

# BOARD OF COMMISSIONERS



Resident Services Committee Meeting  
April 20, 2017



*Creating Dynamic Communities Where People Thrive*

**BOARD OF COMMISSIONERS**

|                                      |                                   |                                    |                                     |                               |                                  |                                |
|--------------------------------------|-----------------------------------|------------------------------------|-------------------------------------|-------------------------------|----------------------------------|--------------------------------|
| Chairman<br>Morris A. Stribling, DPM | Vice-Chairman<br>Charles R. Muñoz | Commissioner<br>Thomas F. Adkisson | Commissioner<br>Francesca Caballero | Commissioner<br>Charles Clack | Commissioner<br>Marie R. McClure | Commissioner<br>Jessica Weaver |
|--------------------------------------|-----------------------------------|------------------------------------|-------------------------------------|-------------------------------|----------------------------------|--------------------------------|

**Resident Services Committee**

Charles Clack, Chair; Marie R. McClure, Member; Charles R. Muñoz, Member

**President and CEO**

David Nisivoccia

**San Antonio Housing Authority  
Resident Services Committee or  
\*\*Special Board Meeting  
12:30 p.m., Thursday, April 20, 2017**

The San Antonio Housing Authority’s Resident Services Committee is one of three committees of the Board and meets periodically at various housing communities. The committee maintains an item on each agenda, called Public Comment, during which time attendees may voice concerns or share comments with the committee.

The Resident Services Committee will convene for a meeting at Mirasol Homes, 4222 El Paso St., San Antonio, TX, 78237, for discussion on the following matters:


1. Meeting called to order
2. Update and discussion regarding REAC inspections (David Clark, Director of Public Housing)
3. Update and discussion regarding ConnectHome (Richard Milk, Director of Policy and Planning; David Clark, Director of Public Housing)
4. Update and discussion regarding Fiscal Year 2017 success stories (Adrian Lopez, Director of Community Development Initiatives)
5. Public Comment
6. Briefing and property tour
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 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: David Clark, Director of Public Housing

RE: Update and discussion regarding REAC inspections

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**SUMMARY:**

The U.S. Department of Housing and Urban Development (HUD) mandates two types of inspections: those conducted by contractors hired by HUD's Real Estate Assessment Center (REAC) and others conducted by contractors hired by housing authorities. The latter are performed every year for every unit in a housing authority's portfolio, and are referred to as "UPCS inspections," as they follow HUD's Uniform Physical Standards Protocol.

REAC inspections, in contrast, target only 10 percent of a housing authority's portfolio. If a property scores above a 90 on a REAC inspection, the property is not inspected again for three years. If a property scores above 80, it is not inspected for two years. If a score is below 80, the property is inspected again the following year.

At the end of 2016, SAHA's average score was 90. In January 2017, HUD performed REAC inspections at 21 properties. The average score was 67. The scores ranged from 30 to 91. Some of the lower scores were appropriate, and staff is taking measures to address those shortcomings. Overall, however, the lower scores appear to be the result of new "quality of workmanship" standards introduced by HUD, a more stringent monitoring of 'inspectors' scoring, and, in some cases, because HUD performed a quality control assessment while the REAC inspector was inspecting SAHA's properties.

The deficiencies most often cited in this year's inspections were various problems with doors (e.g., damaged laminate, seals, or hardware), missing or inoperable smoke detectors, damaged refrigerator gaskets, dryer exhaust and issues with electrical outlets with ground fault circuit interrupters.

Later this year, SAHA expects HUD will perform REAC inspections at 59 properties.

The overall current average REAC score is 85.2.

**PROPOSED ACTION:**

None


**FINANCIAL IMPACT:**

None at this time

**ATTACHMENTS:**

None

## MEMORANDUM

To: Resident Services Committee 

From: David Nisivoccia, President and CEO

Presented by: Richard Milk, Director of Policy and Planning; David Clark, Director of Public Housing

RE: Update and discussion regarding ConnectHome

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**SUMMARY**

Across the United States, only half of the lowest income families have internet connectivity in their homes, creating a digital divide that prevents children from using resources for their homework and other educational purposes. ConnectHome is a U.S. Department of Housing and Urban Development (HUD) pilot initiative meant to accelerate broadband adoption by children and families living in HUD-assisted housing across the nation. There are 28 localities in the U.S. participating in ConnectHome.

The overall goal for the program is to bridge the digital divide. All ConnectHome efforts are based on three pillars of digital inclusion: Connectivity, Devices and Computer Training.

**1. Connectivity**

Build new models to provide broadband infrastructure and to offer residents free or discounted service.

**2. Devices**

Make broadband internet adoption sustainable by providing devices and technical support to residents.

**3. Digital Literacy Training**

Make broadband internet more valuable by giving residents localized, free and culturally sensitive training in essential digital literacy skills that will allow them to effectively utilize high-speed internet.

**ConnectHome: San Antonio**

Since the kick-off meeting in October 2015, ConnectHome has carried out initiatives at Springview, Cassiano, Alazan Apache, W.C. White, Villa Tranchese, Lincoln Heights and Charles Andrews. Training will be expanded to additional properties within the next year.

**CONNECTIVITY**

The ConnectHome connectivity goal is to provide a broadband connection in every HUD-assisted unit. Over the long term, Google Fiber has committed to providing free connectivity at many public housing communities in San Antonio. Meanwhile, through our ConnectHome efforts, SAHA has connected 323 units: 145 senior and disabled units and 178 multi-family units with school-aged children.



**DEVICES**

The ConnectHome device goal is to provide every resident with a free or low-cost computer. To that end, ConnectHome has partnered with Goodwill San Antonio to collect, refurbish and supply ConnectHome, at a very low cost, a monthly supply of 40 computers through at least March 2017. Google Goodware, Bexar County, Google Fiber, NowCast and SAHA employees have also donated a number of new and used computers to support this effort. SAHA has provided 332 devices to residents: 312 desktops/laptops and 11 Raspberry Pis. Additionally, 44 Kano Tablets were distributed to households with school-aged children.

**DIGITAL LITERACY TRAINING**

The ConnectHome goal for Digital Literacy Training is to ensure all residents receive useful and appropriate training in order to feel confident in engaging technology as a tool to support their education, employment and quality of life goals. Thus far, ConnectHome has trained over 703 participants, including training in partnership with Cafe College, Girls Inc., San Antonio Youth Code Jam, financial literacy partners and workforce development partners. 357 ConnectHome graduates have received computers and 178 hotspots.

**ConnectHome is on track to fulfill its July 2017 goals:**

- Provide ongoing computer training at 7 public housing sites
- Provide training to 360 participants
- Bring broadband connectivity to 384 households
- Provide 320 free computers to participants

**SA Digital Inclusion Summit**

ConnectHome, 80/20 Foundation, COSA and the Federal Reserve Bank of Dallas at San Antonio joined forces to put together the first San Antonio Digital Inclusion Summit. This event brought together local and national organizations to discuss and highlight best practices to bridge the digital divide.

The Summit took place on March 1, 2017, at the San Antonio Central Public Library. There was a total of 166 attendees from across the country, presenting and discussing digital inclusion strategies.

**Digital Inclusion Alliance**

ConnectHome is part of a citywide Digital Inclusion Alliance initiative that includes the City of San Antonio, SAHA, Goodwill, School Districts, Google Fiber and many other organizations. The goal for the Alliance is to create a framework that fosters collaboration and the sharing of resources to provide services that help bridge the digital divide. The Digital Inclusion Alliance will be making use of a VISTA to help staff the organization as it grows.

**PROPOSED ACTION:**

None


**FINANCIAL IMPACT:**

None at this time

**ATTACHMENTS:**

None

**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 Fiscal Year 2017 success stories

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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.

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 1,271 Family Self-Sufficiency and Jobs Plus participants
- Over 150 FSS/Jobs Plus (average/quarter) participants enrolled into education and training
- 552 FSS/Jobs-Plus participants maintained employment

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. Attached is a spreadsheet detailing many of the resident successes since July 1, 2016.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None at this time

**ATTACHMENTS:**

Spreadsheet

| Type  | Program             | Name of Resident |              | Case Manager      | Accomplishments   | Date       |
|---|---------------------|------------------|--------------|-------------------|---|------------|
|   |                     | Lname            | Fname        |                   |   |            |
| High School Diploma   | HCV                 | Hernandez        | Dolores      | Gloria Sampayo    | Received High School Diploma from South Texas Leadership Center   | 07/01/2016 |
| Employment  | PH                  | Huerta           | Anita        | Betty Salas       | Sec 3 w/ COSA   | 7/2016     |
| Parenting Classes   | PH                  | Cortez           | Christina    | Betty Salas       | Completed parenting Classes   | 7/2016     |
| Parenting Classes   | PH                  | Sanchez          | Michelle     | Betty Salas       | Completed Parenting Classes   | 7/2016     |
| Parenting Classes   | PH                  | Candena          | Michelle     | Betty Salas       | Completed Parenting Classes   | 7/2016     |
| Parenting Classes   | PH                  | Nickleberry      | Sandra       | Betty Salas       | Completed Parenting Classes   | 7/2016     |
| Parenting Classes   | PH                  | Manriquez        | Tracy        | Betty Salas       | Completed Parenting Classes   | 7/2016     |
| Education   | FSS-HCV             | Vasquez          | Stephanie    | Barbara Daniels   | Obtained GED - Margarita R. Huanes Learning Center  | 7/2016     |
| Financial Literacy Class                                      | PH                  | Escobales        | Crystal      | Stan Hernandez    | Completed Financial Literacy Class  | 07/14/2016 |
| Financial Literacy Class                                      | PH                  | Hendrix          | Xandau       | Stan Hernandez    | Completed Financial Literacy Class  | 07/27/2016 |
| Financial Literacy Class                                      | PH                  | Mercado          | Robin        | Stan Hernandez    | Completed Financial Literacy Class  | 07/29/16   |
| Employment  | PH                  | Martinez         | Rachel       | Betty Salas       | employed 9 months - applied for Sec 3   | 7/30/16    |
| Sec 3 hire  | PH                  | Huerta           | Anita        | Betty Salas       | Hired w/ COSA with Sec 3  | 8/1/16     |
| Wage Increase   | PH                  | Fernandez        | Jennifer     | Dione Spiller     | She received a raise in her job   | 08/01/2016 |
| Employment  | HCV                 | Soto             | Gracie       | BettyS/adriana V. | SAHA full time temp job as CSS  | 8/2016     |
| Parenting Classes   | PH                  | Thomas           | Alexandrea   | Stan Hernandez    | Completed Parenting Classes   | 08/10/2016 |
| Parenting Classes   | PH                  | Willis           | Ashley       | Stan Hernandez    | Completed Parenting Classes   | 08/10/2016 |
| Parenting Classes   | PH                  | Fernandez        | Jerry        | Stan Hernandez    | Completed Parenting Classes   | 08/10/2016 |
| Parenting Classes   | PH                  | Cowan            | Matthew      | Stan Hernandez    | Completed Parenting Classes   | 08/10/2016 |
| Employment  | PH                  | Ruiz             | Rosalinda    | Betty Salas       | completed 12 months at Wendy's  | 8/12/16    |
| Employment  | HCV                 | Van Dyne         | Grace        | Barbara Daniels   | Obtained Employment- South Central TX Regional  | 8/1/16     |
| Education   | PH                  | Nickleberry      | Sandra       | Betty Salas       | 3rd semester at SAC -   | 8/15/16    |
| Employment  | PH                  | Villareal        | Marisela     | Betty Salas       | Full time employment w/ Hill Country bakery   | 8/16/16    |
| FSS Graduation  | HCV                 | Mora             | Laura        | Leticia Gallegos  | Graduated from FSS program/received escrow in amount of \$12,532.49   | 08/20/2016 |
| Education   | PH                  | Cadena           | Michelle     | Betty Salas       | completed FAFSA   | 8/22/16    |
| Employment  | PH                  | Escobales        | Crystal      | Stan Hernandez    | La Michochana & La Quinta Inn   | 08/29/16   |
| Employment  | PH                  | Villarreal       | Marisela     | Betty Salas       | Obtained full time employment at Hill Country Bakery  | 08/30/2016 |
| Education   | HCV                 | Sauceda          | Sarah        | Barbara Daniels   | Completed AED/CPR and First Aide Certification  |            |
| Education   | PH-FSS- Cheryl West | Cantu            | Virginia     | Olicia Taylor     | Obtained GED - SAISD  | 8/30/2016  |
| Education   | PH                  | Sanchez          | Elizabeth    | Betty Salas       | Enroleld at NW Vista FALL   | 9/2016     |
| Employment  | HCV                 | Booker-King      | Beulah       | Barbara Daniels   | Obtained new Employment-Pride Health Care Center  | 9/2016     |
| Employment  | HCV                 | Gutierrez        | Antonia      | Barbara Daniels   | New Employment at a Popular San Antonio Hotel @ \$11.00 an hour   | 9/2016     |
| Education   | HCV                 | Williams         | Shakira      | Barbara Daniels   | Accepted RN School of Nursing-Incarnate Word  | 9/2016     |
| Education   | HCV                 | Stemley          | Julia        | Barbara Daniels   | Grad-Community Health Worker Certification-PRESA CC.  | 10/2016    |
| Education/Training  | HCV                 | Dallas           | Sasha        | Barbara Daniels   | Completed Certified Nurse Aide Certification  | 10/2016    |
| Left HCV voluntarily/Purchased Home                           | HCV                 | Saincy-Thompson  | Paula        | Letty Gallegos    | Left HCV program voluntarily, almost over income and closed on home   | 10/31/2016 |
| High School Diploma   | J+ West             | Cano             | Jessica      | Yadira Saucedo    | Completed her high school diploma program through S. TX Leadership  | 11/1/16    |
| Employment  | J+ West             | Salinas          | LisaMarie    | Yadira Saucedo    | Obtained FT employment at St. Lukes   | 11/7/16    |
| Education   | HCV                 | Wilson           | Teresa       | Barbara Daniels   | 2 Associates-Pre Nursing-St. Philips College-Obtained   | 11/8/16    |
| High School Diploma; Digital Ambassador; Appointment to Board | J+ West             | Avalos           | Genove       | Yadira Saucedo    | Since enrolling w/ J+ West Genove has been hired as a Community Coach. In addition, she has completed Digital Ambassador training. She is also participating in a high school diploma program with South Texas Leadership which she has completed. She was also appointed a Jireh House Board member. Genove also received certs for Excel 1 and PowerPoint 1 | 11/9/16    |
| CareerPath (Culinary Arts)                                    | J+ West             | Silva            | Richard      | George Galindo    | Has completed culinary program at San Antonio Food Bank; ceremony will be held in December  | 11/11/16   |
| Education   | HCV                 | Warner           | Quintin      | Barbara Daniels   | Completed IT Net work/A+ Certification- IBEST   | 11/15/16   |
| Employment  | J+ West             | Angeles          | Marina       | Yadira Saucedo    | Obtained employment with Costa Solutions in October; has since been promoted to Team Lead and received a 50 cent raise as a result.   | 11/21/16   |
| Employment  | J+ West             | Garcia           | Rosa Estella | Yadira Saucedo    | New Community Coach   | 11/21/16   |
| Employment  | J+ West             | Amador           | Roseann      | Yadira Saucedo    | Obtained FT employment at Goodwill  | 11/22/16   |

| Type                      | Program         | Name of Resident |              | Case Manager     | Accomplishments   | Date             |
|---------------------------|-----------------|------------------|--------------|------------------|---|------------------|
|                           |                 | Lname            | Fname        |                  |   |                  |
| Education                 | J+ West         | Marin            | Janae        | George Galindo   | Obtained HS Diploma through South Texas Leadership (STL)  | 12/1/16          |
| Technology                | J+ West         | Martinez         | Lena         | Yadira Saucedo   | Completed Digital Literacy  | 12/5/16          |
| Education                 | HCV             | Hessbrook        | Ann Marie    | Barbara Daniels  | 2 Associates Degrees = Business and Liberal Arts-Started Masters of Accounting Program through Macy's Program is poised to earn Bachelors and Masters at the same time. | 12/5/16          |
| Education                 | HCV             | Cooper           | Leatre       | Barbara Daniels  | Associates Science-Earned-SAC   | 12/1/16          |
| Technology                | J+ West         | Garcia           | RosaEstella  | Yadira Saucedo   | Completed Digital Literacy  | 12/5/16          |
| Employment                | J+ West         | Castillo         | Maria        | yadira Saucedo   | Completed 90 days of employment (Caretet)   | 12/6/16          |
| Employment                | J+ West         | Ventura          | Felisha      | yadira Saucedo   | Completed 90 days of employment (Omni)  | 12/7/16          |
| Technology                | J+ West         | Vargas           | Melissa      | George Galindo   | Completed Digital Literacy  | 12/16/16         |
| Certicafate of Completion | J+ West         | Batts            | Monica       | Yadira Saucedo   | Obtained Excel I and PowerPoint I Certificate through technology class sponsored by Section 3   | 11/8 and 11/9/16 |
| Education                 | Villa Veramendi | Scruggs          | Desaree      | Alice Felan      | Obtained high school diploma  |                  |
| Education                 | Cassiano        | Sandoval         | Laura        | Alice Felan      | Obtained high school diploma  |                  |
| Education                 | Cassiano        | Ojeda            | Darlene      | Alice Felan      | Obtained high school diploma  |                  |
| Employment                | Cassiano        | Ojeda            | Darlene      | Alice Felan      | Full time employment as head housekeeper  |                  |
| Employment                | FSS-Cassiano    | Cruz             | Teresa Ann   | Alice Felan      | Employment maintain Greater than one year   | 1/1/2017         |
| Employment                | J+ West         | Angeles          | Marina       | yadira Saucedo   | Completed 90 days of employment (Costa Solutions)   | 1/4/17           |
| Employment                | FSS-HCV         | Heights          | Monica       | Leticia Gallegos | Employment maintain Greater than one year   | 1/6/2017         |
| Education                 | J+ West         | Sanchez          | Stephanie    | George Galindo   | Obtained High School Diploma (STL)  | 1/10/17          |
| Education/Training        | FSS-HCV         | Serna            | Christopher  | Barbara Daniels  | Earned EPA Universal Cert for HVAC  | 01/16/2017       |
| Education                 | FSS-HCV         | Resendiz         | Steven       | Janet Penn       | Enrolled into GED-2-College Program at SAC  | 01/17/2017       |
| Employment                | J+ West         | Ilendo           | Djeneche     | yadira Saucedo   | Completed 180 days of employment (SAHA Comm Coach)  | 1/18/17          |
| Education                 | J+ West         | Gomez            | Matthew      | Yadira Saucedo   | Obtained High School Diploma (STL)  | 1/19/17          |
| Education                 | J+ West         | Sifuentes        | Susan        | George Galindo   | Obtained High School Diploma (STL)  | 1/19/17          |
| Technology                | J+ West         | Cardenas         | Rebecca      | Yadira Saucedo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Chavez           | Ashley       | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Hubert           | Shirlentre   | Yadira Saucedo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Lee              | Qewshanda    | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Lewis            | Nalanta      | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Medrano          | Megan        | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Mora             | Gloria       | Yadira Saucedo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Munoz            | Sonia        | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Reyes            | Bonnie       | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Thornton         | Michael      | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Valdez           | Jennifer     | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Technology                | J+ West         | Villarreal       | Savannah     | George Galindo   | Completed Digital Literacy  | 1/19/17          |
| Employment                | FSS HCV         | Bravo            | Kathryn      | Gloria Sampayo   | Employment Greater than one year FT with benefits works at the San Antonio Zoo recent 2% Increase in pay  | 01/19/2017       |
| Education                 | J+ West         | Ventura          | Felisha      | Yadira Saucedo   | Obtained High School Diploma (STL)  | 1/26/17          |
| Education                 | J+ West         | Lee              | Qewshanda    | George Galindo   | Obtained High School Diploma (STL)  | 1/26/17          |
| Employment                | FSS-HCV         | Serna            | Christopher  | Barbara Daniels  | Newly Hired-Service Tech- HVAC- ICCEE \$ 17.00 an hour.   | 1/30/17          |
| Employment                | J+ West         | Vargas           | Monica       | Yadira Saucedo   | completed 90 days of employment (LK Jordan-Section 3)   | 1/31/17          |
| Education                 | J+ West         | Medrano          | Megan        | George Galindo   | Completed CNA Training iBest  | 2/2/17           |
| Employment                | FSS HCV         | Adams            | Linda        | Gloria Sampayo   | New FT Employment with Benefits Dental Asst. Obtained from Job Training Certificate   | 02/02/2017       |
| Employment                | J+ West         | Salinas          | LisaMarie    | Yadira Saucedo   | Completed 90 Days of employment (St. Lukes)   | 2/7/17           |
| Employment                | J+ West         |                  | Roger        | Yadira Saucedo   | Completed 180 days of employment (Reliable Staffing)  | 2/8/17           |
| Employment                | J+ West         | Boundath         | Zita         | Yadira Saucedo   | Completed 180 days of employment (Reliable Staffing)  | 2/8/17           |
| Employment                | FSS-M.C. Beldon | Madiedo          | Daisy        | Esme Chapa       | Obtained full time employment as a CNA  | 2/8/2017         |
| Certificate               | J+ West         | Cerda            | Cindy        | George Galindo   | Completed Customer Service Training (SER National)  | 2/10/17          |
| Certificate               | J+ West         | Butler           | Ruby Davis   | George Galindo   | Completed Customer Service Training (SER National)  | 2/10/17          |
| Certificate               | J+ West         | Garcia           | Rosa Estella | Yadira Saucedo   | Completed Customer Service Training (SER National)  | 2/10/17          |



| Type                                     | Program         | Name of Resident   |                  | Case Manager     | Accomplishments  | Date       |
|--|-----------------|--------------------|------------------|------------------|--|------------|
|  |                 | Lname              | Fname            |                  |  |            |
| Certificate                              | J+ West         | Gutierrez          | Amanda           | George Galindo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Lee                | Qewshanda        | George Galindo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Machado            | Sandy            | George Galindo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Mendoza            | Sharon           | George Galindo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Mora               | Gloria           | Yadira Saucedo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Ruiz               | Maricela         | Yadira Saucedo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Vargas             | Melissa          | Yadira Saucedo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Certificate                              | J+ West         | Zapata             | Maranda          | George Galindo   | Completed Customer Service Training (SER National)   | 2/10/17    |
| Education                                | J+ West         | Mendoza            | Sharon           | George Galindo   | Completed CNA Training iBest   | 2/10/17    |
| Employment                               | J+ West         | Degollado          | Nancy            | Yadira Saucedo   | Completed 90 days of employment (Ultimate Staffing)  | 2/14/17    |
| Education                                | FSS-M.C. Beldon | Frago              | Kelvin           | Esme Chapa       | Obtained High School Diploma (STL)   | 2/14/2017  |
| Employment                               | J+ West         | Perry              | Shannell         | Yadira Saucedo   | Obtained FT employment at CST Corner Stores  | 2/17/17    |
| Employment                               | FSS-M.C. Beldon | Montelongo         | Renee            | Esme Chapa       | Obtained full time employment  | 2/27/2017  |
| Employment                               | FSS HCV         | Rodriguez          | Rebecca          | Gloria Sampayo   | Increase in hourly pay by 31% at SWBC employment maintain Greater than one year has medical benefits with employer | 02/28/2017 |
| Training                                 | FSS-HCV         | Alva               | Cheryl Mae       | Janet Penn       | Completed The Smith System of No-Accident Driving Training   | 03/01/2017 |
| Training                                 | FSS-HCV         | Vasquez            | Jorge            | Leticia Gallegos | Attending I-Best, Career Readiness   | 3/2/2017   |
| Education                                | FSS-HCV         | Elam               | Marilyn          | Leticia Gallegos | Obtain AA Radiology/awaiting State testing for license   | 3/2/2017   |
| Escrow Pending                           | FSS-HCV         | Moreno             | Gina             | Leticia Gallegos | Graduate/over income   | 3/2/2017   |
| Escrow Pending                           | FSS-HCV         | Lewis              | Laura            | Leticia Gallegos | Graduate/over income   | 3/2/2017   |
| Training                                 | FSS-HCV         | Griffin            | Celia            | Leticia Gallegos | Completed Good Careers Training  | 3/2/2017   |
| Education                                | FSS-HCV         | Mendez             | Elizabeth        | Leticia Gallegos | Graduate Associate Degree Nursing(RN)/taking the N-CLEX test soon  | 3/2/2017   |
| Employment                               | FSS-HCV         | Cervantes-Castillo | Maricela Morales | Leticia Gallegos | completed 1st year in FSS, full time employment  | 3/2/2017   |
| Training                                 | FSS-HCV         | Odelugo            | Yvonne           | Leticia Gallegos | New FSS participant, attending Project Quest, LVN program  | 03/02/2017 |
| Education                                | FSS-HCV         | Paiz               | Vanessa          | Leticia Gallegos | Employment maintain Greater than one year/ Attending Texas State University  | 03/02/2017 |
| Employment                               | FSS-HCV         | Martinez           | Jazmin           | Leticia Gallegos | Tri-Starr Temporary assignment in FSS  | 3/2/17     |
| Employment                               | J+ West         | Avalos             | Genove           | yadira Saucedo   | Completed 180 days of employment (SAHA Comm Coach)   |            |
| Education                                | FSS HCV         | Ingram             | Leah             | Gloria Sampayo   | Psychology Degree from St. Philips College   |            |
| Employment                               | Charles Andrews | Chincarini         | Monica           | Dione Spiller    | Is working PT at Whataburger and attending the empowerment center for her GED.                                     | 03/02/2017 |
| Employment & Wholistic life improvements | Charles Andrews | McDaniel           | Bonnie           | Dione Spiller    | She has received a computer and hot spot for her daughter. She is also a Resident Ambassador.                      | 03/02/2017 |
| Education                                | Pin Oak         | Rodriguez          | Denise           | Dione Spiller    | She is a Seguliar Adalante student. They have paid for her to attend SAC classes.                                  | 03/02/2017 |
| Education                                | Pin Oak         | Rangel             | Nicole           | Dione Spiller    | She is getting closer to completing her Associates in nursing at SAC   | 03/02/2017 |
| Employment                               | Charles Andrews | Aguirre            | Alexis           | Dione Spiller    | She is mother of 5 children and is working as a FT Housekeeper at Candlewood Suites.                               | 03/02/2017 |
| Education                                | FSS-HCV         | Adams              | Leticia          | Cynthia Aleman   | Guadated with Masters  | 3/2/17     |
| Education                                | FSS-HCV         | DelaCerde          | Ana              | Cynthia Aleman   | Completed High School Program  | 03/02/2017 |