation is what keeps us to continue doing this work. Success stories like Ms. Zavala's rejuvenates our commitment to SAHA and to CDI.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Susan Ramos-Sossaman, Assistant Director of Community Development Initiatives

RE: Update and discussion regarding the ConnectHome/OATS Partnership

SUMMARY:

The Community Development Initiatives Department's work is largely focused on fulfilling SAHA's strategic goal No. 1, "to empower and equip families to improve their quality of life and achieve economic stability." To accomplish this, staff works to provide services onsite and to offer opportunities to create a sense of place and community.

Results

As of January 2019, Connecthome has provided basic computer training to 1,946 residents; 799 residents received a free computer for successfully completing the sixteen hours of training; 1,049 residents now have free access at home through SAHA free WI-FI, free hotspot distribution, or through low cost internet.

Partnership Highlight

In an effort to continue to expand services through the ConnectHome Program, SAHA partnered with Older Adults Technology Services (OATS), which is a nonprofit organization from New York that works to harnesses the power of technology to change the way we age. Since 2004, OATS innovated one of the nation's most powerful models to shape the future of aging. OATS supplements the program by going one step further and creating more opportunities that are specific to our seniors; including working in small groups to further engage with technology in order to combat social isolation and to boost health outcomes.

OATS sees technology as a means to accomplish powerful outcomes, not as an end in itself. OATS teaches seniors how to use mainstream devices and applications that are popular among all age groups in order to promote integration and relevance. OATS curriculum is six weeks long and through this partnership, OATS initially intends to provide services in ten communities with classes no larger than ten residents.

Staff wanted to highlight this program as another example of an innovative partnership similar to those ConnectHome has created with the San Antonio Library, BiblioTech, Google, T-Mobile, Goodwill Industries and others.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

STRATEGIC GOAL:

Empower and equip families to improve their quality of life and achieve economic stability.

ATTACHMENTS:

None.