



# RESIDENT SERVICES COMMITTEE MEETING

APR. 18  
2019



**SAHA** | SAN ANTONIO  
HOUSING AUTHORITY  
Opportunity Lives Here



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**BOARD OF COMMISSIONERS**

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**PRESIDENT & CEO**  
David Nisivoccia

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**SAN ANTONIO HOUSING AUTHORITY  
RESIDENT SERVICES COMMITTEE or  
\*\*SPECIAL BOARD MEETING  
818 S. Flores St., San Antonio, TX 78204  
12:30 p.m., Thursday, April 18, 2019**

The Board of Commissioners will convene for a Committee, or Special Board meeting, at the San Antonio Housing Authority Central Office located at 818 S. Flores St., San Antonio, TX, 78204, 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 Mother’s Day and Father’s Day Events (Adrian Lopez, Director of Community Development Initiatives)
5. Update and discussion regarding ConnectHome Initiatives (Adrian Lopez, Director of Community Development Initiatives)
6. Update and discussion regarding the Survey of the Eldery and Disabled Services Properties (Adrian Lopez, Director of Community Development Initiatives)
7. Update and discussion regarding the Quarterly Client Services Report (Brandee Perez, Director of Federal Housing Programs; Laura Longoria, Client Services Manager)
8. Update and discussion by the Tenant’s Union
9. 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.

**SAN ANTONIO HOUSING AUTHORITY**

**April 18, 2019**

**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 3rd 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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
1,583 events/activities hosted through 3rd quarter with 34,857 residents participating	1,125 community events/activities with 13,500 participants	Above Target	Ongoing
Maintained 22 active Resident Councils; 3 are hosting elections this month	30 resident councils	Below Target; but should increase to 25 by the end of the month	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

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Accomplishments	Target	Progress	Status
38,667 households received food assistance valued at \$916,047 from July 2018 to March 2019	8,250 households; \$975,000 assistance value	Exceeded household target, but value slightly below target	Ongoing
2,790 FSS/ROSS/Jobs Plus Referrals for services with an in-kind value of \$97,021 (Note: does not include EDS)	2,250 referrals	Exceeded Target	Ongoing
Hosted 23 EDS Health Fairs with 477 Participants	18 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 – 1,513 Participants	1,500 participants	Exceeded Target	Ongoing
FSS/Jobs Plus – 168 (average/quarter) Residents enrolled into education and training (30 percent)	35 percent enrollment	Slightly Below Target	Ongoing
FSS/Jobs Plus - 946 maintained employment (62 percent)	40 percent	Exceeded Target	Ongoing
Hosted 3 quarterly Resident Council trainings	3 trainings	Met Target	Ongoing
Hosted 8 Early Engagement sessions with 2,071 participants	8 sessions; 1,500 participants	Exceeded Targets	Ongoing
ConnectHome had 394 graduates, 221 computer devices distributed, 188 connections	150 New participants to receive computer training,	Exceeded Target	Completed

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	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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
23 successfully completed HPOG training and graduated; 15 residents are currently enrolled into training	N/A	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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
Raised over \$90,000 for EIF	\$75,000	Exceeded Target	Ongoing
Commenced the attendance initiative	N/A	Provide additional resources for our residents	Ongoing
Submitted \$2.2 million in grants; Secured \$847,000; pending \$993,000	N/A	Provide additional resources for our residents	Completed

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**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.

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**April 18, 2019**

**MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: 2019 Mother’s and Father’s Day Events



**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.

Over 90% of children benefiting from our housing programs are living in single parent households; 48% of the residents we serve, are under the age of 18; per capita family households make less than elderly/disabled households, over 85% of our households served are considered extremely low (30% of AMI), and tenure in households with children is lower than those households without children. Many studies have discovered and detailed the stresses of people living in poverty, especially for children living in single parent households.

SAHA recognizes these issues, and has for nearly twenty years, hosted the Father’s Day Fiesta and for the last four years, hosted the Mother’s Day event. This year, we will continue to provide a venue/event where mothers and fathers can come together to relax and be honored for being great examples for their families.

**5th Annual Mother’s Day Event**

The Community Development Initiatives Department is hosting the 5th annual Mother’s Day Celebration this year at the San Antonio Housing Authority’s Central Office on May 10, 2019, from 9:00 a.m. until noon. The event is held for all SAHA mothers and aims to celebrate and empower these women by linking them to community services and treating them to a day of “pampering”. Feedback from our residents and partnering agencies has been positive and staff are excited to have the resources and partnerships available that allow this meaningful event to continue. The three hour event includes a “balloon send off” that is dedicated to “moms who are no longer with us,” and a keynote speaker chosen as a role model from among our many success stories. A clothing boutique, where all can choose from clothing items, shoes, purses, and costume jewelry, pampering stations, will highlight this year’s activities. In addition, we will host our Annual Fashion Show, showcasing local SAHA residents. The event will also include a resource fair with over thirty partners. Entertainment will be provided by a local middle school’s string quartet and door prizes will ensure that a good time is had by all.

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**19th Annual Father's Day Fiesta**

The 19th Annual Father's Day Fiesta is scheduled for Saturday, June 15, 2019, at the SAHA Park located at 818 S. Flores from 10:00 a.m. to 1:00 p.m. This will mark the 9th year that the San Antonio Housing Authority Community Development Initiative's Department and the Fatherhood Campaign have collaborated. Our attendance goal is 600! We will have live music by Puro Constante band, performances by a youth dance troupe, and other performers. In addition, we will host a large resource fair with over thirty local agencies, businesses, and programs that will provide information on education, employment, job training, and community resources that will benefit our families.

Each year SAHA and the Fatherhood Campaign request nominations for The Hombre Noble Award. This year we will recognize four age groups (Youth, Teen, Young Adult, and Elder), as one can be a "Noble Man" at any age. This year's events will include lunch for all Dads and all attendees, interactive activities and games for families to enjoy. Additionally, we will have door prizes and a Grand Prize giveaway.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

The events are funded by a combination of grants and leveraging of resources outside of SAHA.

**STRATEGIC GOAL:**

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

**ATTACHMENTS:**

None.

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**MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding the ConnectHome Initiatives

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**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.

**CONNECTHOME**

As of March 2019, ConnectHome has provided basic computer training to 1,946 residents; 866 received a free computer for successfully completing the sixteen hours of training; 1,069 residents now have free access at home through SAHA free WI-FI, free hotspot distribution, or through low cost internet.

**OTHER PROGRAM HIGHLIGHTS**

- **Lincoln Heights Computer Lab**
  - Grant of \$25,000 awarded by Google Fiber.
- **Connecthome Program**
  - Grant of \$25,000 awarded by Wells Fargo.
- **STEM Club at Westway**
  - Grant of \$50,000 awarded by Boeing in partnership with SAStemic nonprofit.
  - SAStemic has been awarded a grant from Boeing to help bridge the digital divide by providing STEM learning opportunities at SAHA communities in partnership with ConnectHome.
  - STEM Club meets for three hours every other Saturday at the Westway community room.
  - A total of 60 youth have registered and attended the workshops. Current attendance rate is of 20 youth per workshop.
- **Sponsorship of 500 Computer Devices**
  - Grant of \$30,000 awarded by Google Fiber in partnership with refurbisher partner

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- **Resident of the Year - State NAHRO Conference**
  - Digital Ambassador Marvin Lampkin was nominated and awarded the **Resident of the Year** and will be recognized at the State NAHRO Conference.
  
- **Charles Benton Digital Equity Champion Awards**
  - ConnectHome program lead, Munirih Jester, was nominated by twelve national organizations to be the Charles Benton Foundation 2019 Digital Equity Emerging Leader.

**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.

## SAN ANTONIO HOUSING AUTHORITY

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## MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Elderly and Disabled Services Survey

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**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. On July 1, 2017, Elderly and Disabled Case Management Services (EDS) moved under the Community Development Initiatives (CDI) department.

To be in alignment with CDI's other grant funded programs: FSS, ROSS, and Jobs Plus; staff have been working with the EDS supervisor to meet the needs of the residents that address some of the following issues: health, wellness, and aging in place. Today EDS services are focused on the following activities: accessing and case managing residents to determine and maintain independence, food distribution to ensure food stability, on site social and health services/events, leadership development through resident councils, health activities (such as walking groups), digital literacy, computer classes, transportation (limited), and health screenings.

In an effort to ensure that the Elderly and Disabled Services (EDS) program is providing services that meet the comprehensive needs of residents, four surveys will be completed. The first survey was administered to EDS staff and included questions concerning resident services that are currently provided, staff training and equipment, and emergency responses. The second survey will be administered to property management staff and will be designed to identify opportunities for collaboration, gaps in services, and best practices. The third survey will be administered to residents with the goal of evaluating current practices and identifying opportunities to enhance the type and delivery of services. This would also assist in identifying the needs of the elderly and not elderly disabled population. Lastly, staff will be developing a survey for all "partners/providers" that are currently hosting activities, events, and/or services on properties.

**Timeline:**

- Create survey for EDS staff - completed
- Administer survey to EDS staff - completed
- Summarize results - 4/19/19
- Create survey for property management staff - 4/23/19
- Administer survey to property management staff - 4/24/19 - 4/30/19
- Create survey for "partners/providers" - 4/23/19
- Administer survey to partners/providers - 4/24/19 - 4/30/19
- Create survey for EDS residents - 5/02/19

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- Outreach to residents on all EDS properties. Utilize EDS Case Management Staff, enlist the assistance of Resident Ambassadors - 5/06/19 - 6/28/19
- Compile and review survey results - 7/12/19

In addition to conducting these surveys, staff will be asking critical questions to mine data. The survey will also include new categories, such as how many fire/EMS calls were placed in the EDS properties on a monthly basis. Further, staff will be “asset mapping” and continue to research best practices.

**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.

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To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented By: Brandee Perez, Director of Federal Housing Programs  
Laura Longoria, Client Services Manager

RE: Update and Discussion of Federal Housing Programs Quarterly Client Services Report

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**SUMMARY:**

This Quarterly Client Services Report provides a breakdown of inquiries submitted by Federal Housing Programs (FHP) clients, including Public Housing (PH) residents, Assisted Housing Programs (AHP) clients, and applicants of both programs, during the months of January 2019, through March 2019. Listed below are the Client Services numbers by housing program:

<b>Federal Housing Programs</b>			
	<b>Assisted Housing Programs</b>	<b>Public Housing</b>	<b>Waitlist Inquiries for Both Programs includes UAC</b>
<b>Phone Calls</b>	10,735	54	3,657
<b>Emails</b>	843	12	538
<b>Lobby/Walk-Ins</b>	8,297	52	1,137
<b>Top Three (3) Types of Inquiries - FHP</b>			
<b>Assisted Housing Programs</b>		<b>Public Housing</b>	
<b>Wait List Status</b>	1,891	<b>Maintenance Issues (Work Orders)</b>	29
<b>Recertification</b>	1,202	<b>Balance Disputes</b>	15
<b>Inspection</b>	1,099	<b>Transfer Status &amp; Inquiry Requests</b>	11
<b>Public Housing</b>			
<b>Property Type Inquiry</b>		<b>Top Three (3) Properties by Inquiry</b>	
<b>Elderly/Disabled</b>	34	<b>Alazan</b>	13
<b>Family</b>	68	<b>Riverside</b>	6
<b>Outside Managed</b>	4	<b>Villa Veramendi</b>	6

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In the Resident Services Committee meeting of March 21, 2019, the Board inquired about the transition of the Ombudsman position to the Assistant Client Services Manager of Public Housing position, and the measurement of success for the transition. Both positions were designed with the primary focus of successfully addressing and resolving resident issues. Unlike the Ombudsman; however, the Assistant Client Services Manager is tasked with collecting data gathered from daily interactions with clients, and analyzing the data to detect patterns of concern and to identify training needs for staff and residents.

Once training needs are identified, the Client Services team collaborates with property management, support staff, and other departments to determine cost-effective and impactful ways to provide training and education. For example, the first initiative targeted residents through the “Being a Good Neighbor” training. Public Housing Resident Council members received training at their quarterly meetings, where they received certificates of completion, certifying them as qualified to provide the peer-to-peer training at their properties.

The Client Services Manager and Assistant Client Services Manager of Public Housing attend SAHA resident-related meetings and trainings, including Citizens To Be Heard sessions at SAHA Board Meetings, Coffee with the CEO, Public Comment meetings, Resident Services Committee meetings, and Resident Council quarterly trainings, as a means of not only collecting and identifying underlying client concerns, but also proactively building positive relationships and strong lines of communication. Overall, the level of involvement allows Client Services staff to gain more insight into the needs of our residents in order to better serve them.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

None.

**STRATEGIC GOAL:**

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

**ATTACHMENTS:**

None.