



RESIDENT SERVICES COMMITTEE MEETING FEB. 20, 2020



BOARD OF COMMISSIONERS

Dr. Ana "Cha" Guzmán Chair	Jessica Weaver Vice Chair	Charles Clack Commissioner	Jo-Anne Kaplan Commissioner	Olga Kauffman Commissioner	Sofia A. Lopez Commissioner	Ruth Rodriguez Commissioner
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PRESIDENT & CEO

David Nisivoccia

**SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE or
SPECIAL BOARD MEETING

**910 N. Mittman St., San Antonio, TX 78202
12:30 p.m., Thursday, February 20, 2020**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of the Wheatley Park Senior Living Apartments located at 910 N. Mittman St., San Antonio, TX, 78202, 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.

MINUTES

4. Minutes
 - Approval of the October 17, 2020, Resident Services Committee Meeting minutes

UPDATES AND DISCUSSIONS

5. Discussion regarding the resident services at Wheatley Park Senior Living Apartments (Thomas Roth, Director of Asset Management)
6. Update and discussion regarding the Community Development Initiatives Report (Aiyana Longoria, Interim Director of Community Development Initiatives)
7. Update and discussion regarding Community Development Initiatives Elderly and Disabled Case Management Services Survey (Aiyana Longoria, Interim Director of Community Development Initiatives)
8. Update and discussion regarding the Federal Housing Programs SemiAnnual Client Services Report (Laura Longoria, Client Services Manager)
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.

MINUTES
SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE MEETING
October 17, 2019

SCHEDULED: 12:30 p.m. at 4060 Medical Dr., San Antonio, TX, 78229

COMMISSIONERS PRESENT:

Jo-Anne Kaplan, Commissioner
Sofia A. Lopez, Commissioner
Marie R. McClure, Commissioner

COMMISSIONERS ABSENT:

Morris A. Stribling, DPM, Chair
Jessica Weaver, Vice Chair
Charles Clack, Commissioner

COUNSEL: Doug Poneck, Escamilla
& Poneck, LLP

TRANSLATOR: BCC Communications

STAFF:

David Nisivoccia, President and CEO
Muriel Rhoder, Chief Administrative Officer
Ed Hinojosa, Chief Financial Officer
Jo Ana Alvarado, Director of Innovative Technology
Kristi Baird, Director of Beacon Communities
Domingo Ibarra, Director of Security
Aiyana Longoria, Director of Internal Audit
Adrian Lopez, Director of Community Development
Initiatives

Steven Morando, Director of Procurement and
General Services
Brandee Perez, Director of Federal Housing
Programs
Michael Reyes, Director of Communications and
Public Affairs
Lorraine Robles, Director of Development Services
and Neighborhood Revitalization

Item 1: Meeting called to order

Commissioner Marie McClure called the meeting to order at 12:35 p.m.

PUBLIC COMMENT

Item 2: Public Comment - Agenda Items

Citizens are provided three minutes each to speak to any agenda items. There were no citizens requesting to speak on any agenda items.

Item 3: Public Comment - Tenancy

One resident spoke regarding tenancy items. One tenant spoke at the end of the meeting regarding her appreciation of the Sleep In Heavenly Peace Initiative. A total of ten residents attended the meeting.

MINUTES

Item 4: Minutes

- Approval of the September 19, 2019, Resident Services Committee Meeting minutes.

Motion: Commissioner Kaplan moved to approve the September 19, 2019, Resident Services Committee Meeting minutes. Commissioner Lopez seconded the motion. Approved.

Member	Aye	Nay	Absent At Time of Vote	Abstained
Jo-Anne Kaplan, Commissioner	X			
Sofia A. Lopez, Commissioner	X			
Marie R. McClure, Commissioner	X			

UPDATES AND DISCUSSIONS

Item 5: Update and discussion regarding the Community Development Initiatives Quarterly Report

Mr. Adrian Lopez, Director of Community Development Initiatives, reported that there were 46 events hosted through the first quarter of this fiscal year with over 2,548 residents participating. In addition to events being hosted, Mr. Lopez also reported highlights and accomplishments of some of the activities that his department has provided to improve the quality of life for residents, provide access to resources, improve resident capacity, facilitate self-sufficiency and to improve agency performance.

Item 6 Update and discussion regarding the Recognition of Partners

Mr. Lopez recognized the following community partners who work with SAHA to provide adult education, workforce services, and client resources:

Sleep in Heavenly Peace

On September 27 and September 28, 2019, SAHA was able to partner with the Non-Profit Organization "Sleep In Heavenly Peace" (SHP) to build 240 beds for children living in Cassiano, Alazan-Apache, and Lincoln Courts. This project was generously funded through Lowes 2019 Hero's Project. The fourteen Lowes stores came together to provide \$35,000.00 in material and over 200 staff to assist in this project. This bed build project took place over a three day time span in which SAHA provided the use of their Brazos warehouse. Day one focused on Lowes employees and Sleep In Heavenly Peace members coming in to pre-cut all material. Day two was a collaboration between all three Lowes, SHP, and SAHA to sand, prepare, assemble, and stain the beds. Day Three is where we were able to invite other active community partners to assist us with the delivery and set up of all 240 beds throughout the three SAHA communities.

Walking School Bus

A committee of community partners came together as a result of residents voicing their concerns that many youngsters were walking by themselves to and from school without parents or guardians to make sure they were safe. Cassiano Homes and the surrounding neighborhood was also identified as a medium to high risk rate for pedestrian fatality. Community partners include the City of San Antonio's Metro Health District, SAHA's Jobs Plus program, Sarah King Elementary School, City of San Antonio's Vision Zero, Safe Kids San Antonio, Alamo Area Council Of Government (AACOG), the Metropolitan Planning Organization (MPO), and San Antonio Saffee Officers. With guidance from the committee, the San Antonio Housing Authority's Jobs Plus program partnered with the City of San Antonio's Metro Health District to create a pilot program for the Walking School Bus Initiative. A walking school bus is a group of children who walk to school with one or more adults. Some of the goals of this walking school bus were to help reduce student absences or tardiness issues, ensure the safety of children during their journey to school, and to increase family and community engagement.

SAMSAT

SAMSAT is a non-profit that advocates for STEM in the larger community, highlighting the importance of STEM education, and how STEM jobs build up families and our economy. SAMSAT has been awarded a grant from Boeing to help bridge the Digital Divide by providing and expanding STEM learning opportunities at SAHA Communities through its partnership with ConnectHome. SAMSAT has partnered with ConnectHome in the past and provided a STEM Summer Camp in July 2018, at the Lincoln Courts community. After a four week summer camp, we were able to serve 30 youth ranging from the 4th to the 8th grade with a free laptop from ConnectHome. SAMSAT and ConnectHome have also provided STEM Camp to the Westway community for 30 middle schoolers from January 19 - June 22, 2019. Youth who attended seven sessions received a free laptop from ConnectHome. SAMSAT is providing STEM Club opportunities at the Mission and Riverside communities from September 21, 2019 - February 29, 2020. The Club workshops will be hosted every other Saturday at the Mission Community Room and will focus on providing STEM education to 30 middle schoolers. Youth will also have an opportunity to earn a free laptop from ConnectHome after they attend seven sessions.

Item 7: Update and discussion regarding the Golden Gala Event

Mr. Lopez reported that SAHA and the Education Investment Foundation (EIF) will host the 22nd Annual Golden Gala on December 16, 2019, from 3:00 p.m. to 7:00 p.m. The Gala anticipates the event to bring over 800 residents to the Convention Center and provide a jam packed agenda, with food, music, photos with Santa, and various entertainment activities. This year will mark the 7th year of utilizing the event to promote healthy living via "H2A Living" (Healthy Habits, Active Living). This focus influences the following activities: recognition of veterans and recognition of award recipients of the 6th Annual H2A Living Awards. Efforts are underway to fundraise and secure all of the participants for this year's activities, including the theme of "Texas Two-Steppin' Ball."

Item 8: Adjournment

With no objections, Commissioner McClure adjourned the meeting at 1:20 p.m.

ATTEST:

Dr. Ana "Cha" Guzman
Chair, Board of Commissioners

Date

David Nisivoccia
President and CEO

Date



Wheatley Senior Living Apartments
901 N Mittman St
San Antonio, TX 78202



City Council District 2:	Jada Andrews-Sullivan
Bexar County Commissioner Precinct 4:	Tommy Calvert
U.S. Congressman - District 35:	Lloyd Doggett
Texas State Senator - District 19:	Pete Flores
Texas State Representative - District 120:	Barbara Gervin-Hawkins

Management Company: McCormack Baron Management
 Community Manager: Melinda Camacho
 Maintenance Technician: Jose Encarnacion

Property Fact Sheet:

- Building Completed March 2018
- Elderly Multi-Unit Mix
- 96% occupancy rate
- Number of residents: 83
- Total number of units: 80
- Average rent for tenants: \$284.00

UNITS	DEVELOPMENT	0 BDR	1 BDR	2 BDR	3 BDR	4 BDR
80	Wheatley Senior		74	6		

Services in place for residents: Fitness Center, Community Room, Theater Room, Billiards Room, Laundry and Sitting Rooms on each Floor. Services provided include San Antonio Food Bank commodities, computer instruction classes, First-Aid classes, transportation services, Bible studies, dance classes, hair salon services, movie nights, bingo nights, birthday and holiday celebrations.

School District: San Antonio ISD

- Booker T. Washington Elementary
- Davis Middle School
- Sam Houston High School
- Young Men's Leadership Academy at Wheatley

Crime Statistics:

East Meadows I, II, & Wheatley Park Senior Living¹

INCIDENT CATEGORY	2018	2019
Violent	29	34
Property	19	33
Police Proactive ²	12	18
Drug Arrest	4	5
Other ³	13	21
Total⁴	73	106

¹Due to the nature of incident data and proximity of multiple housing sites, incident counts reflect all three properties.


²Includes incident types: Drug Arrest, Graffiti, Panhandling, Prostitution, Vandalism, Weapon Violation. Drug Arrests are also reported separately.

³As per SAPD's standard reporting, these records do not fall under a priority crime group or category and are reported as "other". Examples include: Credit Card Abuse, Criminal Trespassing, Stalking, Public Intoxication.

⁴ Some records are excluded from SAHA's incident reporting and are not reflected in the total count. Examples include: Information Reports, Wanted Persons, Runaways, Missing Persons.

SAN ANTONIO HOUSING AUTHORITY**February 20, 2020****MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Aiyana Longoria, Interim Director of Community Development Initiatives

RE: FY 2020 Community Development Initiatives 2nd Quarter Update

SUMMARY:

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

Below is a summary of the major accomplishments and activities through the second 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

Accomplishments	Target	Progress	Status
392 events/activities hosted through 2nd quarter with 6,898 residents participating.	Host 375 events/activities with 4,500 participants	Exceeded Target	Ongoing
Maintained 25 active Resident Councils.	30 Resident Councils	Below Target	Ongoing

Objective: Provide Access to resources and non-SAHA programs

Principles include:

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

Accomplishments	Target	Progress	Status
4,381 meals served to seniors (COSA Nutrition Program), 1,200 households received food	2,750 households; \$325,000.00 assistance value	Exceeded Target	Ongoing

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assistance valued at \$311,841.84 for the 2nd FY20 quarter.	annually		
1,678 FSS/ROSS/Jobs Plus Referrals for service.	750 referrals quarterly	Exceeded Target	Ongoing
Hosted 1 Elderly and Disabled Services (EDS) Health Fair with 13 Participants.	9 annual events	On 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
1,882 FSS/Jobs Plus Participants.	1,500 participants annually	Exceeded Target	Ongoing
77 of 541 (14%) FSS/Jobs Plus Participants who are not working are enrolled in education and training.	35% enrollment	Below Target	Ongoing
1,341 (71%) FSS/Jobs Plus participants maintained employment.	40%	Exceeded Target	Ongoing
Hosted 1 quarterly Resident Council training in November; additional training offered in February and May.	1 training quarterly	Met Target	Ongoing
Hosted 2 Early Engagement sessions with 662 participants.	3 sessions; 500 participants quarterly	Met Target	Ongoing
ConnectHome - 40 residents completed training and received a device.	50 new participants to receive Computer Training, Device and Connectivity quarterly	Below Target	Ongoing
827 EDS surveys completed (39.06%)	741 (35%) surveys completed	Exceeded Target	Ongoing

SAN ANTONIO HOUSING AUTHORITY**February 20, 2020****Objective: Facilitate residents to achieve Self-Sufficiency:**

Principles include:

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

Accomplishments	Target	Progress	Status
15 residents earned a certification; 0 received a GED/HS Diploma.	N/A	Continue to promote education, training and jobs.	Ongoing
554 new assessments completed and 102 plans created for FSS/JP/ROSS participants.	N/A	Continue to promote education, training and jobs.	Ongoing
Presente! Program promoting school attendance launched at Cassiano.	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.

Accomplishments	Target	Progress	Status
\$14,300 raised from 6 companies at the Golden Gala.	N/A	N/A	Completed

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

STRATEGIC GOAL:

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

ATTACHMENTS:

None

SAN ANTONIO HOUSING AUTHORITY**February 20, 2020****MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Aiyana Longoria, Interim Director of Community Development Initiatives

RE: Update and discussion regarding Community Development Initiatives Elderly and Disabled Case Management Services Survey


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 January 30, 2020, a total of 827 surveys have been completed at all thirty-two of the EDS properties. The surveys have been conducted during HOPE Commodities distribution, Commodity Supplemental Food Program distributions, property events, by phone 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:

- ☐ 49.2% of residents surveyed, rate their health as fair or poor.
- ☐ Although 73.8% 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.
- ☐ 76.8% of residents surveyed did not know their community SAFFE Officer.
- ☐ 61.2% of residents surveyed have dependable transportation.
- ☐ 64.2% of residents surveyed never go online to access the Internet for things like sending or receiving email and getting news.
- ☐ 84.4% of residents surveyed are enrolled in a benefit program.
- ☐ 50.9% of residents surveyed do not utilize senior discount programs.

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- ☐ 86.5% of residents surveyed receive communication from SAHA staff.
- ☐ 92.4% of residents surveyed report that activities and events are clearly posted.
- ☐ 77.5% of residents surveyed do not participate in their community's Resident Council.
- ☐ 73.3% of residents surveyed do not volunteer their services at their property.
- ☐ 84.5% of residents surveyed do not volunteer their services outside their community.
- ☐ 96.9% of residents surveyed are retired and not interested in employment.
- ☐ 72.8% of residents surveyed do not attend city activities and 85.4% of residents surveyed are not a member of any community group or organization.
- ☐ 76.4% of residents surveyed receive information on upcoming neighborhood and city events.
- ☐ Suggestions for services by surveyed residents includes the following: 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 regulations. 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, as well as, addressing any 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**February 20, 2020****Key Findings Include:**

- ☐ The internal partners most requested service was assistance with Adult Protective Services.
- ☐ A 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 (49.2%), 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 (73.8%) report that they are eligible for provider services. EDS Staff will work to 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 reaching 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:

To better serve the residents, the EDS program will continue with the initial plan to provide services in various areas to include the Health and Wellness. This would include health fairs, health screenings, educational presentations and physical activities on property. Efforts will be made to increase and track the participation at community events and partner presentations.

Several residents voiced concerns regarding safety issues on properties. EDS Staff will work to increase the knowledge of community SAFTE officers, and other safety resources. EDS will also work to provide resources to assist the residents to prepare for emergency situations.

Formal partnerships and Memorandum of Understandings between SAHA and external partners will be established. EDS will express the current needs of the community at quarterly partner's meetings and tailor services to meet those specific needs. An increase in communication between EDS Staff and Community Partners will be beneficial in expanding the opportunities afforded to our residents.

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February 20, 2020

EDS will work to seek out new opportunities to enhance the lives of the residents in an effort to increase self-sufficiency and allow our residents to age in place.

FINANCIAL IMPACT:

None.

ATTACHMENT:

Slides of Results



Elderly and Disabled Services Resident Survey Update February 20, 2020

ELDERLY AND DISABLED SERVICES RESIDENT SURVEY UPDATE

The Elderly and Disabled Services (EDS) Program provides resource and service opportunities for the elderly and disabled adult residents.

- ❑ A survey for staff, residents, and partners was completed in an effort to ensure that the EDS program provides services that meet the comprehensive needs of residents.
- ❑ Surveys conducted to provide insight into the services offered and opportunity to enhance services

RESIDENT SURVEY

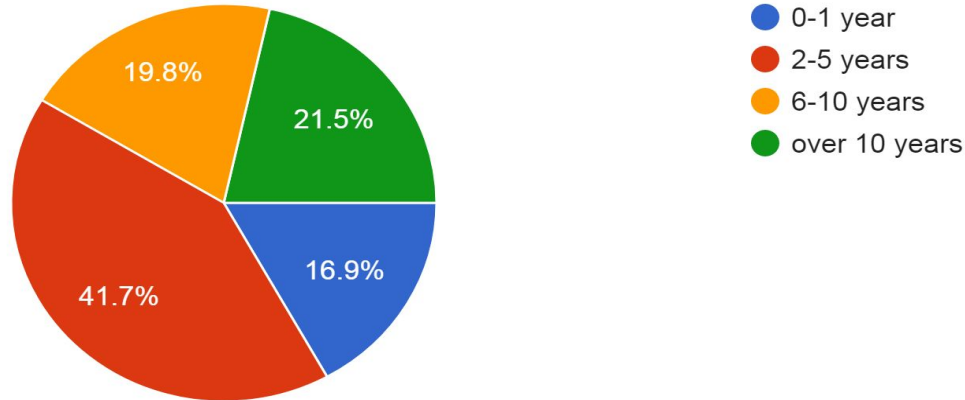
827 surveys conducted during various events. The resident survey conducted collected information on the following topics:

- ☐ Health and Wellness
- ☐ Safety and Security
- ☐ Social Inclusion
- ☐ Financial Wellness
- ☐ Communication and Information
- ☐ Civic Participation
- ☐ Community Engagement
- ☐ Technology

TENURE

How long have you lived in this community?

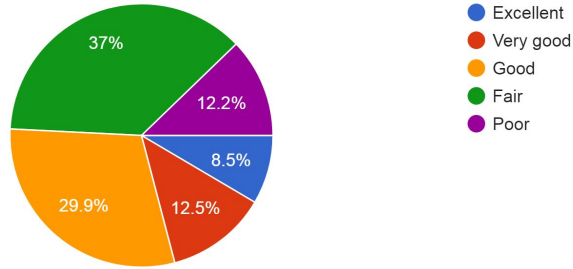
827 responses



HEALTH AND WELLNESS

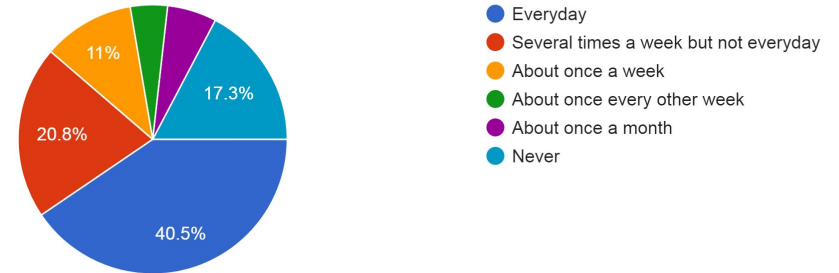
In general, when compared to most people your age, how would you rate your health?

827 responses



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

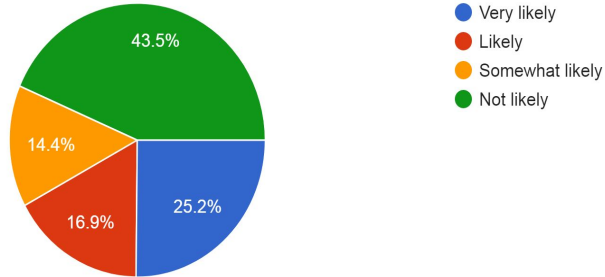
827 responses



HEALTH AND WELLNESS

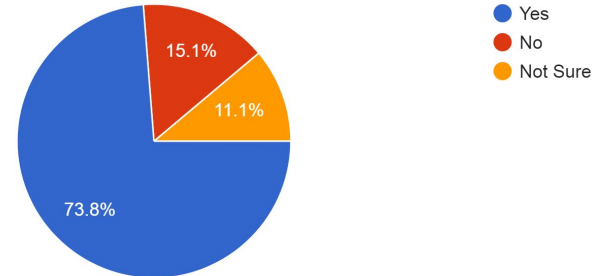
How likely are you to participate in a health screening offered at your property?

827 responses



Are you eligible for Provider Services?

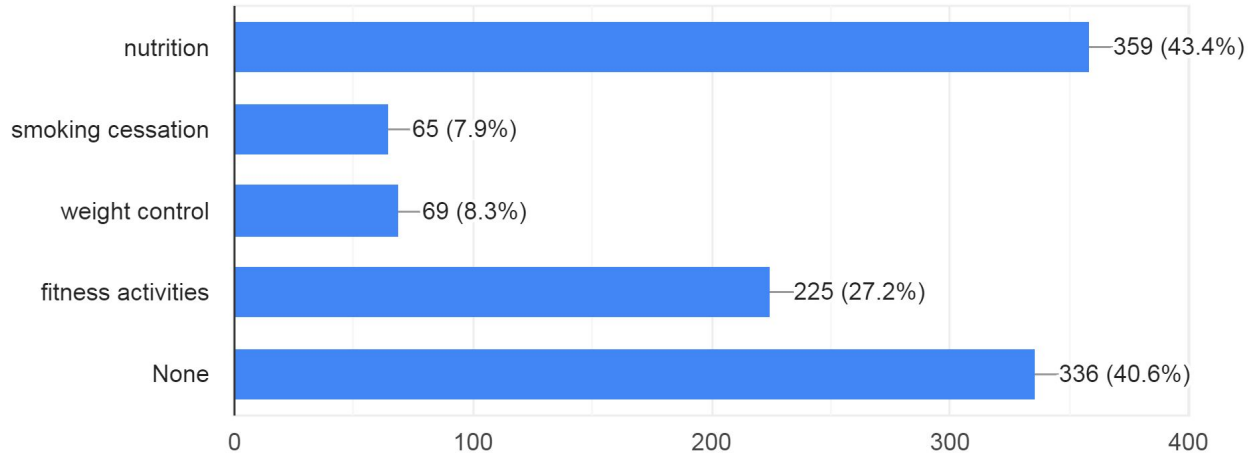
827 responses



HEALTH AND WELLNESS

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

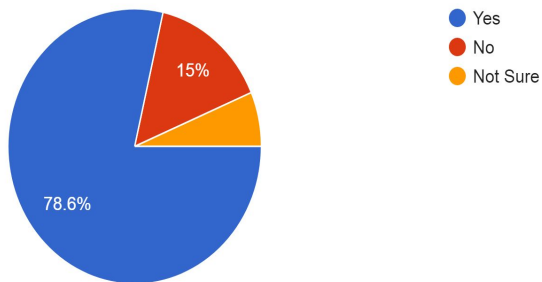
827 responses



SAFETY AND SECURITY

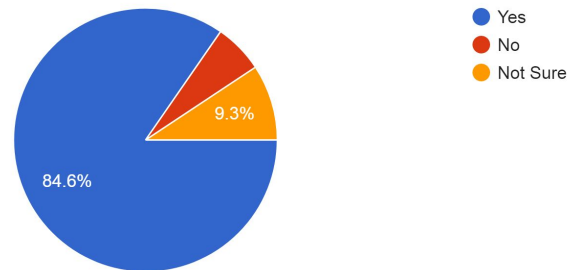
Do you have a plan in place in case of an emergency?

827 responses



Do you know who your neighbors are?

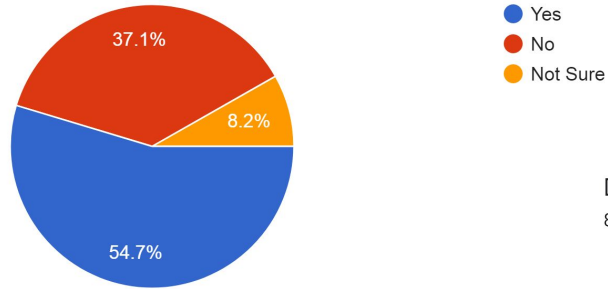
827 responses



SAFETY AND SECURITY

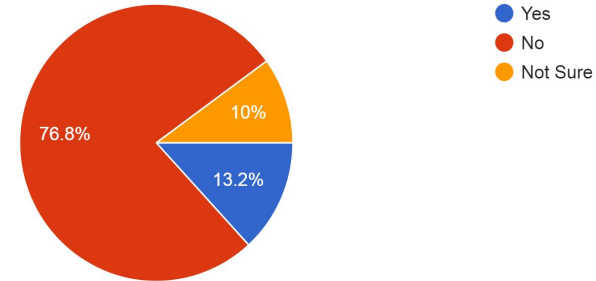
Are you aware of safety issues in your area?

827 responses



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

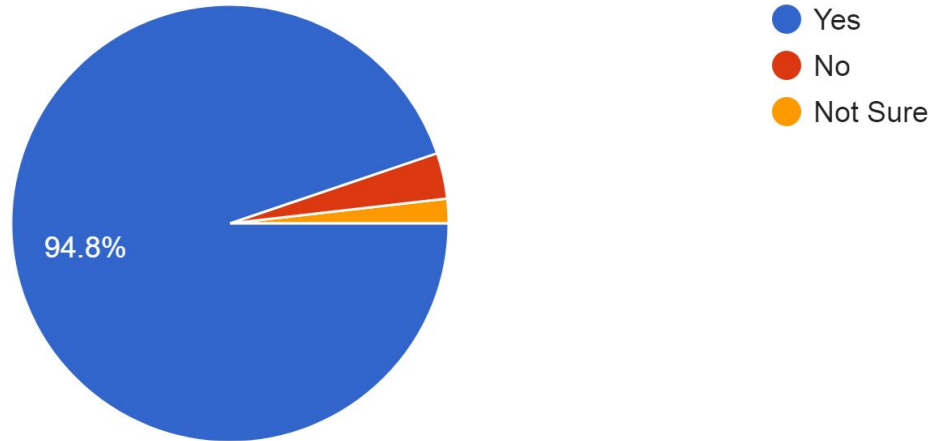
827 responses



SAFETY AND SECURITY

Do you keep your personal information in a safe place?

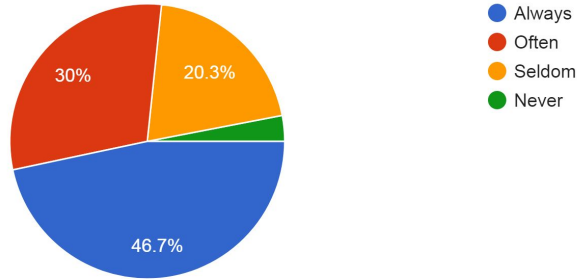
827 responses



SOCIAL INCLUSION

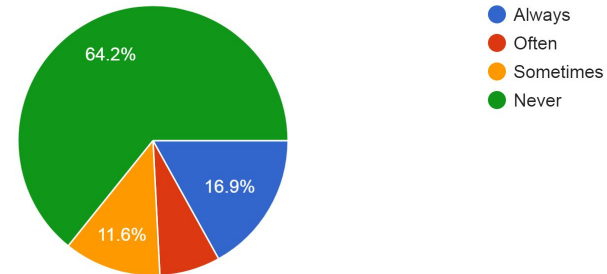
About how frequently do you interact with your friends, family, or neighbors in your community?

827 responses



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

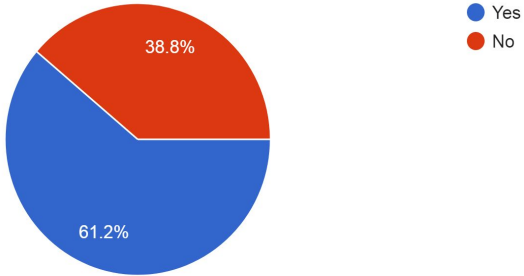
827 responses



TRANSPORTATION

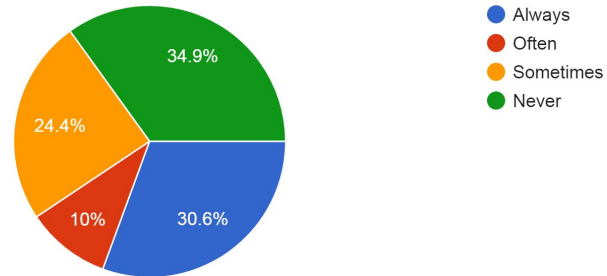
Do you have dependable transportation?

827 responses



How often do you utilize public transportation?

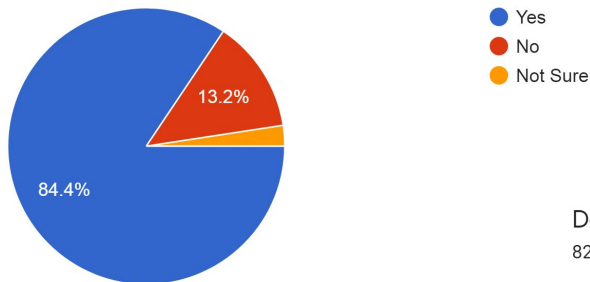
827 responses



FINANCIAL WELLNESS

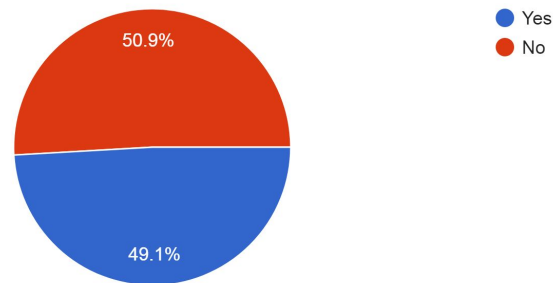
Are you currently enrolled in any benefit programs?

827 responses



Do you utilize senior discount programs?

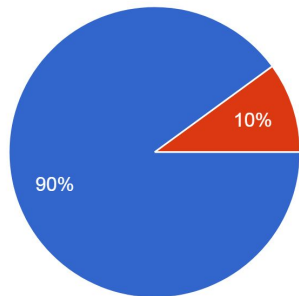
827 responses



FINANCIAL WELLNESS

Do you have a monthly budget?

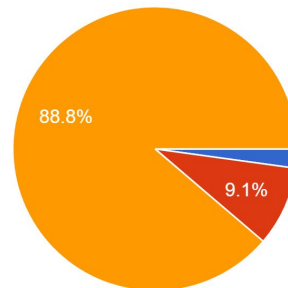
827 responses



● Yes
● No

Did you receive assistance filing your taxes?

827 responses

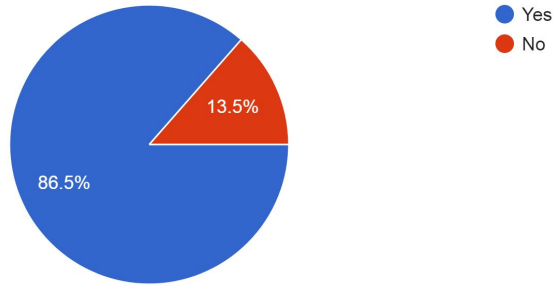


● Yes
● No
● N/A

COMMUNICATION AND INFORMATION

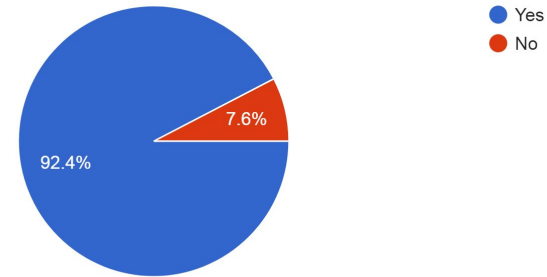
Do you receive regular communication from SAHA staff?

827 responses



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

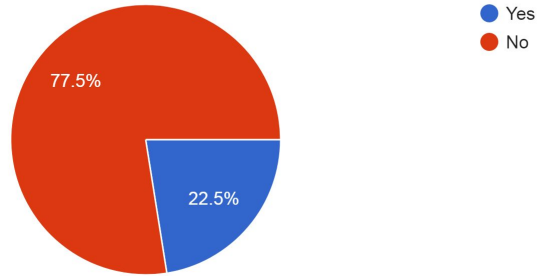
827 responses



CIVIC ENGAGEMENT

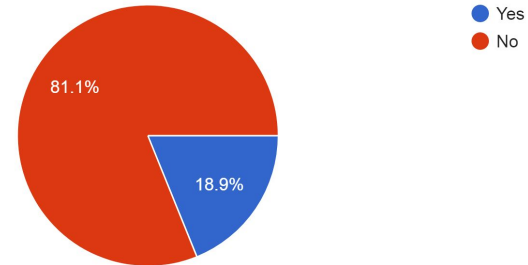
Do you participate in your community's Resident Council (RC) ?

827 responses



Did you vote in the most recent RC elections?

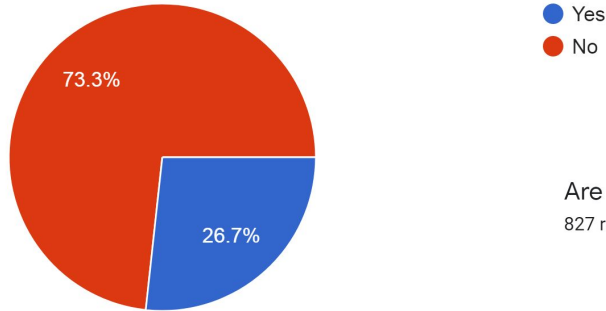
827 responses



CIVIC ENGAGEMENT

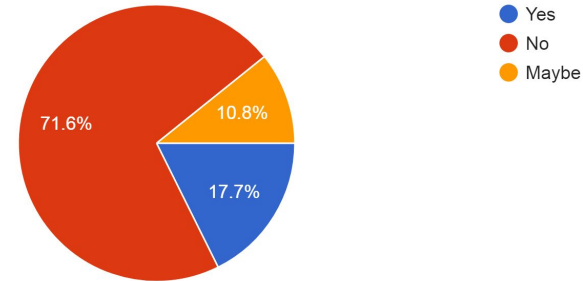
Do you currently volunteer your services at your property?

827 responses



Are you interested in volunteering at your community?

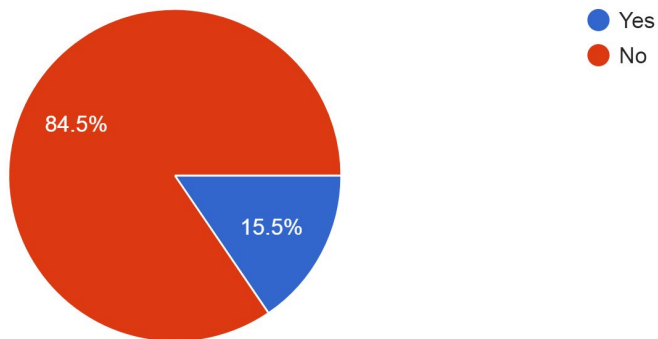
827 responses



CIVIC ENGAGEMENT

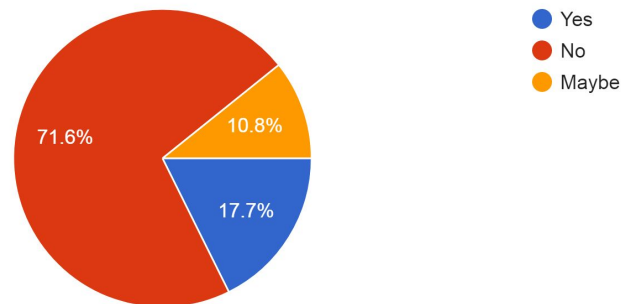
Do you currently volunteer your services outside your community?

827 responses



Are you interested in volunteering at your community?

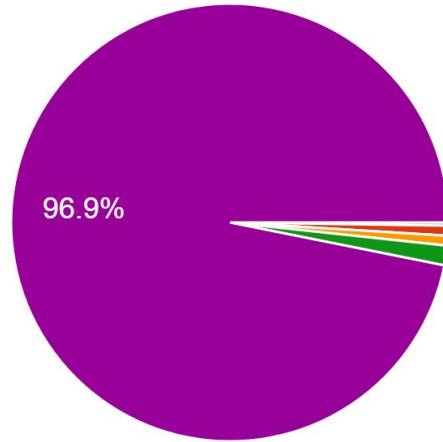
827 responses



EMPLOYMENT

Which describes your current employment status:

827 responses

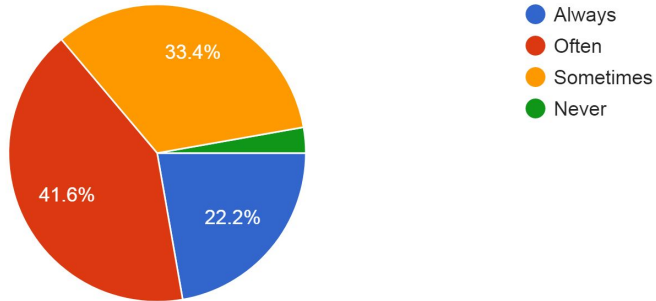


- self-employed
- employed part time
- employed full time
- unemployed but looking for work
- retired not interested in working

COMMUNITY ENGAGEMENT

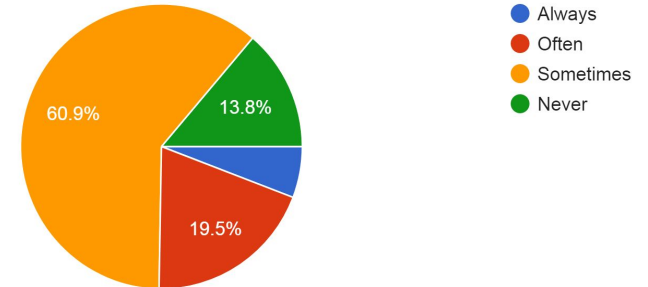
How often to shop at local grocery stores?

827 responses



How often to eat out at restaurants?

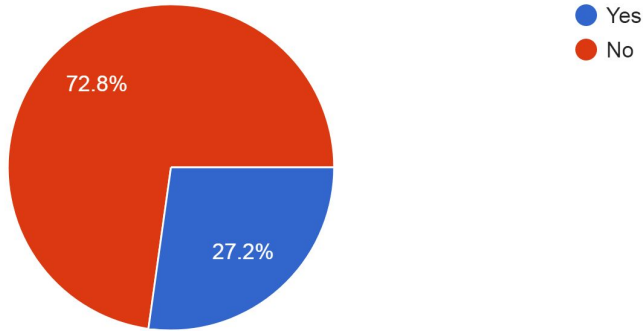
827 responses



COMMUNITY ENGAGEMENT

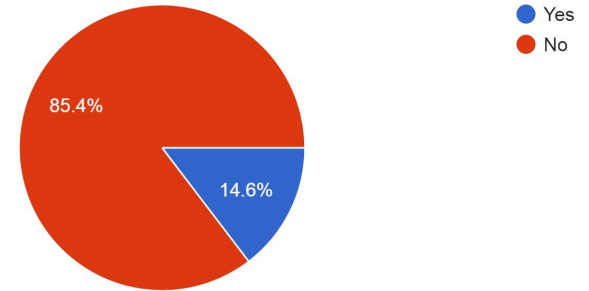
Do you attend city activities?

827 responses



Are you a member of any community group or organization?

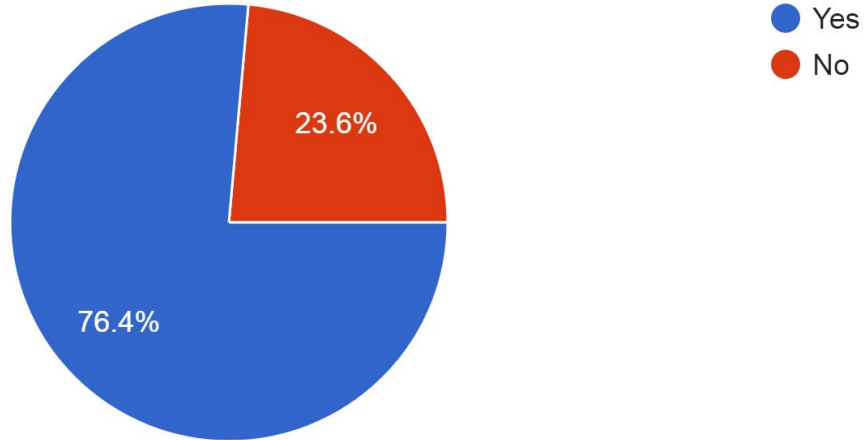
827 responses



COMMUNITY ENGAGEMENT

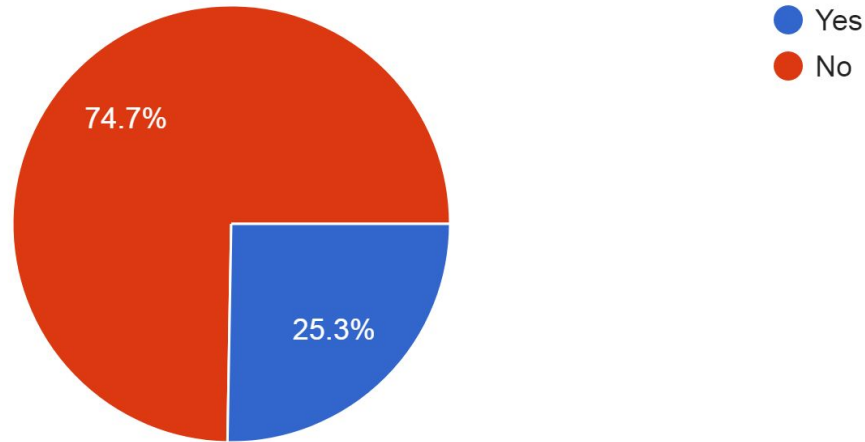
Are you provided with information on upcoming neighborhood and city events?

827 responses



DIGITAL CONNECTIVITY

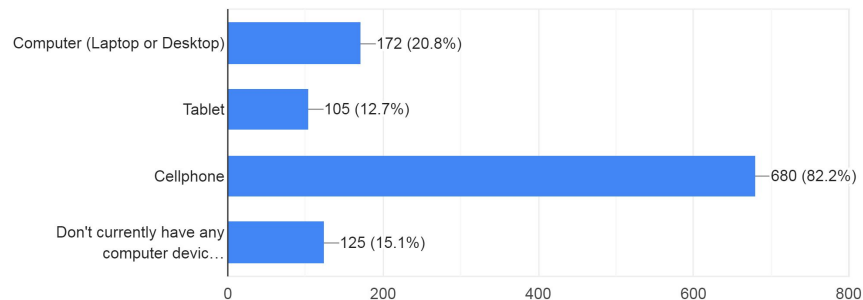
Do you have an internet subscription/connectivity at home? *Access to internet without cell phone
827 responses



DIGITAL CONNECTIVITY

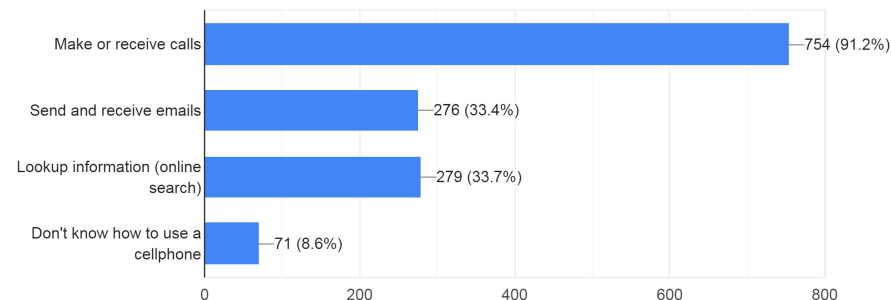
Do you currently have a computer device at home? *Check all that apply

827 responses



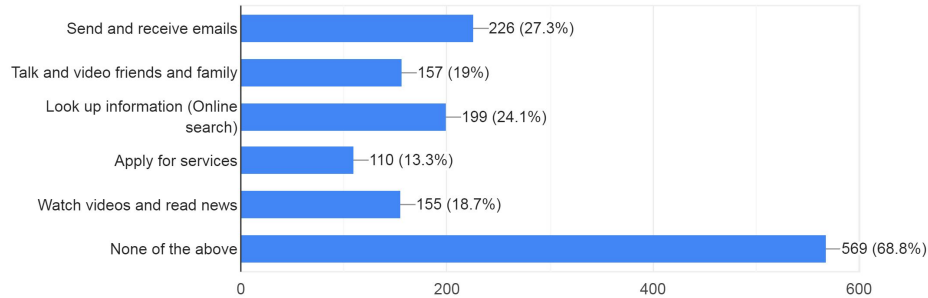
Do you use or know how to use a CELLPHONE to; *Check all that apply

827 responses

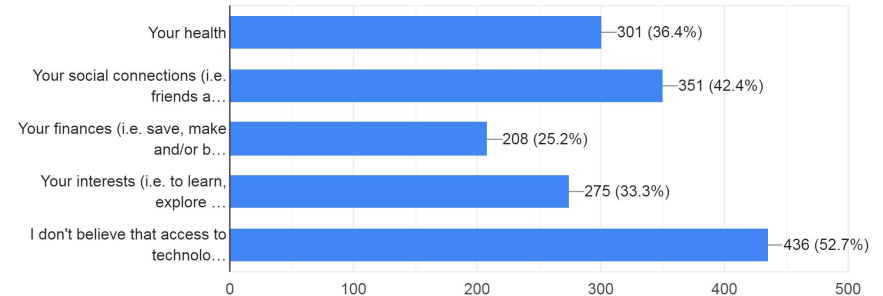


DIGITAL CONNECTIVITY

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



Do you feel that having a computer and internet at home would IMPROVE; *Check all that apply
827 responses



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 EDS Case Management staff.

- ❑ Current services: Case Management, Service Coordination, Health and Wellness Activities, Nutrition, Resident Council, Technology Training, Financial Literacy, Transportation, Health Fairs, Community Building

- ❑ Eviction prevention: rental assistance, utility assistance and referrals to Adult Protective Services

PARTNER SURVEY

The Partner Survey was completed by 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.

- ☐ Internal partners' most requested service was assistance with Adult Protective Services
- ☐ Majority of external partners represent health related agencies
- ☐ External partners indicated they are willing to sign a Memorandum of Understanding with SAHA

NEXT STEPS

To better serve the residents the EDS program will

- ❑ Provide services that encourage involvement to increase a sense of community
- ❑ Increase resource and service opportunities for elderly and adult disabled population
- ❑ Work closely with external partners to tailor services to meet service needs

EDS will work to seek out new opportunities to enhance the lives of the residents in an effort to increase self-sufficiency and allow our residents to age in place.

QUESTIONS?

SAN ANTONIO HOUSING AUTHORITY

February 20, 2020

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented By: Brandee Perez, Chief Operating Officer
Laura Longoria, Client Services Manager

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

DS
DN

SUMMARY:

The semiannual Client Services Report provides a breakdown of inquiries submitted to the Federal Housing Programs (FHP) Client Services team working at SAHA's Central Office, during the months of July 2019 through December 2019. The report includes Public Housing (PH) residents, Assisted Housing Programs (AHP) clients and applicants of both programs. The Client Services team received a total 14,338 phone calls, 1,780 emails, and 19,471 lobby visits.

FHP Client Services staff are currently submitting all transaction information manually through a data collection log. Staff used these numbers in conjunction with reporting provided by RingCentral phone system to obtain the numbers noted in the report. Although RingCentral has streamlined some interactions and processes, the reporting capabilities remain limited. The FHP Client Services team must continue manually tracking data to ensure numbers reported are accurate.

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.

ATTACHMENT:

CSR SemiAnnual Update Booklet | Jul - Dec 2019



FHP Client Services Report

FY19-20 Jul 19 - Dec 19

Client Services Report

Jul - Dec 2019

For this Client Services Report:

All numbers shown are a reflection of interactions completed by the Client Services staff working at SAHA's Central Office.

Explanations of data have been included to demonstrate successes and to discuss the ongoing staff efforts that address the needs of SAHA's clientele and support their goals.

To provide context to these stories, this report compares the period of July-December in 2018, to the same period in 2019. Analysis of these numbers shows progress and favorable trends that Client Services is proud to present.

These boxes contain definitions and insight to the data.

Comparisons between data from the July-December 2018/2019 periods will be shown in tables like the one below.

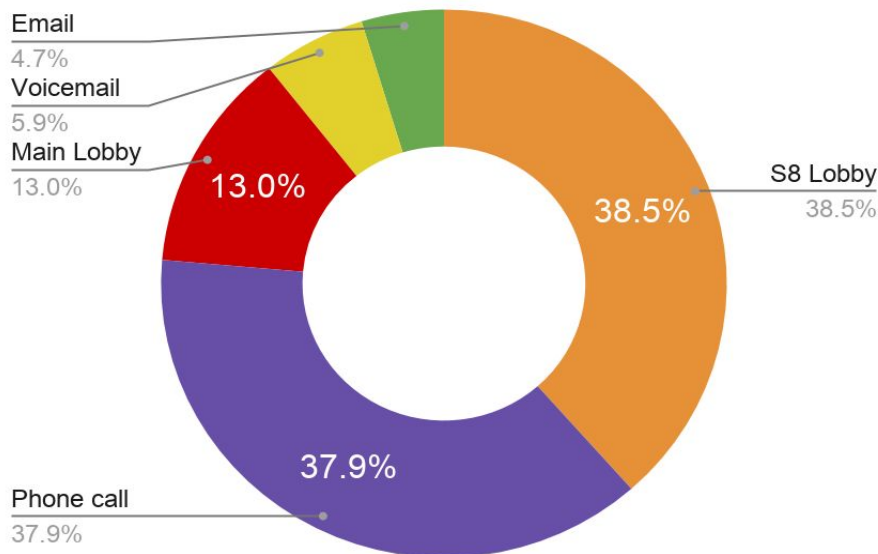
2018	2019
Top Client Inquiry 1	Top Client Inquiry 1
Top Client Inquiry 2	Top Client Inquiry 2
Top Client Inquiry 3	Top Client Inquiry 3

Client Services Report

Jul - Dec 2019

37,923

Total Number of Client Services Inquiries



Type	# of Inquiries
S8 Lobby	14,550
Phone call	14,338
Main Lobby	4,921
Voicemail (Main Line)	2,234
Email	1,780

- “Email” inquiries include current participants in both Assisted Housing Programs (AHP) and Public Housing (PH) programs, and landlords.
- “Phone call” includes inbound and outbound calls.
- “Voicemail” tracks only outbound calls to return voicemail messages.

Top AHP Lobby and Phone Call Inquiries Jul - Dec

2018	2019
AHP Program	AHP Program
Inquiries from Non-Participants	Wait List
Public Housing Program	Inquiries from Non-Participants

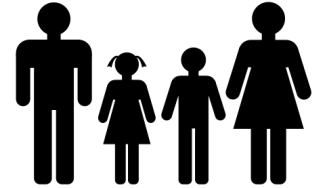
Client Services Report

Jul - Dec 2019

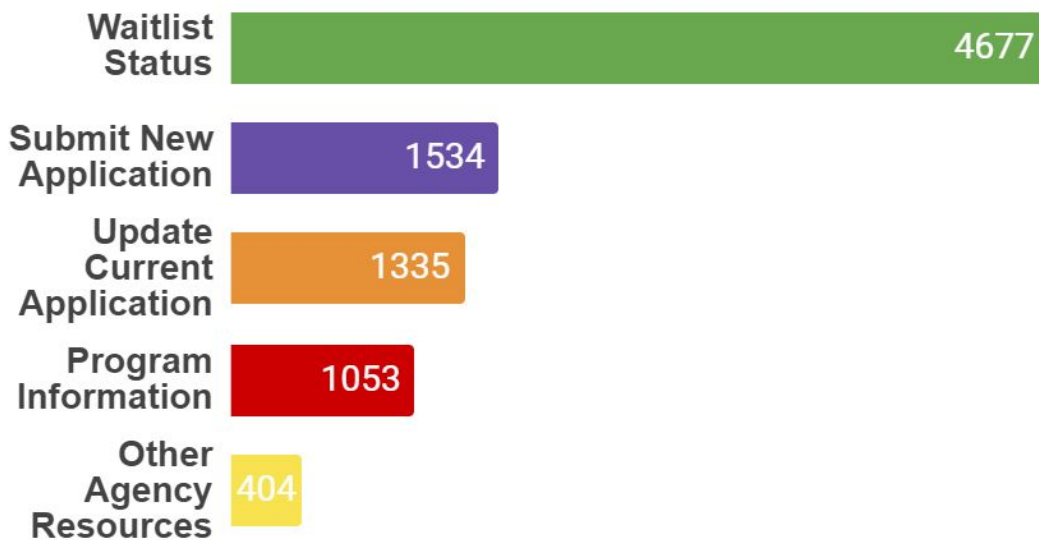
Federal Housing Program Applicant Inquiries

41,713

Total Number of
Applicants on Waitlist



Applicant Top Inquiries



Addressing Top Inquiries

As “Waitlist Status” has consistently been a top inquiry, staff have developed internal processes to alleviate these inquiries:

- The Pre-Eligibility process has allowed staff to more quickly process applicants on the waitlist and decrease wait time.
- Ways to improve the online applicant portal are constantly explored and staff is working across departments to create a more informative and user-friendly applicant/client portal.
- Leadership is also exploring the possible transition to a new software that would be more client friendly.

Client Services Report

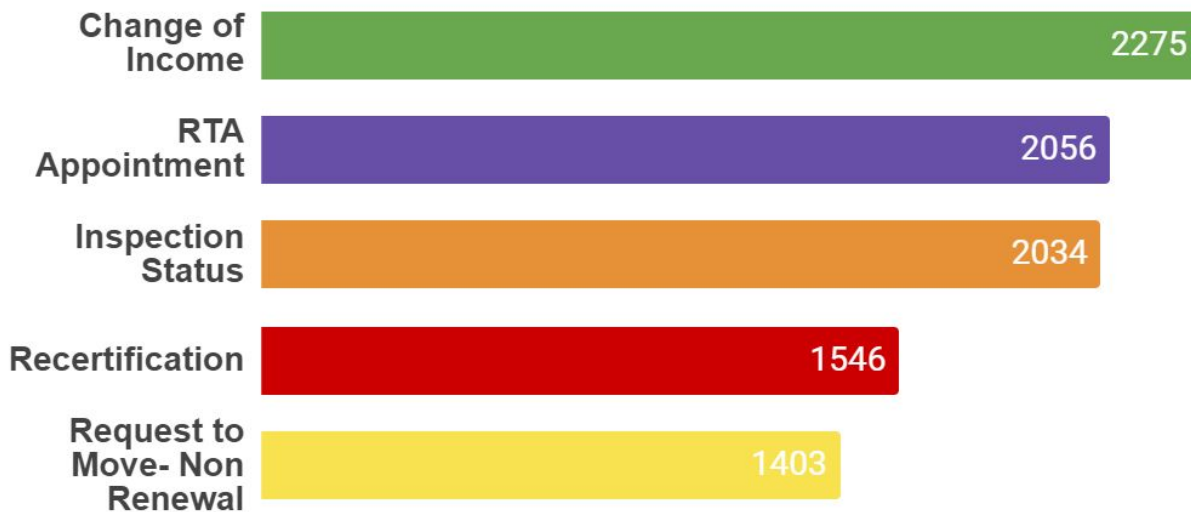
Jul - Dec 2019

Assisted Housing Program Inquiries

25,238

Total Number of
Inquiries Regarding AHP

AHP Top Inquiries



Addressing Top Inquiries

- Although “RTA Appointment” (Request for Tenancy Approval) has remained the second highest reason for inquiries, the number of calls received has decreased. One reason for this is that the scheduling process has changed. Housing Assistance Specialists used to schedule their own appointments with clients, but staff working the RTA booth, schedule appointments with more times available and they provide a direct contact for RTA-related inquiries.
- Processes are being developed to allow clients to submit changes, such as Change of Income, online for a quicker and easier change.

Client Services Report

Jul - Dec 2019

Assisted Housing Program Inquiries Jul - Dec

2018	2019
Recertification	Change of Income
RTA Appointment	RTA Appointment
Change of Income	Inspection Status

Why the changes?

The "RAD-10" inquiry is no longer in the top 5 categories, in part, due to the drop box in the lobby, which began March 2018, and underwent improvements throughout the year. Letters to participants also advertised the drop box.

"Recertifications" dropped from the top spot in 2018, to the fourth-highest inquiry in 2019. We are receiving fewer calls with inquiries about the status of a recertification, due to the following reasons:

- An "inspection passed report" was created for staff to closely monitor outstanding contracts. This extra attention means that staff are able to process moves as soon as the unit inspection has passed.
- A process was put in place utilizing DocuSign to request electronic landlord and tenant signatures on renewed HAP Contracts.

The agency goal is zero interruption to Housing Assistance Payments (HAP) made to the landlord, during annual recertification. This can be done by processing the recertification in advance, when there is no move required. In December of 2018, HAP for in-place recertifications was processed 23 days prior to the effective date of the recertification. As of December 2019, HAP was processed an average of 44 days prior to the effective date. This is a major achievement that will be noted in landlord outreach and recruiting efforts.

Also, in December of 2018, recertifications with a move were processed 35 days from the date the unit passed inspection. That wait was reduced to 24 days in December of 2019. Even though this marks a significant decrease in processing time, the department is looking for additional ways to improve.

Client Services Report

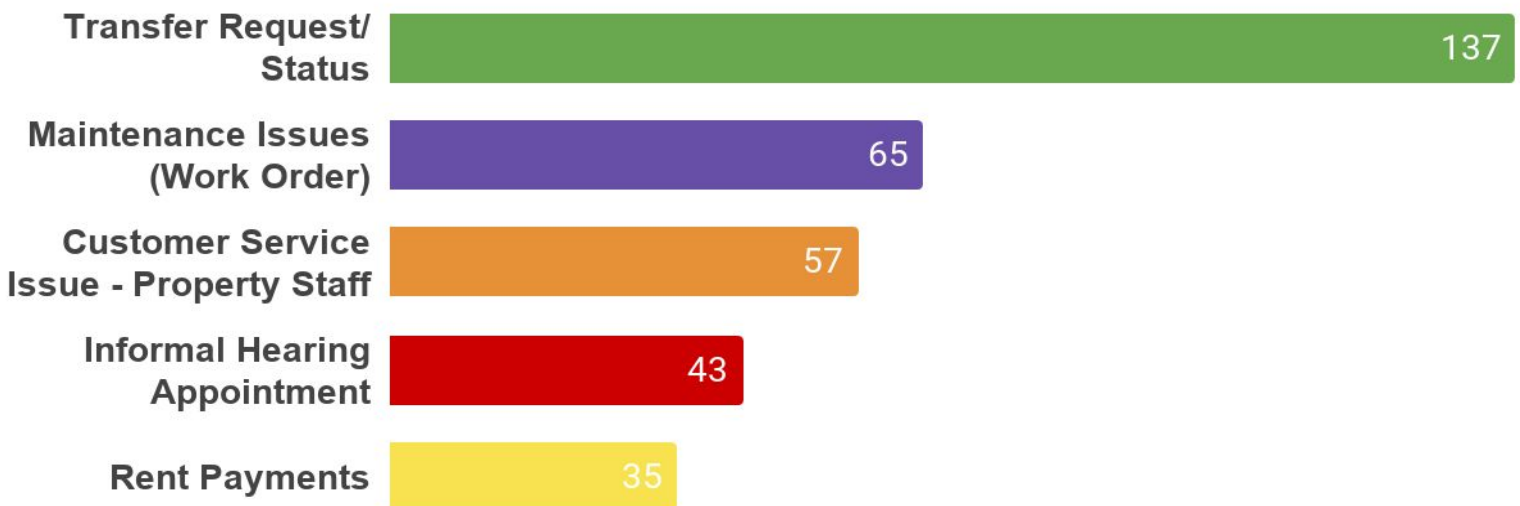
Jul - Dec 2019

Public Housing Program

1,333

Total Number of PH
Inquiries to Central Office

PH Top Inquiries



Addressing Top Inquiries

The highest number of calls under “Transfer Request/Status” is due to residents currently being unable to check their transfer status themselves and without staff assistance. The below efforts are being made to address this issue and to address “Maintenance Issues (WO)” being the second-highest inquiry:

- Staff is working across departments to create a more informative and user-friendly applicant/client portal.
- Leadership is also exploring the possible transition to a new software that would be more client friendly and include features, such as checking status of work orders.

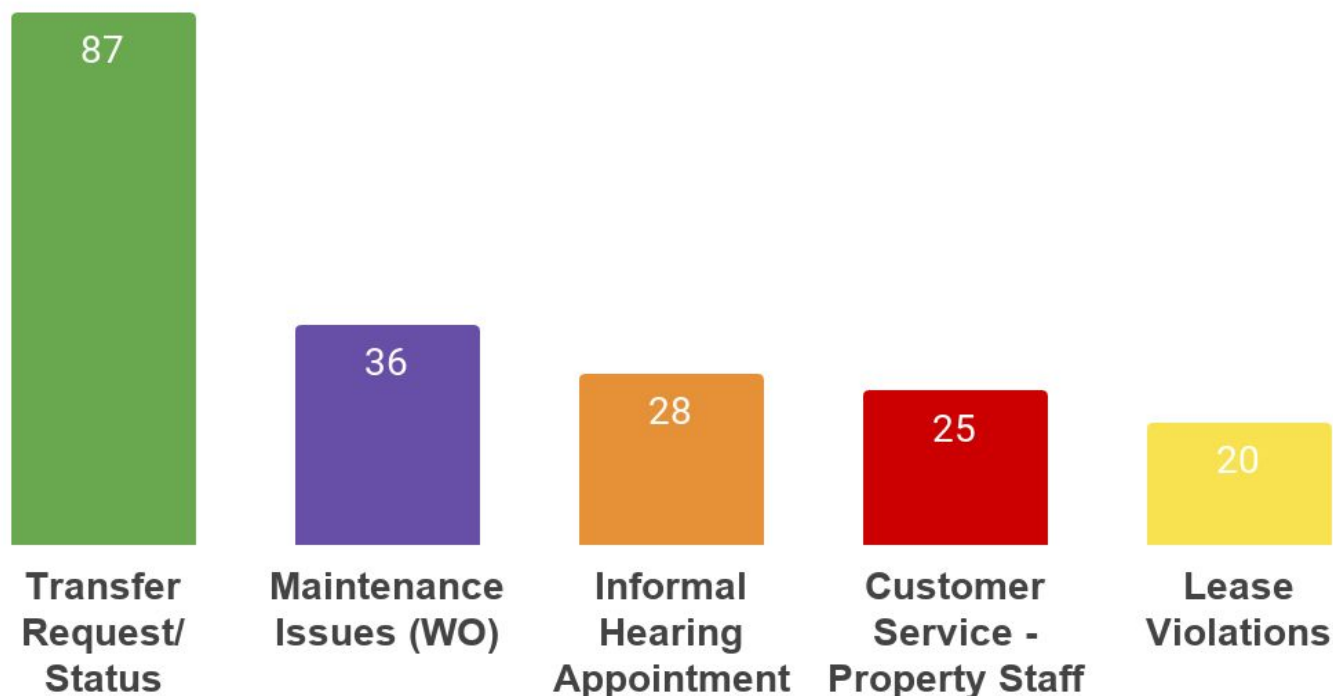
To address the third-highest inquiry, “Customer Service Issue - Property Staff,” FHP leadership have arranged for multiple, comprehensive customer training sessions to be delivered to all FHP staff in February.

Client Services Report

Jul - Dec 2019

Public Housing Program

PH - Family Community Top Inquiries



Family Communities With the Most Inquiries

Property Name	# of Inquiries
Alazan	107
Lincoln	39
Cassiano	38
Mirasol	32
Westway	25

Client Services Report

Jul - Dec 2019

Top PH Family Communities Inquiries

Jul - Dec 2018	Jul - Dec 2019
Maintenance Issues (WO)	Transfer Request/Status
Transfer Request/Status	Maintenance Issues (WO)
Balance Dispute	Informal Hearing Appointment

Why the difference?

“Maintenance Issues (WO)” have dropped from the top spot in 2018 primarily because maintenance has been a focus for improvement over the last year. Improvement has already been marked in higher annual REAC inspection scores.

- The downward trend of these issues reported to SAHA’s Central Office indicates that work orders are being addressed appropriately and timely at the community level.
- The release of InspectCheck has also helped staff log and track maintenance issues. This ensures that work is being completed quickly and correctly.

“Balance Dispute” has dropped from the top three inquiries for reasons similar to Maintenance Issues. Various guidance and clarification has been disseminated to staff at the communities to ensure that balances charged are necessary and accurate. Staff have also assisted residents with their outstanding balances by providing information on making rental payments.

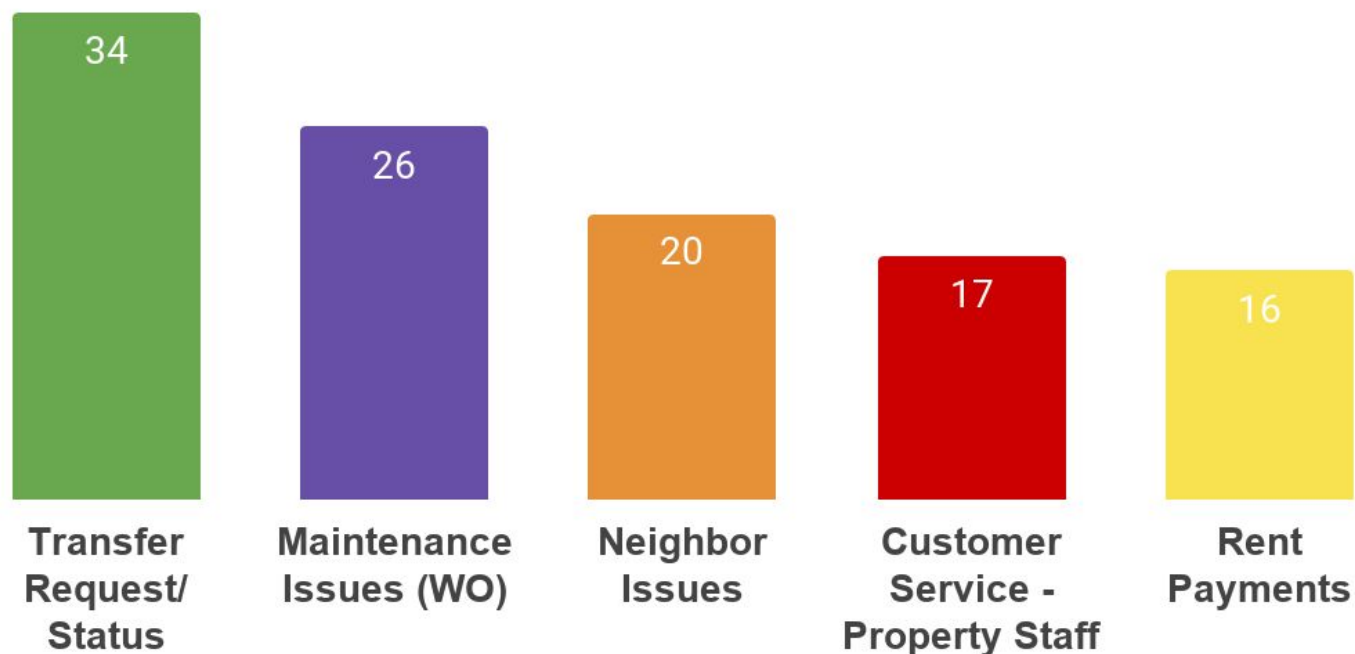
“Informal Hearing Appointment” has risen to the top three inquiries in the last year, due to a push to educate residents on the grievance process and encourage them to request hearings. The Informal Hearing Request form was also updated for clarity and is now thoroughly reviewed by residents and used more accurately.

Client Services Report

Jul - Dec 2019

Public Housing Program

PH - Elderly/Disabled Community Top Inquiries



Elderly and Disabled Communities With the Most Inquiries

Property Name	# of Inquiries
Parkview	28
Marie McGuire	21
Lewis Chatham	16
Villa Tranchese	15
Tarry Towne	12

Client Services Report

Jul - Dec 2019

Top Elderly/Disabled Communities Inquiries

Jul - Dec 2018	Jul - Dec 2019
Neighbor Issues	Transfer Request/Status
Maintenance Issues (WO)	Maintenance Issues (WO)
Transfer Request/Status	Neighbor Issues

Why the difference?

Although “Maintenance Issues (WO)” has remained the second-highest inquiry, “Neighbor Issues” has dropped from first to third. The following efforts were made over the last year to address these inquiries and are showing positive results:

- The “Walk with a Manager” initiative has lead to fewer work orders being submitted and fewer complaints about other neighbors. Staff have also noticed that residents are now more likely to take advantage of SAHA and community resources introduced through Walk with a Manager.
- Community Manager meetings were revamped in July of 2019, and are now held quarterly instead of monthly. Those meetings have seen higher resident turnout since the change.
- The “Being a Good Neighbor” program was introduced in 2018, to address neighbor disputes. The program won a 2019 NAHRO Award of Merit for its ingenuity and results. The program has promoted the importance of being a good neighbor and allowed for mediation in an open and understanding forum.

Initiatives around “Maintenance Issues (WO)” that were noted previously are expected to have greater impact on these inquiries over the next year.