



# RESIDENT SERVICES COMMITTEE MEETING



**SEP. 19  
2019**



**SAHA** | SAN ANTONIO  
HOUSING AUTHORITY  
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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  
1010 Locke St., San Antonio, TX 78208  
12:30 p.m., Thursday, September 19, 2019**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of the Park at Sutton Oaks Apartments, located at 1010 Locke St., San Antonio, TX, 78208, 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 - Citizens are provided three minutes each to speak to any agenda items.
3. Public Comment - Residents are provided three minutes each to speak on items regarding their tenancy.

**UPDATES AND DISCUSSIONS**

4. Update and discussion regarding the Family Self-Sufficiency (FSS), Jobs Plus and Resident Opportunities and Self-Sufficiency (ROSS) programs (Adrian Lopez, Director of Community Development Initiatives)
5. Update and discussion regarding the Elderly and Disabled Resident Survey (Adrian Lopez, Director of Community Development Initiatives)
6. Update and discussion regarding the Fair Avenue Apartments Sprinkler Project (Adrian Lopez, Director of Community Development Initiatives; Brandee Perez, Director of Federal Housing Programs)
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.

**SAN ANTONIO HOUSING AUTHORITY****September 19, 2019****MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Family Self-Sufficiency (FSS), Jobs Plus and Resident Opportunities and Self-Sufficiency (ROSS) programs update

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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, CDI manages HUD funded grants designed to promote self-sufficiency. Below is a summary of each program.

**FSS**

The San Antonio Housing Authority (SAHA) began the implementation of its Family Self-Sufficiency (FSS) program in 1992. The program was designed to target SAHA participants and offer supportive services that would empower participants with education, job skills, and the knowledge to become self-sufficient.

Reporting

HUD has suspended the use of logic models for reporting purposes and relied on PIH Information Center (PIC) numbers to determine program eligibility. SAHA has historically recorded FSS participation to be 1,200, which has supported grant funding to cover the cost of seventeen positions. Future funding will be based on the increases in earned income of FSS participants.

SAHA's FSS Program continues to track performance through the use of measures included in past logic models to include the number of contracts of participation, number of participants who enroll and complete education and job training, obtain and maintain employment, and complete their individual training and service plan and earn an escrow award.

**Staffing:** 17 Case Managers (FSS Grant) and 2 Supervisors (MTW). Each manager's caseload will not be larger than 75.

**Program Size:** Estimated program size for Public Housing and Housing Choice Voucher is 600 signed Contracts of Participation (COP) each.

**Eligibility:** Head of households participating in SAHA's Public Housing or Housing Choice Voucher Programs

- ❖ Eligible to work full time



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- ❖ Agrees to develop an Individual Training and Service Plan and sign a Contract of Participation

**Program Services:** Goal Setting, Time Management, Access to Community Resources, Referral to Supportive Services Partner Agencies, Counseling, Parenting Classes, Education Opportunities, Job Training, Financial Literacy, Home Ownership Education, Credit Counseling, Advocacy and Encouragement.

**Successful Completion of FSS Contract of Participation and Escrow Disbursement:** The contract of participation is considered complete when:

- A. The FSS family has fulfilled all of its obligations under the Contract of Participation on or before the expiration of the contract term.
- or**
- B. 30% of the family's monthly adjusted income equals or exceeds the published existing housing fair market rent for the size of the unit the FSS family qualifies for, based on the PHA's occupancy standards.

**Program Highlights:**

- ☐ 12 FSS Graduates, June 2018
- ☐ 10 FSS Graduates, Dec., 2018
- ☐ 16 FSS Graduates, May 2019
- ☐ In 2018, the average escrow distribution upon graduation was \$7,381. This is 8.5% over the national average
- ☐ 57% of participants are employed
- ☐ 656 active escrow accounts
- ☐ 2018-2019 enrollment was 1,266
- ☐ Financial Literacy Class Completion
  - ☐ 2016-2017: 57 Adults 35 Youth
  - ☐ 2017-2018: 97 Adults 64 Youth
  - ☐ 2018-2019: 89 Adults 54 Youth
- ☐ 154 FSS participants completed the Connect Home Training and received a digital device

**JOBS PLUS**

The Jobs Plus program at Cassiano Homes was implemented in July 2016. The program provides employment services to all Cassiano residents between the ages of 18 and 61. The purpose of the Jobs Plus Initiative program is to develop locally-based, job-driven approaches to increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement technology skills, and financial literacy for residents of Public Housing.

Reporting

Jobs Plus tracks performance using a survey tool provided by Abt Associates on a quarterly basis. Performance measures include the number of residents who have completed a Jobs Plus assessment, number of residents who have enrolled in a training or certification program and number of residents who have completed, number of residents who have obtained and retained

**SAN ANTONIO HOUSING AUTHORITY****September 19, 2019**

employment and number of residents who have benefited from the Jobs Plus Earned Income Disregard.

**Staffing:** 4 Community Coaches, 1 Administrative Assistant, 1 Resource Specialist, 1 Senior Resource Specialist, 1 Job Placement Coordinator, 1 Community Organizer, and 1 Program Manager.

**Program Size:** From July 2016 to present 499 residents have enrolled, current enrollment is 301.

**Eligibility:** Cassiano residents between the ages of 18 and 61.

**Program Services:** Goal Setting, Access to Community Resources, Life Skills Classes, Anger Management Classes, Resume Preparation, Mock Interviewing, Referrals for Job Leads, On-site Hiring Events, Financial Literacy (i.e., Budgeting, Credit Counseling, Home Ownership Education, Car Buying Education, Workshops in Building Wealth), Support Services (i.e., High School Diploma/GED, Items Needed for Employment, Testing etc.), Earned Income Disregard upon employment after enrollment at 100% for the duration of the Jobs Plus Grant.

**Program Highlights:**

- ☐ 155 Jobs Plus Members have received earned income disregard
  - ☐ Total amount of savings from earned income disregard: \$479,340
- ☐ 139 Jobs Plus members have completed a training/certification program
- ☐ 49 Jobs Plus members have earned their high school diplomas/GEDs
- ☐ 222 Jobs Plus members have participated in Financial Literacy activities
- ☐ Over 100 Jobs Plus members have earned laptops through Connect Home participation

**ROSS**

The San Antonio Housing Authority (SAHA) has been awarded a ROSS 2012, ROSS 2015, and ROSS 2018 grant to create opportunities for Public Housing residents to: improve their quality of life, provide access to resources and non-SAHA programs, improve capacity and knowledge and facilitate achievement of self-sufficiency. The ROSS SC program staff work diligently to seek out partners in an effort to ensure housing stability and to link residents to education, employment, and financial literacy services. Through deliberate partnerships with both internal and external partners, staff will develop opportunities for residents to achieve academic standards, acquire skills, obtain and maintain employment, grow financial stability and participate in financial literacy.

Reporting

HUD requires ROSS SC Programs to develop performance and outcome milestones that are focused on the areas of need that will support the resident's path towards economic independence. The ROSS SC 2015 grant included a logic model to be completed annually that included the number of assessments completed and the number of residents linked to training, education, employment and financial literacy. The ROSS SC 2108 grant no longer requires a logic model and staff is attending training on utilizing the new Standard for Success reporting tool that will be due in 2020.

**Staffing:** 3 Service Coordinators (ROSS grant) and 1 Supervisor (HPOG). ROSS staff work closely

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with FSS staff to promote self sufficiency activities.

**Core Functions of ROSS SC Program:** Resident Needs Assessment, Coordination, Case Management and Coaching and Resident Engagement.

**Key activities include:** new resident orientation, resident leadership initiatives, outreach events, and career information sessions.

**Target Population:** Public Housing residents from: Alazan, Beldon, Cassiano, Charles Andrews, Cross Creek, Frances Furey, Highview, Lincoln, Mirasol, Mission Park, Riverside, Sutton Oaks, Springview, Villa Veramendi, and Westway.

### Program Highlights:

- ☐ 45 SAHA residents completed HPOG
  - ☐ 25 PH
  - ☐ 20 HCV
- ☐ Linked 68 SAHA Youth to Summer Employment
- ☐ Coordinated Early Engagement Orientation with 2,536
- ☐ 2,269 attended workshops
- ☐ 56 residents opened bank accounts
- ☐ 243 FSS referrals
- ☐ 123 Emergency Services
- ☐ 73 Transportation Services
- ☐ 175 completed Connect Home and earned a computer and hotspot

As you may be aware, Nan McKay is drafting a report that will detail potential changes and recommendations to these programs. In addition, the CDI Department has been working on modifying the existing Family Service Manager position to focus on data collection and evaluation, program development, establishing standard operating procedures (SOPs), training and other activities to improve the programs.

### 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****September 19, 2019****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 Update

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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.

A survey for staff, residents and partners was completed in an effort to ensure that the Elderly and Disabled Services (EDS) program is structured to provide services that meet the comprehensive needs of residents. Each surveyed population provided insight to the type of services currently offered and the opportunity to enhance services.

**Resident Survey**

As of September 4, 2019, 652 surveys have been completed at twenty-seven of the EDS properties. The surveys have been conducted during the recent HOPE Commodities distribution, Commodity Supplemental Food Program distributions, property events and individually with the EDS Case Management Specialist.

The survey collected information on health and wellness, safety and security, social inclusion, financial wellness, communication and information, civic participation, community engagement and technology.

**Key Findings Include:**

- ☐ 48.3% of residents surveyed rate their health as fair or poor
- ☐ Although 73.2% of residents surveyed are eligible for provider services, the percentage of residents who currently receive provider services was not captured
- ☐ Most residents know their neighbors and are aware of safety issues in their area. A majority also have a plan in place in the event of an emergency.
- ☐ 75.3% of residents surveyed did not know their community SAFFE Officer
- ☐ 63.8% of residents surveyed have dependable transportation
- ☐ 65.2% of residents surveyed never go online to access the Internet for things like sending or receiving email and obtaining news
- ☐ 81.1% of residents surveyed are enrolled in a benefit program
- ☐ 51.4% of residents surveyed do not utilize senior discount programs
- ☐ 81.4% of residents surveyed receive communication from SAHA staff

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- ☐ 92.6% of residents surveyed report that activities and events are clearly posted
- ☐ 74.7% of residents surveyed do not participate in their community's Resident Council
- ☐ 70.4% of residents surveyed do not volunteer their services at their property
- ☐ 84% of residents surveyed do not volunteer their services outside their community
- ☐ 96.5% of residents surveyed are retired and not interested in employment
- ☐ 73.5% of residents surveyed do not attend city activities and 82.8% of residents surveyed are not a member of any community group or organization
- ☐ 76.8% of residents surveyed receive information on upcoming neighborhood and city events
- ☐ Suggestions for services by surveyed residents include: exercise, job services, provider services, services to address bullying and discrimination.

**EDS Staff Survey**

The staff survey was designed to capture information on the type of services provided to residents and staff resources, including training and equipment. Responses were received from all EDS Case Management staff.

The Staff Survey indicated that several different services are currently being provided to the residents either on site or by referral to include Case Management, Service Coordination, Health and Wellness Activities, Nutrition, Resident Council, Technology Training, Financial Literacy, Transportation, Health Fairs, and Community Building.

Most services are offered to all residents within the community. There are a few service partners that limit their services based on their regulation. An example would be the San Antonio Food Bank HOPE Commodities Program and the Commodities Supplemental Food Program (CFSP).

EDS Staff are also providing eviction prevention services and emergency service calls. Resources related to eviction prevention include rental assistance, utility assistance and referrals to Adult Protective Services. In addition to these resources, they maintain continuous contact with property management in an attempt to address issues as they occur. On occasion, the EDS staff have found that they may need to contact emergency services. This includes EMS, local law enforcement and Adult Protective Services. The staff also assists by conducting wellness checks at the request of management and if there are concerns.

**Key Findings Include:**

- ☐ 57.1% of staff surveyed have called EMS for a resident
- ☐ 42.9% of staff surveyed have been asked to complete a wellness check
- ☐ 57.1% of staff surveyed have called Adult Protective Services

**Partner Survey**

The Partner Survey was designed to survey both internal and external partners. Questions for internal partners focused on services and collaboration, while questions for external partners focused on the type of services offered by the partner, current activities and communication with EDS staff.

**SAN ANTONIO HOUSING AUTHORITY****September 19, 2019****Key Findings Include:**

- ☐ Internal partners most requested service was assistance with Adult Protective Services
- ☐ Majority of external partners represent health related agencies
- ☐ 85.7% of activities hosted by external partners are information sessions, while only 28.5% of activities hosted are training
- ☐ 71.4% of external partners have not previously completed a Memorandum of Understanding with SAHA
- ☐ All of surveyed external partners are willing to sign a Memorandum of Understanding with SAHA

**Preliminary Conclusion**

Based on Resident Survey results, increased attention should be given to Health and Wellness. With almost half of the residents reporting their health to be fair or poor (48.3%), the need to address health issues and promote wellness is vital to supporting residents to age in place. In addition, a more deliberate approach for connecting residents to provider services may be warranted, since nearly three quarters of the population (73.2%) report that they are eligible for provider services, yet staff does not actively monitor resident enrollment in provider services.

Survey results support the need to connect residents to activities both within their community and within the city. Possible volunteer opportunities and group or organization participation can be encouraged by hosting community fairs designed to link residents to community activities.

Staff Survey results also support the need to enhance Health and Wellness activities with nearly half of staff reporting the need to contact EMS for residents (57.1%), complete wellness checks (42.9%), and reach out to Adult Protective Services (57.1%).

Partner Survey results also reveal that external partners are interested in developing Memorandum of Understandings with SAHA. Since most of the external partners represent health related agencies, pursuing formal partnerships may prove beneficial in addressing the health and wellness needs reported in the Resident Survey.

**PROPOSED ACTION:**

In order to obtain a better sample of the resident needs, CDI will continue to survey all the Elderly and Disabled properties to increase the resident participation and provide more accurate results.

**FINANCIAL IMPACT:**

None.

**STRATEGIC GOAL:**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

Slides of Results





# Elderly/Disabled Resident Survey

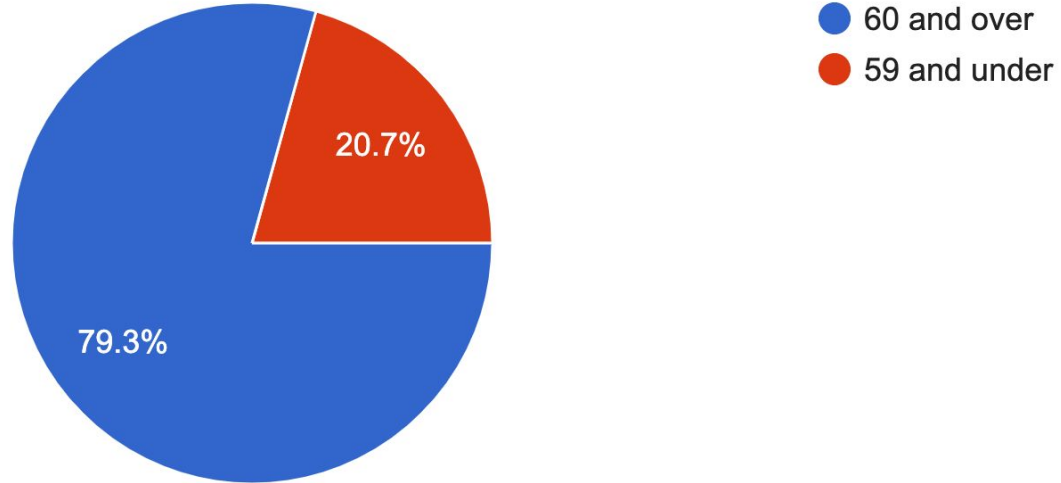
September 19, 2019

# Age

2

## Age Range

449 responses

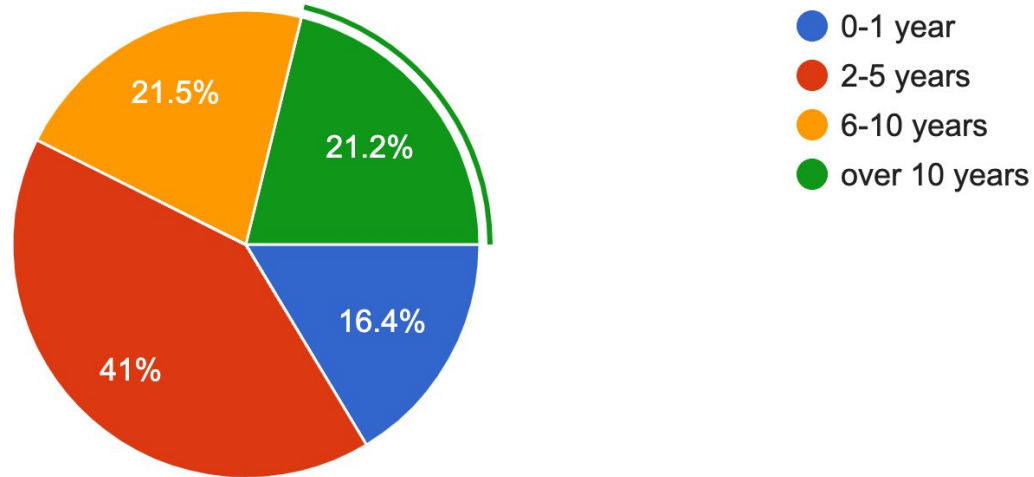


# Tenure



## How long have you lived in this community?

666 responses



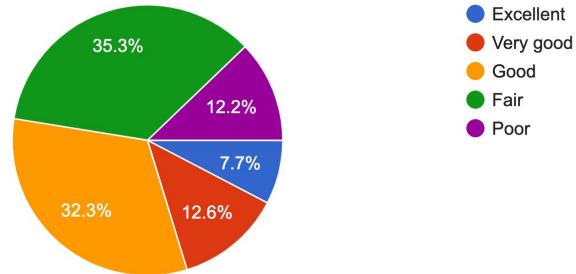


# Health and Wellness

4

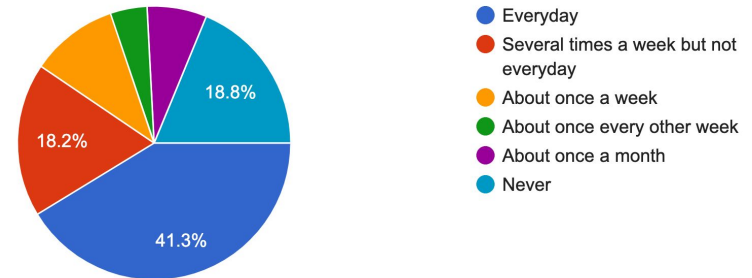
In general, when compared to most people your age, how would you rate your health?

666 responses



How often do you engage in some form of physical exercise?

666 responses

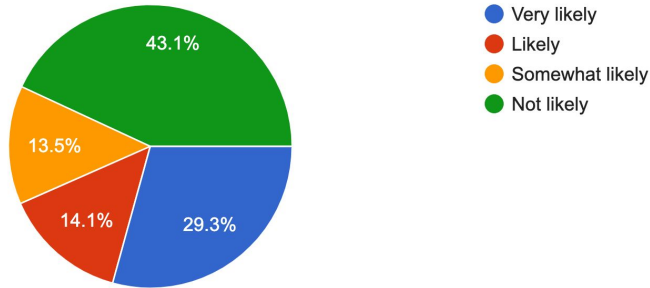


# Health and Wellness

5

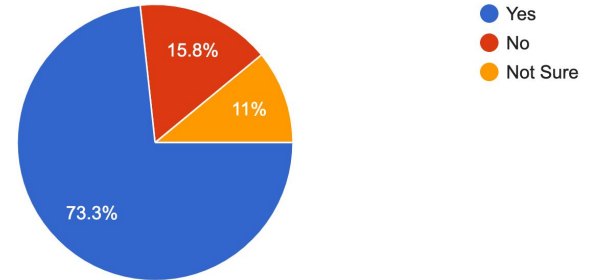
How likely are you to participate in a health screening offered at your property?

666 responses



Are you eligible for Provider Services?

666 responses

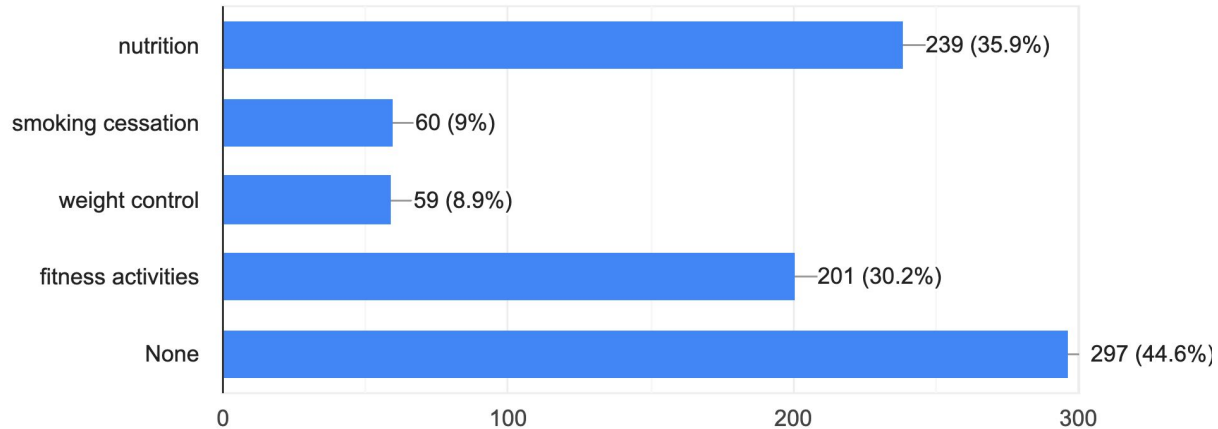


# Health and Wellness

6

Does your community offer health and wellness program and classes in the following: (check all that apply)

666 responses



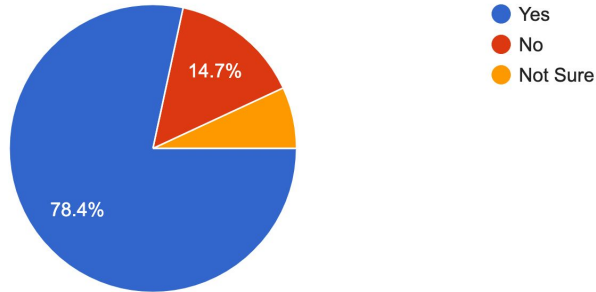


# Safety and Security

7

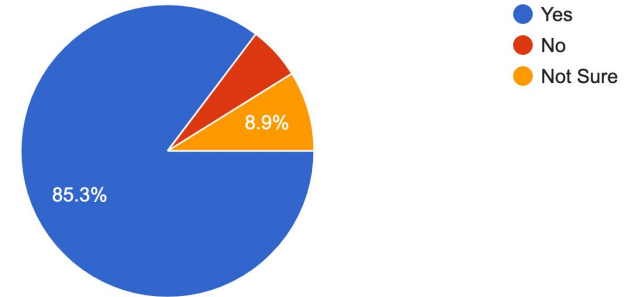
Do you have a plan in place in case of an emergency?

666 responses



Do you know who your neighbors are?

666 responses

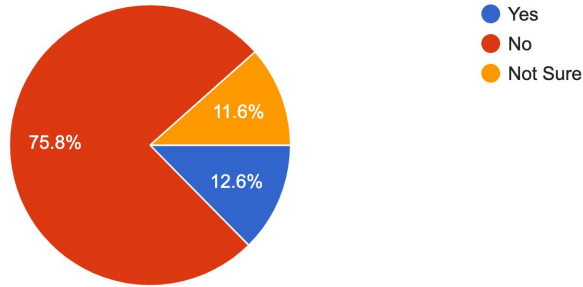


# Safety and Security

8

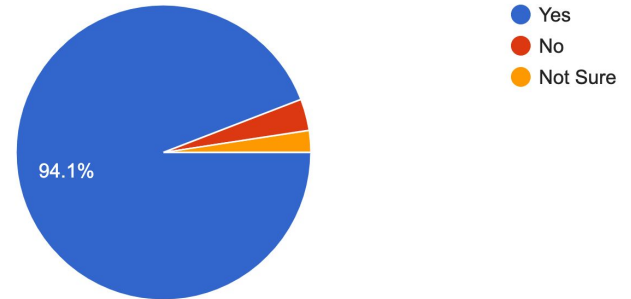
Do you know who your community SAFFE (San Antonio Fear Free Environment) officer is?

666 responses



Do you keep your personal information in a safe place?

666 responses

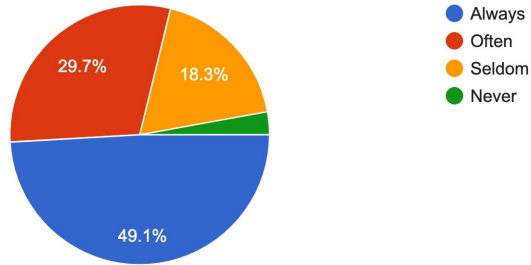


# Social Inclusion

9

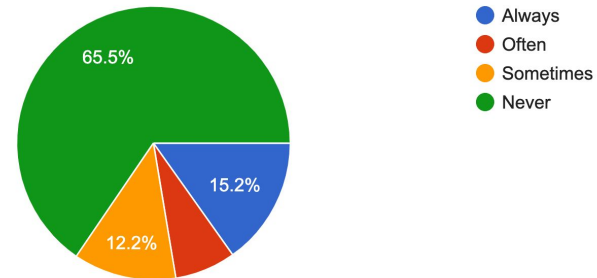
About how frequently do you interact with your friends, family, or neighbors in your community?

666 responses



In general, how often do you go online to access the Internet for things like sending or receiving email and getting news?

666 responses

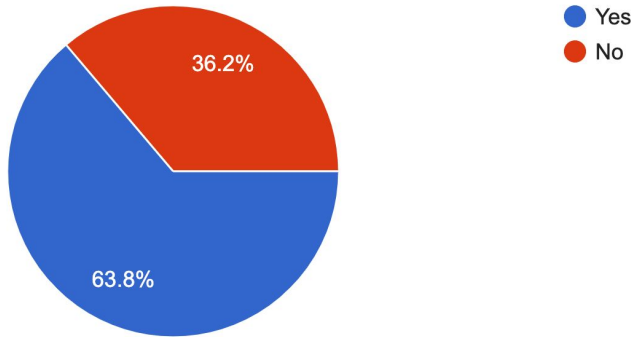


# Transportation

10

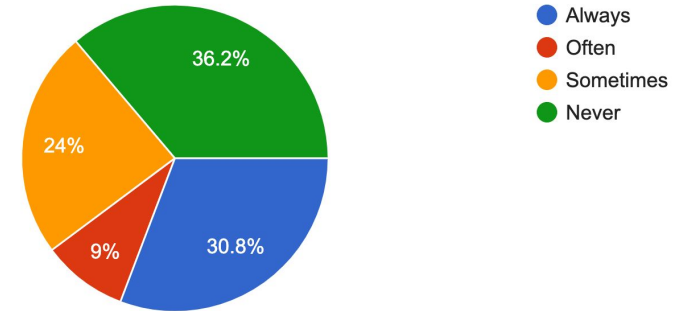
## Do you have dependable transportation?

666 responses



## How often do you utilize public transportation?

666 responses

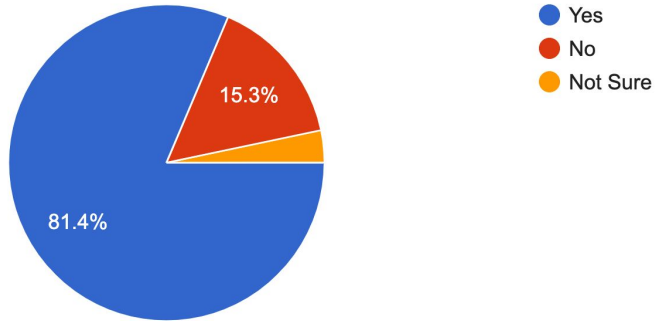


# Financial Wellness

11

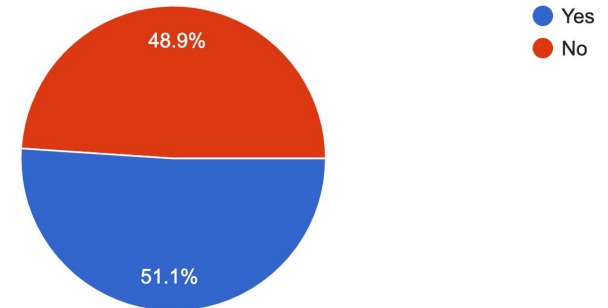
## Are you currently enrolled in any benefit programs?

666 responses



## Do you utilize senior discount programs?

666 responses

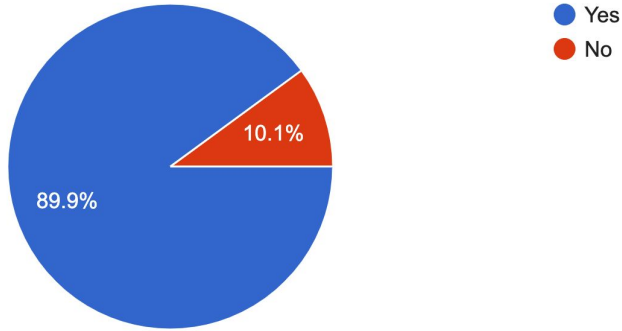


# Financial Wellness

12

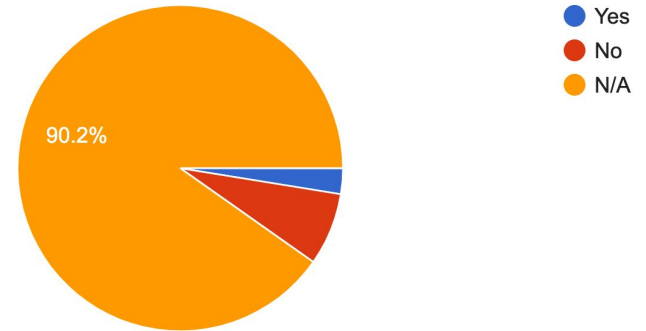
## Do you have a monthly budget?

666 responses



## Did you receive assistance filing your taxes?

666 responses

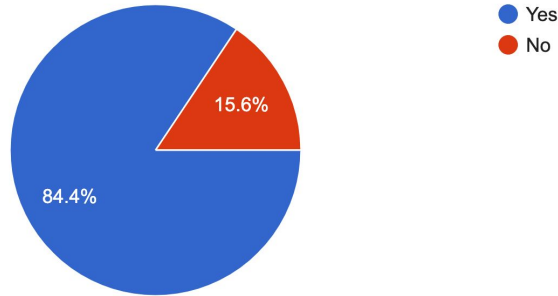


# Communication and Information

13

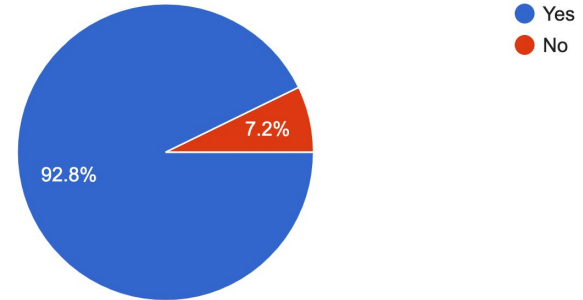
Do you receive regular communication from SAHA staff?

666 responses



Are activities and events clearly posted where you can see it?

666 responses



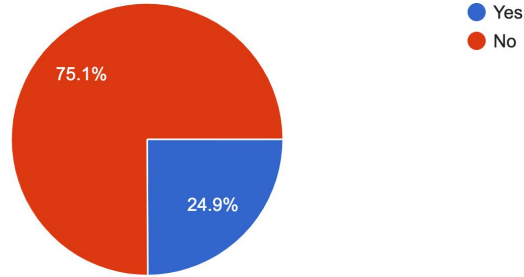


# Civic Engagement and Employment

14

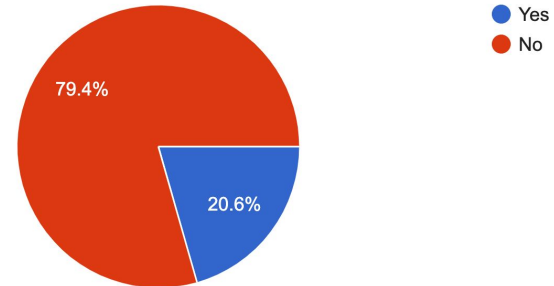
Do you participate in your community's Resident Council (RC) ?

666 responses



Did you vote in the most recent RC elections?

666 responses

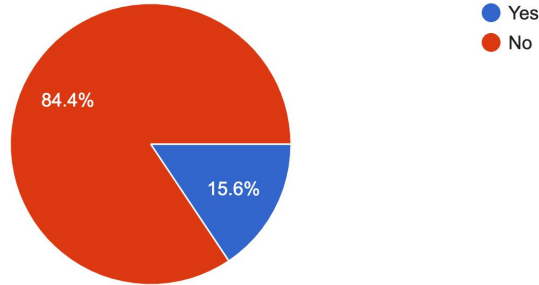


# Civic Engagement and Employment

15

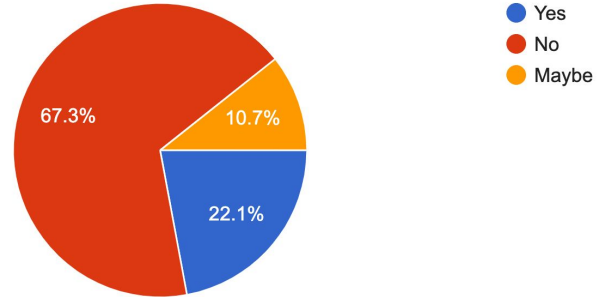
Do you currently volunteer your services outside your community?

666 responses



Are you interested in volunteering at your community?

666 responses

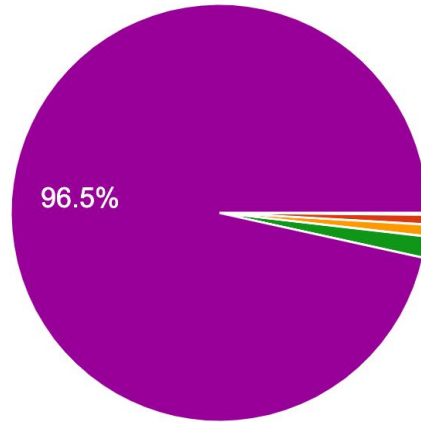


# Civic Engagement and Employment

16

Which describes your current employment status:

666 responses



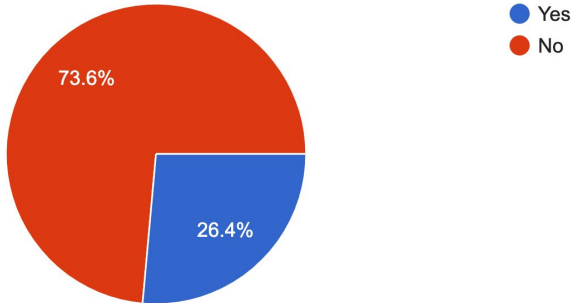
- self-employed
- employed part time
- employed full time
- unemployed but looking for work
- retired not interested in working

# Community Engagement

17

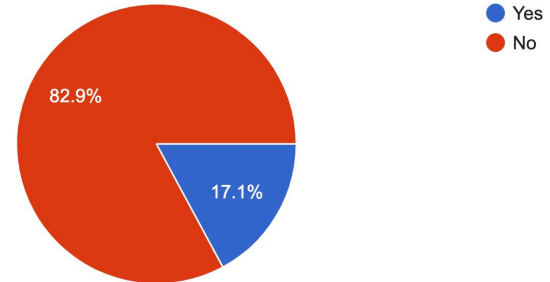
## Do you attend city activities?

666 responses



## Are you a member of any community group or organization?

666 responses

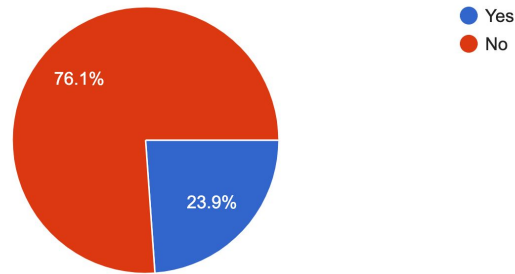


# Digital Connectivity

18

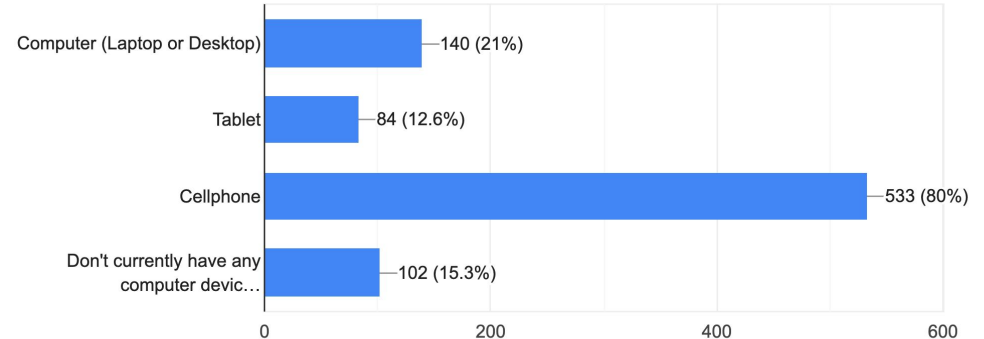
Do you have an internet subscription/connectivity at home? \*Access to internet without cell phone

666 responses



Do you currently have a computer device at home? \*Check all that apply

666 responses

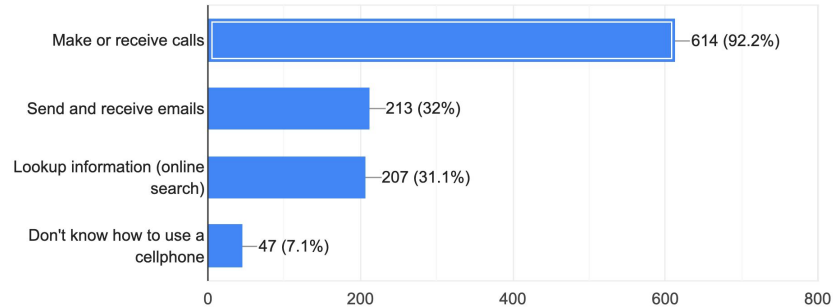


# Digital Connectivity

19

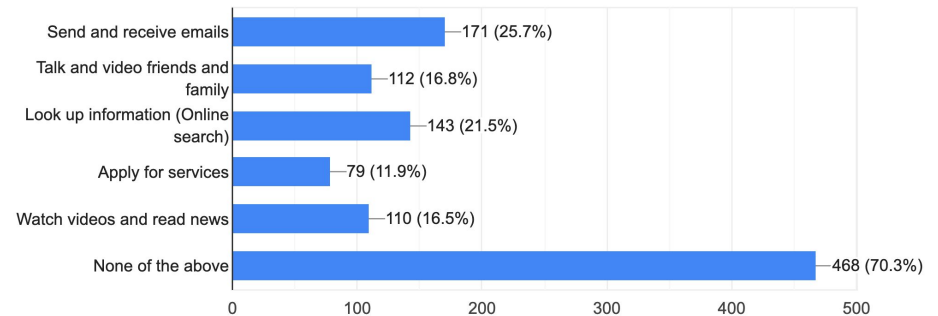
Do you use or know how to use a CELLPHONE to; \*Check all that apply

666 responses



Do you use or know how to use a LAPTOP OR DESKTOP computer to; \*Check all that apply

666 responses



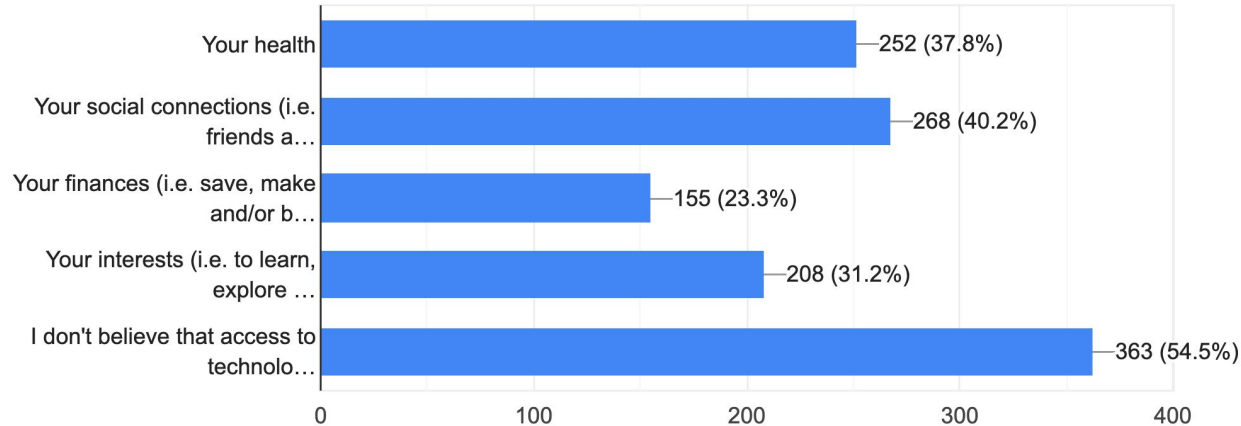
# Digital Connectivity

20

Do you feel that having a computer and internet at home would IMPROVE;

\*Check all that apply

666 responses





# Initial Recommendations

21


- Focus on Health and Wellness
- Provide volunteer fairs and make connections for residents
- Continue and expand digital literacy and training

## SAN ANTONIO HOUSING AUTHORITY

September 19, 2019

## MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives;  
Brandee Perez, Director of Federal Housing Programs

RE: Fair Avenue Apartments Sprinkler Project Update (Resident Assessment)

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**SUMMARY:**

In preparation for the upcoming Fair Avenue sprinkler project, Elderly Disabled Services (EDS) staff were tasked to complete assessments for current Fair Avenue residents. The assessment process began on August 19, 2019, and as of September 4, 2019, 182 or 87% of residents have been assessed. The remaining 27 or 13% of residents will be contacted in person and by phone to ensure that all residents are assessed prior to implementation of the sprinkler project.

Several meetings have been held with Property Management staff and residents to discuss the upcoming project. Staff presented information to the residents in attendance about the project timeline, on-site activities, and resident responsibility during the project.

Preliminary Finding:

During the assessment process the following concerns and issues have been identified:

- Residents have indicated that they may have difficulty being away from their apartments for long periods of time, due to anxiety and other social issues;
- Residents have indicated that they take medications and usually take a nap during the day; and
- Some residents are bed bound and may have difficulty mobilizing.

Current Action

EDS staff will continue to work with Property Management staff to ensure that resident needs are identified and addressed throughout the sprinkler project. Joint staff meetings and resident briefings will be utilized to identify (1) concerns, (2) resources, (3) potential community partners, and (4) to support a healthy and safe environment throughout the sprinkler project.

EDS staff have also taken steps to address potential needs that have been identified by staff and have reached out to the City of San Antonio Senior Services Division to discuss (1) providing transportation and access to local Senior Centers and (2) securing additional meals for the daily Senior Nutrition Program on site. EDS staff will continue to work with community partners to plan activities and events to take place in the community room available to all residents. Lastly, staff

**SAN ANTONIO HOUSING AUTHORITY**

**September 19, 2019**

schedules will be altered to be available to assist with the morning transition of residents vacating their units for the day.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

None.

**STRATEGIC GOAL:**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

Slides (graphs)



# Fair Avenue Sprinkler System Project Resident Assessment

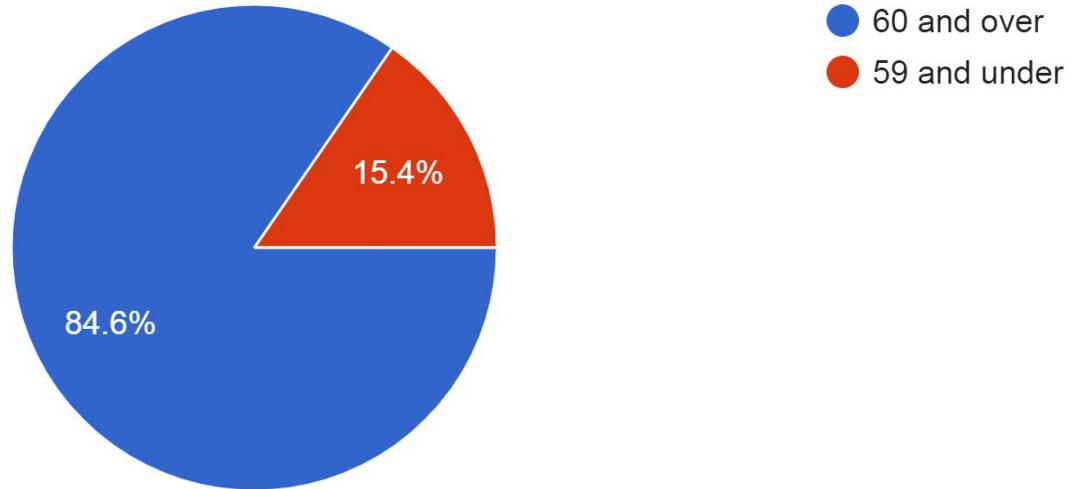
September 19, 2019

# What is your Age?

2

## Age

182 responses

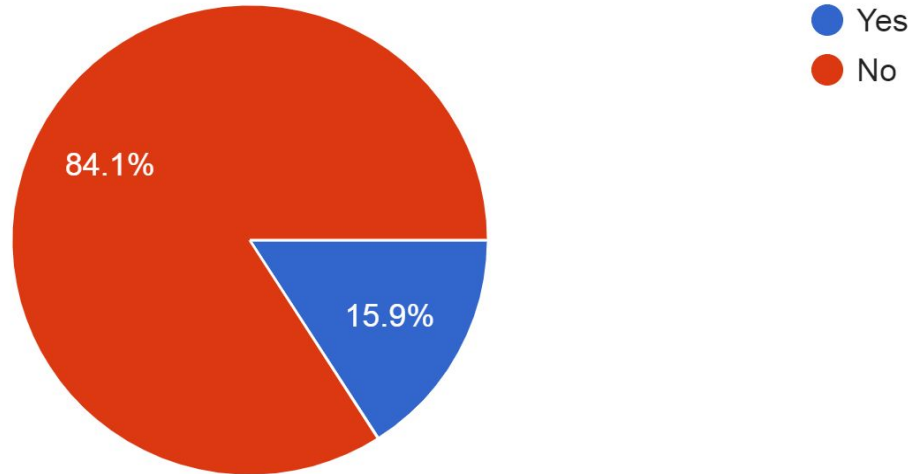


# Does anyone live with you?

3

## Does anyone live with you?

182 responses

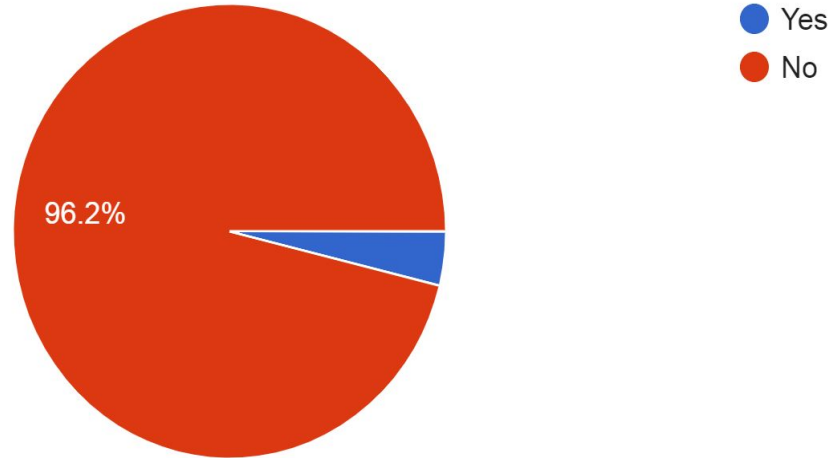


# Do you have any children that are in your care?

4

Do you have any children that are in your care?

182 responses



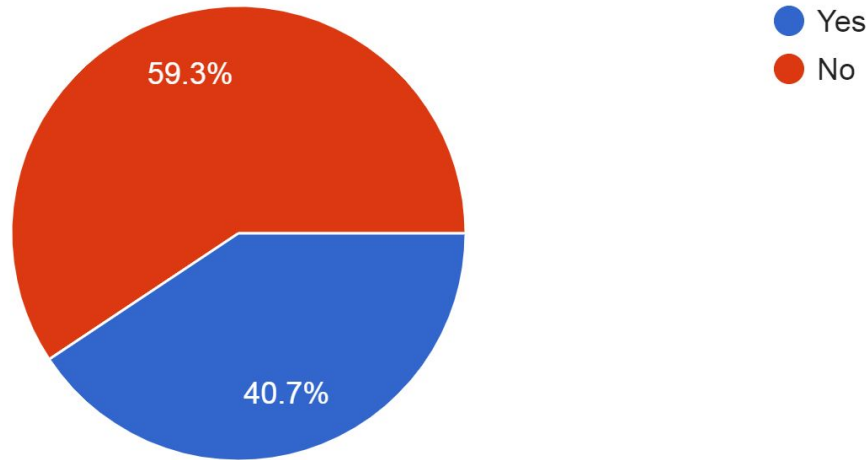


# Do you have a provider or someone that assists you on a daily basis?

5

Do you have a provider or someone that assists you on a daily basis?

182 responses

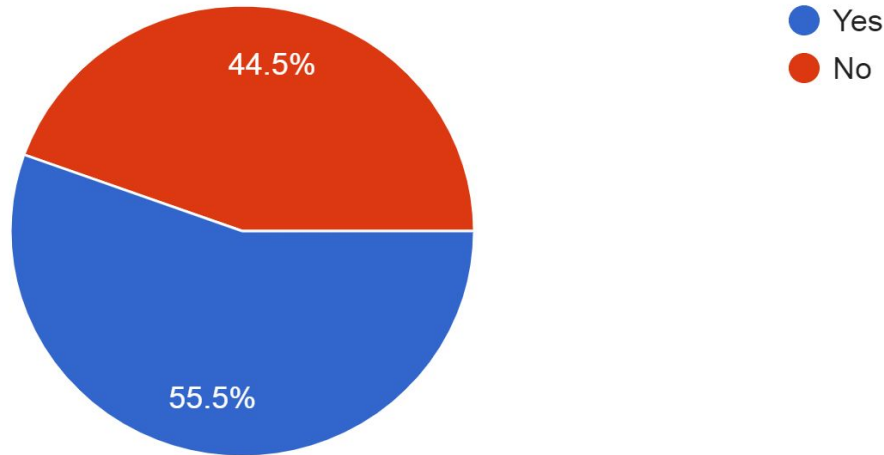


# Do you have family that can assist you?

6

## Do you have family that can assist you?

182 responses

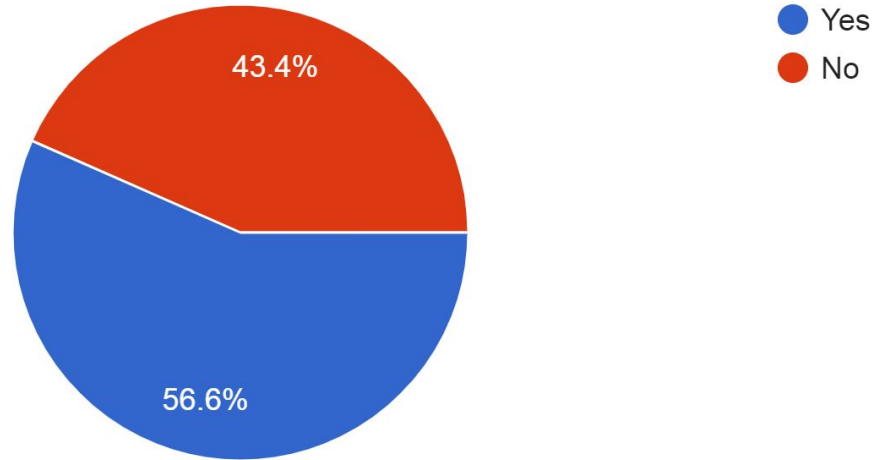


# Are you registered with the COSA nutrition program?

7

## Are you registered with the COSA nutrition program?

182 responses

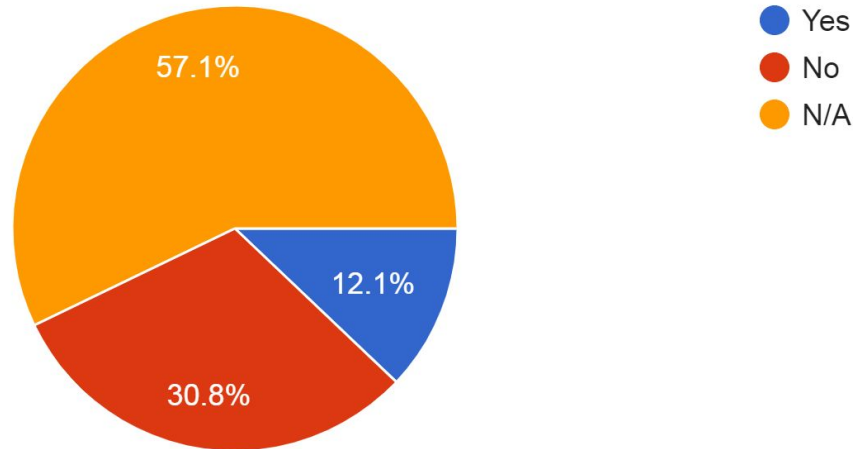


# If no, would you like to be registered with COSA nutrition program?

8

If no, would you like to be registered with COSA nutrition program

182 responses

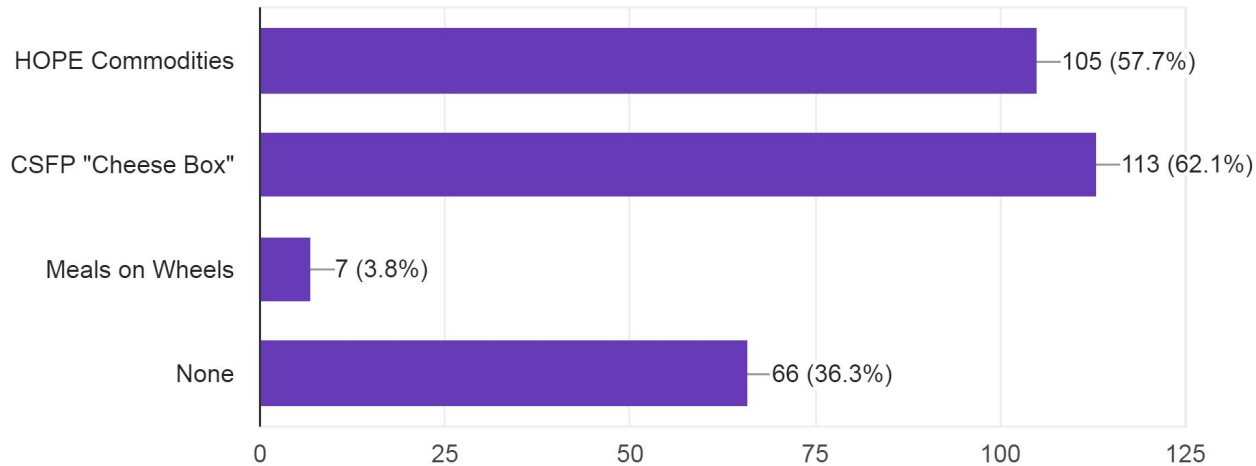


# Are you receiving any of the following food services?

9

## Are you receiving any of the following food services

182 responses

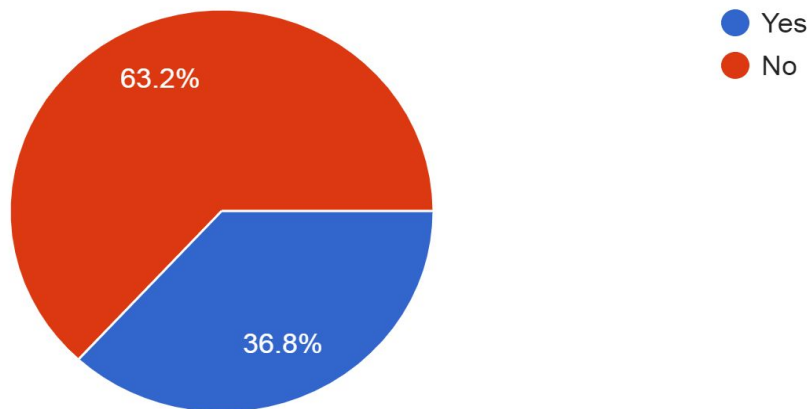


# Do you have a medical condition that prevents you from being away from your apartment for a long period of time?

10

Do you have a medical condition that prevents you from being away from your apartment for long periods of time?

182 responses

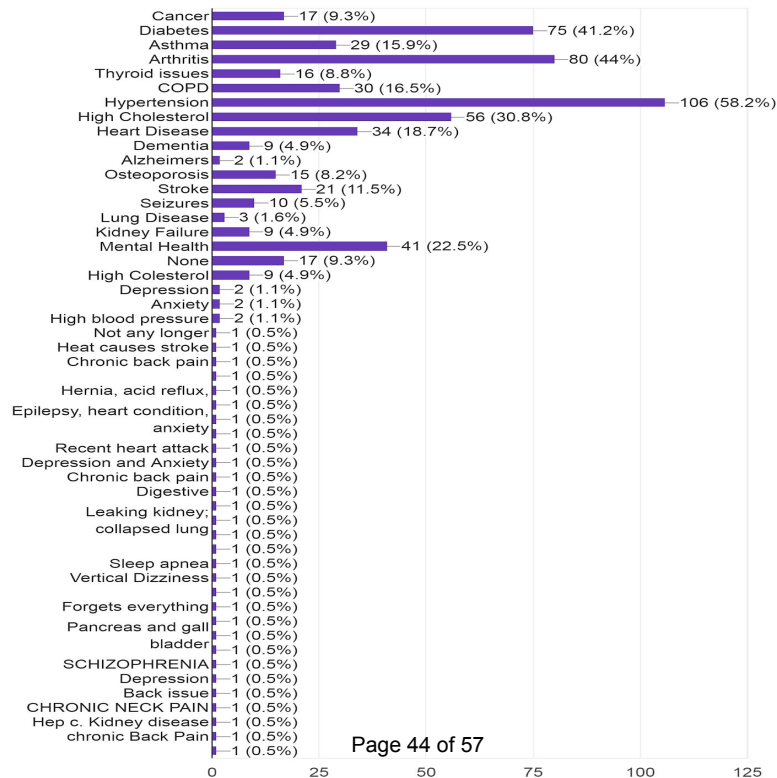


# Have you been diagnosed with any of the following?

11

Have you been diagnosed with any of the following?

182 responses



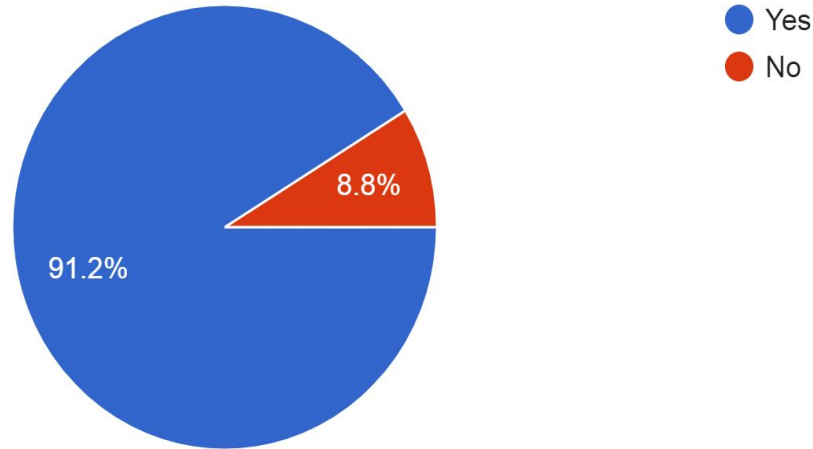


# Are you currently taking medications?

12

Are you currently taking medications?

182 responses

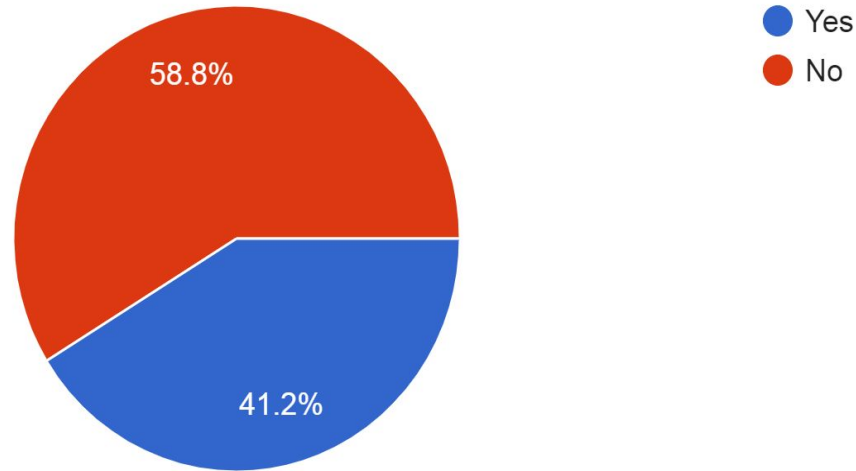


# Do you utilize medical transportation for doctor appointments?

13

## Do you utilize medical transportation for doctors appointments?

182 responses

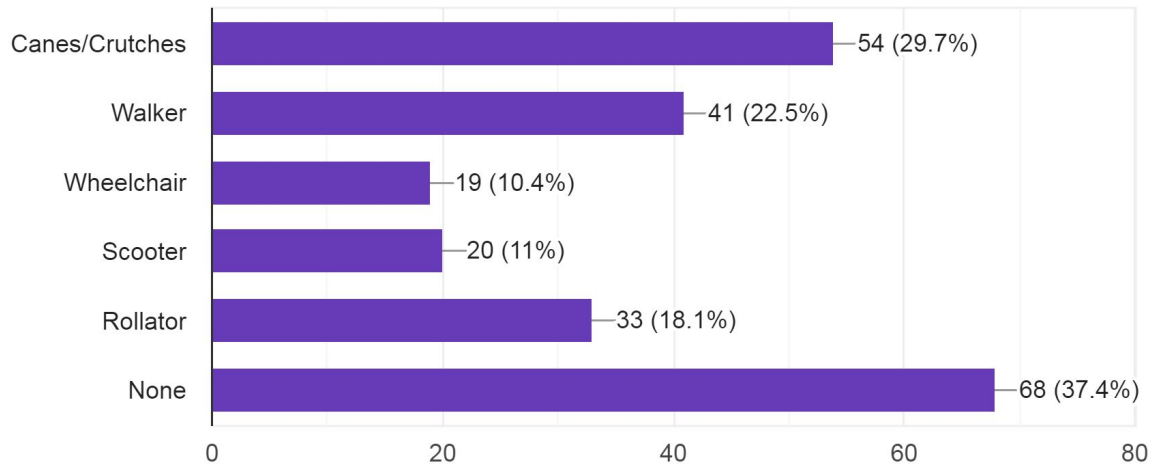


# Do you utilize any of the following mobility devices?

14

## Do you utilize any of the following mobility devices

182 responses

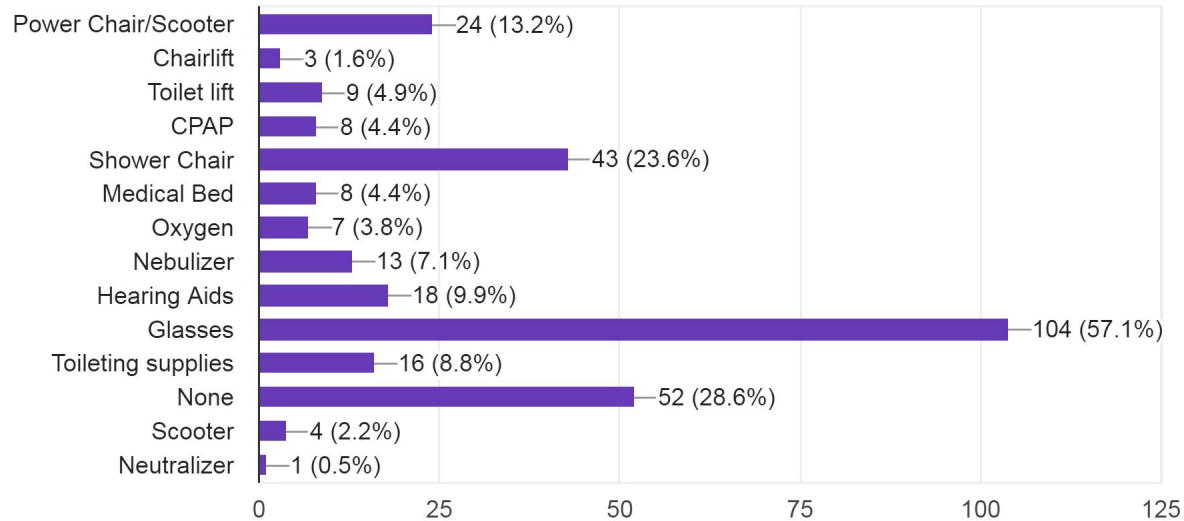


# Do you utilize any of the following medical equipment?

15

## Do you utilize any of the following medical equipment

182 responses

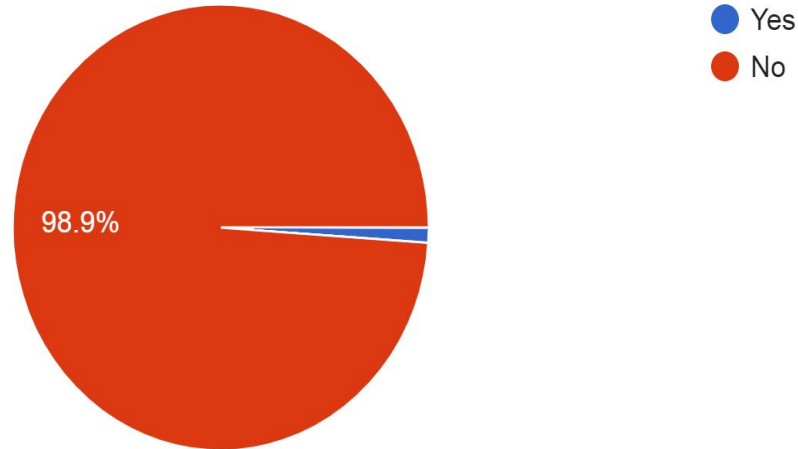


# Are you on hospice?

16

Are you on hospice?

182 responses

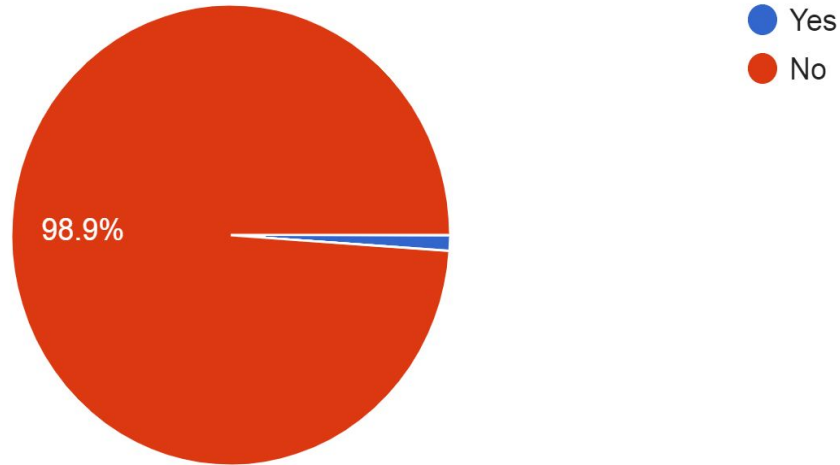


# Are you bedridden?

17

Are you bedridden?

182 responses

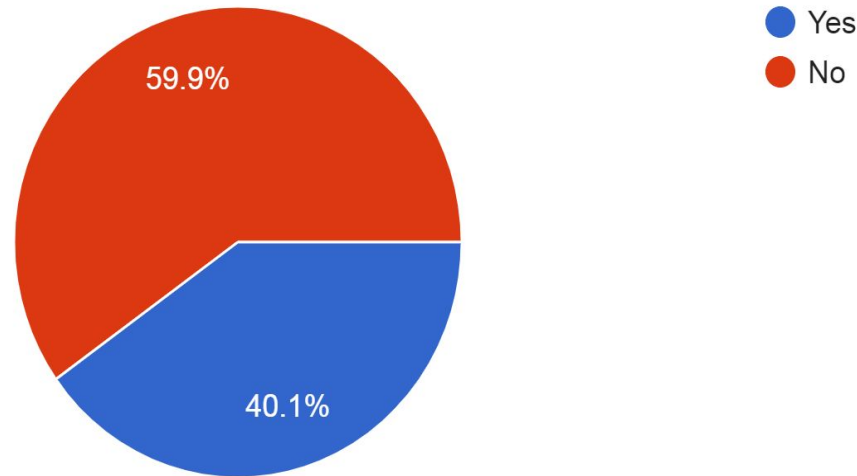


# Would you like to participate in group activities on property?

18

## Would you like to participate in group activities on property?

182 responses

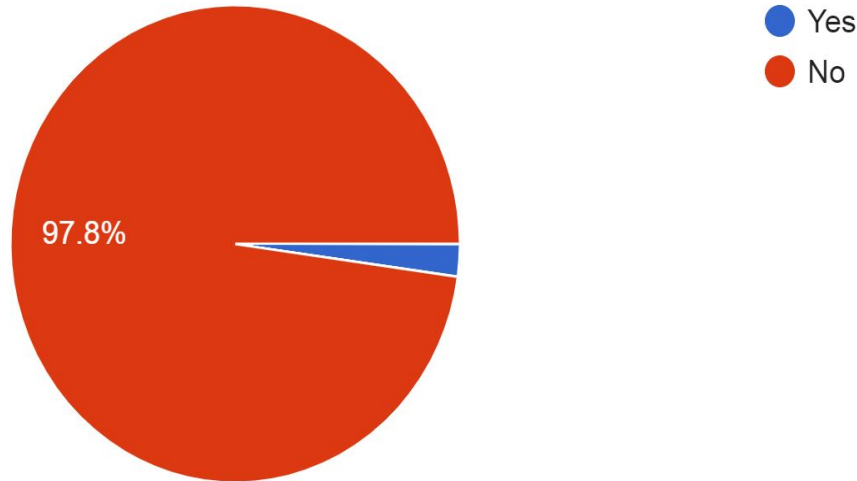


# Do you attend a senior center or adult day care?

19

## Do you attend a senior center or adult day care?

182 responses



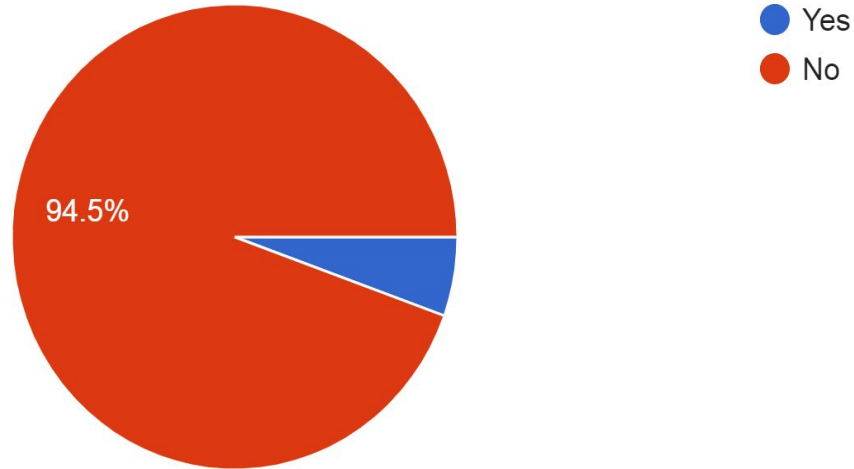


# Do you own a service animal?

20

Do you own a service animal?

182 responses

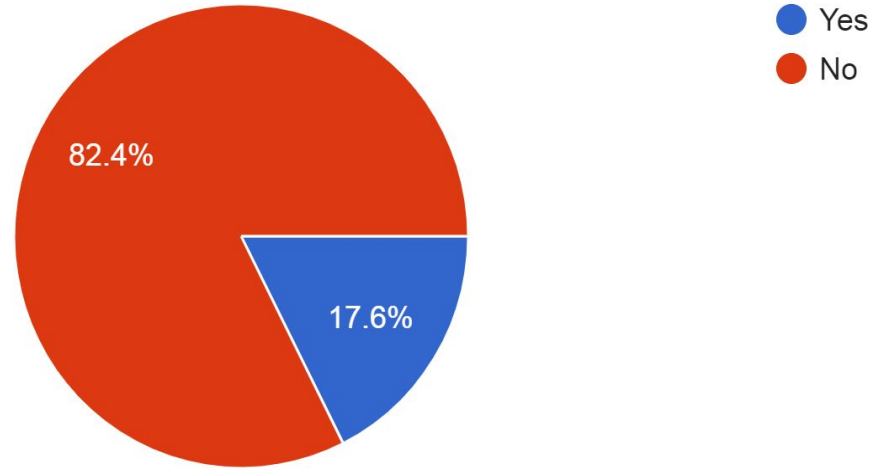


# Do you own a pet?

21

## Do you own a pet?

182 responses

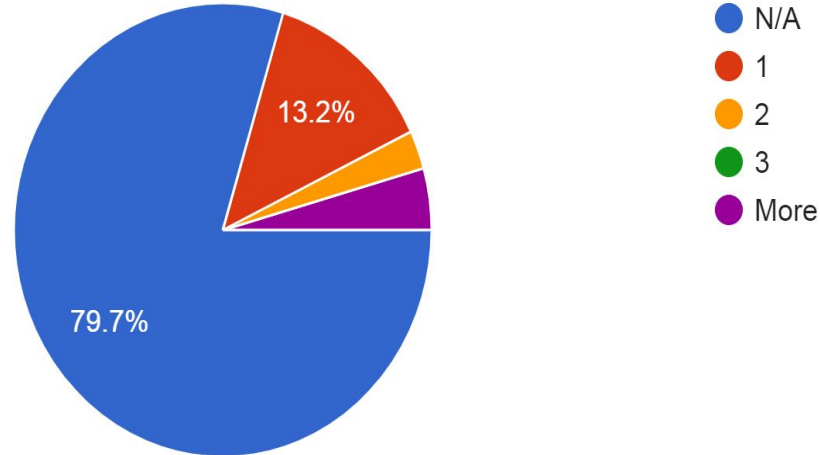


# How many pets do you have?

22

## How many pets do you have?

182 responses

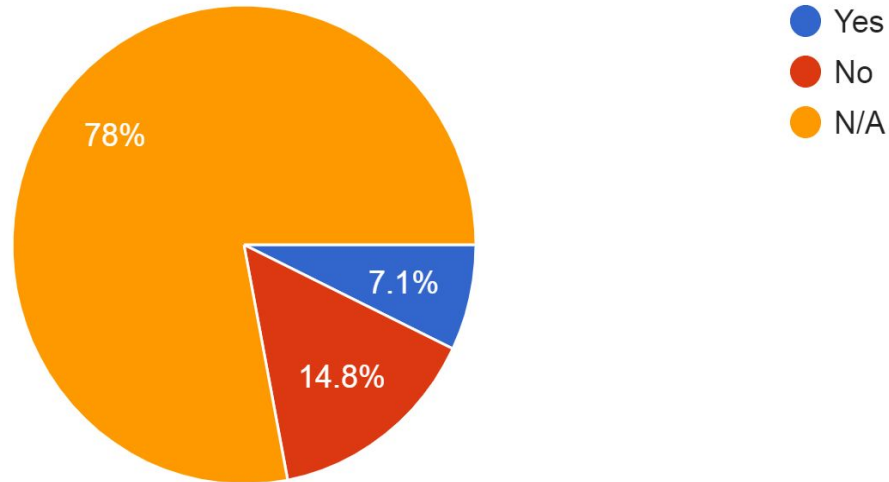


# Do you have a crate for your pet?

23

## Do you have a crate for your pet?

182 responses



# Is your pet kennel trained?

24

## Is your pet kennel trained?

182 responses

