The Board of Commissioners will convene for a Committee, or Special Board meeting, at the Community Room of the Henry B. Gonzalez Apartments located at 5811 Ingram Rd., San Antonio, TX, 78228, 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.

PUBLIC COMMENT

2. Public Comment

UPDATES AND DISCUSSIONS

3. Update and discussion regarding the Community Development Initiatives Report (Adrian Lopez, Director of Community Development Initiatives)

4. Update and discussion regarding the Community Development Initiatives Upcoming Events (Adrian Lopez, Director of Community Development Initiatives)

5. Update and discussion regarding the Quarterly Client Services Report (Brandee Perez, Director of Federal Housing Programs; Laura Longoria, Client Services Manager)

6. 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.
MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Community Development Initiatives Report - FY 2019 4th 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 third quarter.

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

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Target</th>
<th>Progress</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,756 events/activities hosted through 3rd quarter with 44,190 residents participating</td>
<td>1,500 community events/activities with 18,000 participants</td>
<td>Above Target</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Maintained 25 active Resident Councils</td>
<td>30 Resident Councils</td>
<td>Below Target; but increased from 15</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Target</th>
<th>Progress</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>50,387 households received food assistance valued at</td>
<td>11,000 households;</td>
<td>Exceeded household target,</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
### Objective: Improve Resident Capacity

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

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Target</th>
<th>Progress</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSS/Jobs Plus – 1,813 Participants</td>
<td>1,500 participants</td>
<td>Exceeded Target</td>
<td>Ongoing</td>
</tr>
<tr>
<td>FSS/Jobs Plus – 200 Residents enrolled into education and training (30 percent)</td>
<td>35 percent enrollment</td>
<td>Slightly Below Target</td>
<td>Ongoing</td>
</tr>
<tr>
<td>FSS/Jobs Plus - 829 maintained employment (46 percent)</td>
<td>40 percent</td>
<td>Exceeded Target</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Hosted 4 quarterly Resident Council trainings</td>
<td>4 trainings</td>
<td>Met Target</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Hosted 11 Early Engagement sessions with 2,537 participants</td>
<td>10 sessions; 2,000 participants</td>
<td>Exceeded Targets</td>
<td>Ongoing</td>
</tr>
<tr>
<td>ConnectHome had 311 graduates, 311 computer devices distributed, 245 connections</td>
<td>200 New participants to receive Computer Training, Device and Connectivity</td>
<td>Exceeded Target</td>
<td>Completed</td>
</tr>
<tr>
<td>Assessed EDS households; Currently revamping data system</td>
<td>1,468 (70%) Assessed;</td>
<td>On Hold</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
and process | 80% maintained independent status

**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

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Target</th>
<th>Progress</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSS Graduates: 28; Awarded over $200,000 in escrow checks</td>
<td>NA</td>
<td>Provide additional resources for our residents</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Job Plus Income Disregard: Over $40,000 of rent provided to residents</td>
<td>NA</td>
<td>Provide additional resources for our residents</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Target</th>
<th>Progress</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secured over $1.6 million in grants</td>
<td>NA</td>
<td>Provide additional resources for our residents</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Commenced the attendance initiative with Municipal Court System and Secured funds from United Way</td>
<td>NA</td>
<td>Provide additional resources for our residents</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

**PROPOSED ACTION:**
None at this time.

**FINANCIAL IMPACT:**
None.
SAN ANTONIO HOUSING AUTHORITY

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

ATTACHMENTS:
None.
MEMORANDUM

To: Resident Services Committee
From: David Nisivocca, President and CEO
Presented by: Adrian Lopez, Director of Community Development Initiatives
RE: Community Development Initiatives Upcoming Events

The San Antonio Housing Authority’s Community Development Initiatives Department (CDI) implements programs and events to achieve SAHA’s first strategic goal to “empower and equip families to improve their quality of life and achieve economic stability.” Below is a snapshot of activities and events through December. Last fiscal year, CDI hosted over 1,700 events and had over 44,000 residents participate.

JULY
Summer Feeding Program
Monday through Friday (8:30 a.m. breakfast, 12 p.m. lunch and 3 p.m. snack). Offered at various properties.

Camp Flaming Arrow
July 28-Aug 3, weeklong YMCA camp.

ConnectHome Digital Passport
Various times and locations at San Antonio Libraries and Bibliotech sites from July through August.

Early Engagement
9:00 a.m. to 2:00 p.m., July 17, 2019 at 4343 W Commerce St., San Antonio, TX 78237.

Summer Youth Employment
Monday through Friday through August at multiple sites.

AUGUST
Resident Council President’s meeting
9:30 a.m. to 11:30 a.m., August 3. Mirasol Homes 4222 El Paso Street

ELF Education Summit
10 a.m. to 1:00 p.m., August 3. San Antonio College McAllister Auditorium, 1300 San Pedro Avenue.

Early Engagement
9:00 a.m. to 2:00 p.m., August 15. Location TBD

Resident Council Training
8:00 a.m. to 2:00 p.m., August 22. Location TBD
Back To School Events
Times, dates and locations to be determined.

SEPTEMBER
EIF “Par-Tee” Golf Tournament
8:00 a.m. to 1:00 p.m., September 13. SilverHorn Golf Club, 1100 W. Bitters Rd.

Early Engagement
9:00 a.m. to 2:00 p.m., September 18. Location TBD

OCTOBER
EIF Poster Contest Deadline
October 18, 2019

National Night Out
October 1, 2019. Times and locations to be determined.

Early Engagement
9:00 a.m. to 2:00 p.m., October 17. 4343 W Commerce St., San Antonio, TX 78237.

December
22nd Annual Golden Gala
3:00 p.m. to 7:00 p.m. December 16. Henry B. Gonzalez Convention Center

PROPOSED ACTION:
None at this time.

FINANCIAL IMPACT:
All activities are funded through grants, Moving-to-Work funds and/or fundraising efforts.

STRATEGIC PLAN:
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: Joel Tabar, Assistant Director of Federal Housing Programs; Laura Longoria, Client Services Manager

RE: Update and Discussion of FHP Quarterly Client Services Report

SUMMARY:
This Quarterly Client Services Report provides a breakdown of inquiries submitted to Federal Housing Programs (FHP) Client Services team during the months of April 2019, through June 2019, including Public Housing (PH) residents, Assisted Housing Programs (AHP) clients and applicants of both programs. The Client Services team received a total 8,810 phone calls, 968 emails, and 7,458 lobby visits for a total of 17,236 transactions this quarter.

A total of 4,928 applicant inquiries were received for both the Assisted Housing Programs and Public Housing Program. The top three reasons for these inquiries included (1) requesting status on the waiting list, (2) general program information, and (3) questions regarding a pre-eligibility letter received. Table 1 provides a breakdown of applicant inquiries received by communication channel and topic.

Inquiries from AHP clients totaled 11,986 during April 2019, through June 2019. Of those inquiries, 940 were received by email through the three email addresses managed by the FHP Client Services team for general questions and inquiries regarding the Assisted Housing Programs: CustomerCare@saha.org, Landlords@saha.org, and Section8@saha.org. The majority of emails (931) were through the Landlords@saha.org address, which directs questions and concerns from Housing Choice Voucher (HCV) Program landlords to the Landlord Liaison. The top three inquiries for the Assisted Housing Programs included (1) requesting recertification status, (2) requesting an appointment to submit a Request for Tenancy Approval (RTA), and (3) questions regarding a change of income. Table 2 provides a breakdown of AHP inquiries by communication channel, email address, and top three inquiries.

<table>
<thead>
<tr>
<th>Communication Channel</th>
<th>Apr. - Jun.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>2,755</td>
</tr>
<tr>
<td>Lobby Visits</td>
<td>2,173</td>
</tr>
<tr>
<td>Total</td>
<td>4,928</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top Inquiries</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Waitlist Status</td>
<td>2,563</td>
</tr>
<tr>
<td>Program Information</td>
<td>876</td>
</tr>
<tr>
<td>Pre-Eligibility Letter</td>
<td>358</td>
</tr>
</tbody>
</table>

Table 1. Applicant Inquiries (April - June 2019)
Table 2. Assisted Housing Programs Inquiries (April - June 2019)

<table>
<thead>
<tr>
<th>Communication Channel</th>
<th>Apr. - Jun.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>5,633</td>
</tr>
<tr>
<td>Emails</td>
<td>940</td>
</tr>
<tr>
<td>Lobby Visits</td>
<td>5,413</td>
</tr>
<tr>
<td>Total</td>
<td>11,986</td>
</tr>
</tbody>
</table>

Email Summary

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:CustomerCare@saha.org">CustomerCare@saha.org</a></td>
<td>3</td>
</tr>
<tr>
<td><a href="mailto:Landlords@saha.org">Landlords@saha.org</a></td>
<td>931</td>
</tr>
<tr>
<td><a href="mailto:Section8@saha.org">Section8@saha.org</a></td>
<td>6</td>
</tr>
</tbody>
</table>

Top Inquiries

<table>
<thead>
<tr>
<th>Inquiry</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recertification</td>
<td>1,234</td>
</tr>
<tr>
<td>RTA Appointment</td>
<td>1,153</td>
</tr>
<tr>
<td>Change of Income</td>
<td>1,093</td>
</tr>
</tbody>
</table>

The FHP Client Services team received a total of 567 inquiries regarding Public Housing. The top three inquiries were (1) general complaints, (2) requesting transfer status, and (3) maintenance issues. Table 3 provides a breakdown of PH inquiries by communication channel, top inquiries, inquiries by property type, and top properties inquiries by property.

Table 3. Public Housing Program Inquiries (April - June 2019)

<table>
<thead>
<tr>
<th>Communication Channel</th>
<th>Apr. - Jun.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>237</td>
</tr>
<tr>
<td>Emails (<a href="mailto:PHCustomerService@saha.org">PHCustomerService@saha.org</a>)</td>
<td>15</td>
</tr>
<tr>
<td>Lobby Visits</td>
<td>315</td>
</tr>
<tr>
<td>Total</td>
<td>567</td>
</tr>
</tbody>
</table>

Top Inquiries

<table>
<thead>
<tr>
<th>Inquiry</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>66</td>
</tr>
<tr>
<td>Transfer Status</td>
<td>60</td>
</tr>
<tr>
<td>Maintenance Issues</td>
<td>38</td>
</tr>
</tbody>
</table>

Property Type Inquiry

<table>
<thead>
<tr>
<th>Property Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>149</td>
</tr>
<tr>
<td>Elderly/Disabled</td>
<td>116</td>
</tr>
<tr>
<td>Outside Managed</td>
<td>6</td>
</tr>
</tbody>
</table>

Top Inquiries by Property
The FHP Client Services Management team, FHP Operations Support team and the Innovative Technology (IT) department are currently engaging in conference calls with the RingCentral phone vendor to address questions on their data reporting system. Several concerns were identified when reviewing call data reports, including a high number of “Refused Calls” and “Missed Calls.” The vendor determined the setting for incoming calls was set to ring only a few times before being counted as a “Missed Call.” The setting has been adjusted to extend the time staff have to answer calls.

A better understanding of the system has allowed management to educate staff and conduct more efficient performance monitoring. As we learn about additional features from RingCentral, we will be refining staff telephone procedures to ensure proper use of the phone system.

Some remaining data improvements with RingCentral include the following:

- Accurate number of incoming calls to SAHA’s general hotline (477-6262 / 477-6000). Currently, the incoming calls appear to be high, due to possible duplication;
- Difference between “Missed Calls” vs. “Voicemail / Missed Calls”;
- Definition of a “Refused Call” and how they are logged; and
- Methods to improve bottlenecks at initial call and as the incoming call travels through queues.

FHP Client Services staff is currently submitting all transaction information manually through a data collection log. Once all issues are resolved with RingCentral, the FHP Client Services team will be able to obtain a more accurate number of transactions for each program through more efficient data tracking, which will allow for a better understanding of the reasons for phone calls and lobby visits. Until these questions are resolved, the FHP Client Services team will continue manually tracking the data and will begin using the Data Collection Log to track all business transactions in the main lobby to be reported for the next quarterly report.

**STRATEGIC GOAL:**
Develop a local and national reputation for being an effective leader, partner, and advocate for affordable housing and its residents.

**PROPOSED ACTION:**
None at this time.

**FINANCIAL IMPACT:**
None.

**ATTACHMENT:**
Client Services Presentation | Apr - June 2019
8,810 Calls
968 Emails
7,458 Lobby Visits
Top Inquiries
1. Waitlist Status
2. Program Information
3. Pre-Eligibility Letter
ASSISTED HOUSING PROGRAMS

Communication Channels

Phone 47.0%
Lobby 45.2%
Emails 7.8%

CustomerCare@saha.org | 0.32%
Landlords@saha.org | 99.04%
Section8@saha.org | 0.64%
Top Inquiries

1. Recertification
2. Request for Tenancy Approval (RTA) Appointment
3. Change of Income
PUBLIC HOUSING PROGRAM

Communication Channels

- **Phone**: 41.8%
- **Lobby**: 55.6%
- **Emails**: 2.6%

PHCustomerService@saha.org
Top Inquiries

1. Complaint
2. Transfer Status
3. Maintenance Issues

Top 3 Property Types
1. Family
2. Elderly/Disabled
3. Outside Managed

Top 3 Properties
1. Alazan
2. Cassiano
3. Lincoln
DATA IMPROVEMENTS

● RingCentral Data Improvements:
  ○ Reduplication of “Missed Call”
  ○ Definition of “Refused Calls”
  ○ Duplication of Incoming Calls to SAHA Main Number and to Queues

● Main Lobby will begin using Data Collection Log at start of next quarter