



**OPERATIONS AND
CHOICE NEIGHBORHOOD
COMMITTEE MEETING
FEBRUARY 18, 2021**



BOARD OF COMMISSIONERS
Dr. Ana "Cha" Guzmán
ChairJessica Weaver
Vice ChairOlga Kauffman
CommissionerGabriel Lopez
CommissionerIgnacio Perez
CommissionerRuth Rodriguez
Commissioner

INTERIM PRESIDENT & CEO

Ed Hinojosa, Jr.

**SAN ANTONIO HOUSING AUTHORITY
OPERATIONS AND CHOICE NEIGHBORHOOD COMMITTEE or
**SPECIAL BOARD MEETING
TELECONFERENCE**

**Call In Phone Number: (346) 248-7799
Meeting ID: 93839434337# Passcode: 654170#
12:30 p.m., Thursday, February 18, 2021**

The Board of Commissioners will convene for a Committee, or Special Board meeting, by teleconference, 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 up to three minutes each to speak to any agenda items. Citizens wishing to speak to items posted on the agenda should access Phone Number: **(346) 248-7799** and enter Meeting ID: **93839434337#** and Passcode: **654170#**, prior to **12:30 p.m.**

Now is the time for public comments. The Board asks the public to address concerns related to SAHA matters and policy and not include statements that may be considered defamatory of any individual. The Board encourages members of the public to direct specific concerns or problems to SAHA staff for more prompt resolution.

INDIVIDUAL ITEMS FOR CONSIDERATION

3. Consideration and appropriate action regarding Resolution 6114, authorizing the award of contracts for pest control services for Beacon Communities to Pied Piper Pest Control (ESBE, HABE, MBE, SBE, WBE) and The Original Bug Company, LLC dba BUGCO Pest Control (VBE, HUB) for an annual cumulative amount not to exceed \$390,000.00 for year one, \$420,000.00 for year two, \$485,000.00 for year three, and \$496,000.00 each year for year four and year five; for a period of one year with the option to renew up to four additional one-year terms (George Ayala, Director of Procurement; Kristi Baird, Director of Beacon Communities)
4. Consideration and appropriate action regarding Resolution 6115, approving the 2021 Small Area Fair Market Rent (SAFMR) Payment Standard Schedule (Zachariah Woodard, Director of Federal Housing Programs)

INDIVIDUAL ITEMS FOR DISCUSSION

5. Discussion regarding Housing Choice Vouchers and related programs (Brandee Perez, Chief Operating Officer; Zachariah Woodard, Director of Federal Housing Programs)
6. Discussion regarding SAHA 2025 Update (Richard Milk, Director of Policy and Planning; Joel Tabar, Director of Community Development Initiatives)
7. Discussion regarding SAHA recruitment and staffing update (Janie Rodriguez, Director of Human Resources)
8. Discussion regarding resident concerns

REPORTS PROVIDED TO THE BOARD

- Procurement Activity Report
 - Quarterly Demographic Procurement Report
 - FHP Client Services Report [Jul - Dec]
 - FHP Quarterly Board Report [Oct - Dec]
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.

SAN ANTONIO HOUSING AUTHORITY**February 18, 2021**


BOARD OF COMMISSIONERS
Operations and Choice Neighborhood Committee

RESOLUTION 6114, AUTHORIZING THE AWARD OF CONTRACTS FOR PEST CONTROL SERVICES FOR BEACON COMMUNITIES TO PIED PIPER PEST CONTROL (ESBE, HABE, MBE, SBE, WBE) AND THE ORIGINAL BUG COMPANY, LLC DBA BUGCO PEST CONTROL (VBE, HUB) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED \$390,000.00 FOR YEAR ONE, \$420,000.00 FOR YEAR TWO, \$485,000.00 FOR YEAR THREE, AND \$496,000.00 EACH YEAR FOR YEAR FOUR AND YEAR FIVE; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS

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Ed Hinojosa, Jr.
Interim President and CEO

DocuSigned by:

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George Ayala
Director of Procurement

DocuSigned by:

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Kristi Baird
Director of Beacon Communities

REQUESTED ACTION:

Consideration and appropriate action regarding Resolution 6114, authorizing the award of contracts for pest control services for Beacon Communities to Pied Piper Pest Control (ESBE, HABE, MBE, SBE, WBE) and The Original Bug Company, LLC dba BUGCO Pest Control (VBE, HUB) for an annual cumulative amount not to exceed \$390,000.00 for year one, \$420,000.00 for year two, \$485,000.00 for year three, and \$496,000.00 each year for year four and year five; for a period of one year with the option to renew up to four additional one-year terms.

FINANCIAL IMPACT:

The recommended award amount for pest control services for Beacon Communities is not expected to exceed an annual cumulative amount of \$390,000.00 for year one, \$420,000.00 for year two, \$485,000.00 for year three, and \$496,000.00 each year for year four and year five and will be funded through the approved operating budgets or available reserves.

SUMMARY:

SAHA requires the services of a vendor to provide pest control services for Beacon Communities. The vendor will work in partnership with Beacon Communities staff and residents to undertake a program of Integrated Pest Management (IPM) that relies on the combination of physical, cultural, biological, and/or chemical control of pests. Its aim is to integrate or incorporate all appropriate methods into an approach that provides needed pest control in the safest manner with the use of chemicals as a last resort. SAHA's IPM plan promotes environmentally sensitive pest management, while preserving assets and protecting the health and safety of its residents and employees.

Services will include, but are not limited to: inspection, flushing, application, baiting, trapping, monitoring, clean-up, and treatment for German and American cockroaches, ants, scorpions, spiders, silverfish, other crawling insects, flies, stored product pests (weevils, etc.), and rodents. Additional services may include: bird deterrent, bat removal, snake removal, inspection for evidence of termites and/or bed bugs, and contractor shall submit a proposed plan for

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eradication, trapping of skunks, raccoons, possums, armadillos, exterior building rodent bait boxes, and treatment for fleas and ticks.

Beacon Communities units will be serviced within 30 days (12 Treatments per year) and shall include inspection and treatment of the entire unit during every routine pest control service; common areas within the developments shall be serviced every 2 weeks (26 Treatments per year) to include, but not limited to: offices, Laundry Rooms, Lobby, dumpster areas, Breezeways, Halls, Pool House, etc.

On October 15, 2020, SAHA issued a "Request For Proposals" (RFP) #2010-910-59-5068 for Pest Control Services for Beacon Communities, which closed on November 17, 2020. The RFP was published on the SAHA website, Electronic State Business Daily (ESBD), the Hart Beat, posted on NAHRO, Public Purchase, and direct solicited to 52 vendors. A total of five proposals were received in response to the RFP: iPest Solutions Pest Control dba ipest Solutions, Pest Management, Inc. (WBE), Pied Piper Pest Control, LLC (ESBE, HABE, MBE, SBE, WBE), The Original Bug Company, LLC dba BUGCO Pest Control (VBE, HUB), and Worldwide Pest Control, Inc. (WBE). All proposals were evaluated on the following criteria: experience, key personnel, method, capacity, price, and strength of the contractor's SWMBE Utilization Plan. Best and Final Offers were requested from the four highest rated proposers that were due to Procurement on December 18, 2020.

Beacon Communities operates as an Enterprise Fund Department and receives no funding other than what it earns through its operations. Worldwide Pest Control, who was the highest rated proposer, came in with a cost for routine and most-frequently-used additional services significantly higher than the second and third highest rated proposers by an estimated amount of \$60,000.00 per year or \$300,000.00 over the course of the 5 years. It is believed that an award to Worldwide Pest Control would significantly reduce the availability of funds generated by the properties within their portfolio for other operational requirements. Thus, Beacon Communities recommends that achieving "Best Value" for award of this contract would mean awarding to the second and third highest rated proposers.

COMPANY PROFILES:

Pied Piper Pest Control was established in 1946 and is located in San Antonio, Texas. This vendor has been certified as an ESBE, HABE, MBE, SBE, WBE by the South Central Texas Regional Certification Agency and a Section 3 Business by SAHA. They provide commercial and residential pest control services to industries that include assisted living communities, food processing plants, hospitality, industrial, managed properties, medical facilities, multi-units, offices, residential homes, and school districts. They specialize in treatments for ants, bed bugs, bees, cockroaches, fleas, mosquitoes, spiders, termites, and ticks. Their animal removal services include, but are not limited to, birds, possums, racoons, rats and mice, skunks, snakes, and squirrels.

Their client list includes: Alamo Community College, Center for Health Care, City of San Antonio, HEB Grocery Company, Henry G Gonzalez Convention Center, International Food Systems, Inc., Olmos Towers, San Antonio Airport Hilton, San Antonio Water System, and numerous apartment complexes.

The Original Bug Company LLC dba BUGCO Pest Control was established in 2009 and is headquartered in Richmond, Texas, with field office locations in San Antonio and Wills Point,

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Texas. This vendor self-certifies as a VBE, and has been certified as a HUB by the State of Texas. They specialize in areas to include, but are not limited to: bed bugs, bird control, exterior fogging, fire ants, fleas, ticks and springtails; gnats and flies; mosquito misting systems; spiders and scorpions, and squirrels. They provide pest control services to industries that include communities, federal facilities, food service, parks and recreation, schools and daycares, and state and local governments.

Their client list includes, but is not limited to, San Antonio International Airport, Texas Department of Criminal Justice, Texas Department of Transportation, Admiralty RV Park, Azurite Property Management, Corpus Christi State Supported Living Center, Days Inn, Heritage Signature Homes, Remax Unlimited, San Miguel Realty Group, Shenandoah Homes Association, and SMG Holdings.

CONTRACTORS PERFORMANCE:

Pied Piper Pest Control received an award to provide this service for Public Housing and Administrative Properties at the November 3, 2017, Regular Board meeting. This vendor has performed satisfactorily under their prior contract award with SAHA.

The Original Bug Company has received no prior awards from SAHA.

CONTRACT OVERSIGHT:

Contract oversight will be provided by Kristi Baird, Director of Beacon Communities, who will monitor the vendor's adherence to contract requirements and performance. The Procurement Department will be responsible to monitor compliance of the vendor's SWMBE subcontractor good faith utilization plan, provide annual contract performance evaluation survey to end users, and assist departments in the contract renewal or new solicitation process.

STRATEGIC GOAL:

Preserve and improve existing affordable housing resources and opportunities.

ATTACHMENTS:

Resolution 6114
Scoring Matrix
BAFO Scoring Matrix
Advertisement List

**San Antonio Housing Authority
Resolution 6114**

RESOLUTION 6114, AUTHORIZING THE AWARD OF CONTRACTS FOR PEST CONTROL SERVICES FOR BEACON COMMUNITIES TO PIED PIPER PEST CONTROL (ESBE, HABE, MBE, SBE, WBE) AND THE ORIGINAL BUG COMPANY, LLC DBA BUGCO PEST CONTROL (VBE, HUB) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED \$390,000.00 FOR YEAR ONE, \$420,000.00 FOR YEAR TWO, \$485,000.00 FOR YEAR THREE, AND \$496,000.00 EACH YEAR FOR YEAR FOUR AND YEAR FIVE; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS

WHEREAS, on October 15, 2020, SAHA issued a “Request For Proposals” (RFP) #2010-910-59-5068 for Pest Control Services for Beacon Communities, which closed on November 17, 2020; and

WHEREAS, five proposals were received in response to the RFP. Best and Final Offers were requested from the four highest rated proposers; and

WHEREAS, Beacon Communities operates as an Enterprise Fund Department and receives no funding other than what it earns through its operations. Worldwide Pest Control, who was the highest rated proposer, came in with a cost for routine and most-frequently-used additional services significantly higher than the second and third highest rated proposers by an estimated amount of \$60,000.00 per year or \$300,000.00 over the course of the 5 years. It is believed that an award to Worldwide Pest Control would significantly reduce the availability of funds generated by the properties within their portfolio for other operational requirements. Thus, Beacon Communities recommends that achieving “Best Value” for award of this contract would mean awarding to the second and third highest rated proposers. SAHA staff are recommending contract awards to Pied Piper Pest Control and The Original Bug Company, LLC dba BUGCO Pest Control; and

WHEREAS, the current award recommendation for pest control services for Beacon Communities is not expected to exceed an annual cumulative amount of \$390,000.00 for year one, \$420,000.00 for year two, \$485,000.00 for year three, and \$496,000.00 each year for year four and year five and will be funded through the approved operating budgets or available reserves; and

WHEREAS, staff requests the Board of Commissioners authorize the Interim President and CEO, or designee, to execute all documents associated with this contract.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of SAHA hereby:

- 1) Approves Resolution 6114, authorizing the award of contracts for pest control services for Beacon Communities to Pied Piper Pest Control (ESBE, HABE, MBE, SBE, WBE) and The Original Bug Company, LLC dba BUGCO Pest Control (VBE, HUB) for an annual cumulative amount not to exceed \$390,000.00 for year one, \$420,000.00 for year two,

\$485,000.00 for year three, and \$496,000.00 each year for year four and year five; for a period of one year with the option to renew up to four additional one-year terms.

- 2) Authorizes the Interim President and CEO, or designee, to execute all necessary documents associated with this contract.

Passed and approved on the 4th day of March 2021.

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

Attested and approved as to form:

Ed Hinojosa, Jr.
Interim President and CEO

Scoring Matrix Pest Control Services for Beacon Communities 2009-910-59-5068						
Criterion Description	Weight	Worldwide Pest Control, Inc.	Pied Piper Pest Control, LLC.	BUGCO Pest Control	Pest Management, Inc.	iPest Solutions
Experience:	1-5 25%					
<u>Rater 1 - Roy</u>		5.00	4.00	3.00	4.00	3.00
<u>Rater 2 - Gary</u>		5.00	4.00	3.00	3.00	3.00
<u>Rater 3 - Richard</u>		5.00	4.00	3.00	4.00	3.00
<u>Total Score</u>		15.00	12.00	9.00	11.00	9.00
<u>Average Score</u>		5.00	4.00	3.00	3.67	3.00
<u>Weighted Score</u>		1.25	1.00	0.75	0.92	0.75
Key Personnel:	1-5 10%					
<u>Rater 1</u>		4.00	4.00	4.00	3.00	4.00
<u>Rater 2</u>		4.00	4.00	3.00	3.00	3.00
<u>Rater 3</u>		4.00	4.00	3.00	3.00	3.00
<u>Total Score</u>		12.00	12.00	10.00	9.00	10.00
<u>Average Score</u>		4.00	4.00	3.33	3.00	3.33
<u>Weighted Score</u>		0.40	0.40	0.33	0.30	0.33
Method:	1-5 20%					
<u>Rater 1</u>		4.00	3.00	3.00	3.00	3.00
<u>Rater 2</u>		5.00	4.00	3.00	3.00	3.00
<u>Rater 3</u>		4.00	3.00	3.00	3.00	3.00
<u>Total Score</u>		13.00	10.00	9.00	9.00	9.00
<u>Average Score</u>		4.33	3.33	3.00	3.00	3.00
<u>Weighted Score</u>		0.65	0.50	0.45	0.45	0.45
Capacity:	1-5 20%					
<u>Rater 1</u>		5.00	3.00	3.00	3.00	3.00
<u>Rater 2</u>		5.00	3.00	3.00	3.00	3.00
<u>Rater 3</u>		5.00	3.00	3.00	3.00	3.00
<u>Total Score</u>		15.00	9.00	9.00	9.00	9.00
<u>Average Score</u>		5.00	3.00	3.00	3.00	3.00
<u>Weighted Score</u>		1.00	0.60	0.60	0.60	0.60
Price Proposal:	1-5 20%					
<u>Total Score</u>		3.26	3.77	5.00	3.37	1.90
<u>Weighted Score</u>		0.65	0.75	1.00	0.67	0.38
Strength of the SWMBE plans:	1-5 5%					
<u>Rater 1</u>		4.00	1.00	1.00	1.00	1.00
<u>Rater 2</u>		4.00	1.00	1.00	1.00	1.00
<u>Rater 3</u>		4.00	1.00	1.00	1.00	1.00
<u>Total Score</u>		12.00	3.00	3.00	3.00	3.00
<u>Average Score</u>		4.00	1.00	1.00	1.00	1.00
<u>Weighted Score</u>		0.20	0.05	0.05	0.05	0.05
Section 3 Preference: A firm may qualify for Section 3 status for up to an additional 5 points.						
Category I: As detailed in Attachment D	5 (.25)					
Category II: As detailed in Attachment D	4 (.2)					
Category III: As detailed in Attachment D	3 (.15)					
Category IV: As detailed in Attachment D	2 (.1)					
Total Weighted Score		4.15	3.30	3.18	2.99	2.56

Scoring Matrix - BAFO Pest Control Services for Public Housing and Administrative Properties 2009-910-59-5067					
Criterion Description	Weight	Worldwide Pest Control, Inc.	Pied Piper Pest Control, LLC.	BUGCO Pest Control	Pest Management, Inc.
<u>Experience:</u>	1-5 25%				
<u>Rater 1 - Roy</u>		5.00	4.00	3.00	4.00
<u>Rater 2 - Gary</u>		5.00	4.00	3.00	3.00
<u>Rater 3 - Richard</u>		5.00	4.00	3.00	4.00
<u>Total Score</u>		15.00	12.00	9.00	11.00
<u>Average Score</u>		5.00	4.00	3.00	3.67
<u>Weighted Score</u>		1.25	1.00	0.75	0.92
<u>Key Personnel:</u>	1-5 10%				
<u>Rater 1</u>		4.00	4.00	4.00	3.00
<u>Rater 2</u>		4.00	4.00	3.00	3.00
<u>Rater 3</u>		4.00	4.00	3.00	3.00
<u>Total Score</u>		12.00	12.00	10.00	9.00
<u>Average Score</u>		4.00	4.00	3.33	3.00
<u>Weighted Score</u>		0.40	0.40	0.33	0.30
<u>Method:</u>	1-5 20%				
<u>Rater 1</u>		4.00	3.00	3.00	3.00
<u>Rater 2</u>		5.00	4.00	3.00	3.00
<u>Rater 3</u>		4.00	3.00	3.00	3.00
<u>Total Score</u>		13.00	10.00	9.00	9.00
<u>Average Score</u>		4.33	3.33	3.00	3.00
<u>Weighted Score</u>		0.65	0.50	0.45	0.45
<u>Capacity:</u>	1-5 20%				
<u>Rater 1</u>		5.00	3.00	3.00	3.00
<u>Rater 2</u>		5.00	3.00	3.00	3.00
<u>Rater 3</u>		5.00	3.00	3.00	3.00
<u>Total Score</u>		15.00	9.00	9.00	9.00
<u>Average Score</u>		5.00	3.00	3.00	3.00
<u>Weighted Score</u>		1.00	0.60	0.60	0.60
<u>Price Proposal:</u>	1-5 20%				
<u>Total Score</u>		3.40	3.86	5.00	3.93
<u>Weighted Score</u>		0.68	0.77	1.00	0.79
<u>Strength of the SWMBE plans:</u>	1-5 5%				
<u>Rater 1</u>		4.00	1.00	1.00	1.00
<u>Rater 2</u>		4.00	1.00	1.00	1.00
<u>Rater 3</u>		4.00	1.00	1.00	1.00
<u>Total Score</u>		12.00	3.00	3.00	3.00
<u>Average Score</u>		4.00	1.00	1.00	1.00
<u>Weighted Score</u>		0.20	0.05	0.05	0.05
Section 3 Preference: A firm may qualify for Section 3 status for up to an additional 5 points.					
Category I: As detailed in Attachment D	5 (.25)				
Category II: As detailed in Attachment D	4 (.2)				
Category III: As detailed in Attachment D	3 (.15)				
Category IV: As detailed in Attachment D	2 (.1)				
Total Weighted Score		4.18	3.32	3.18	3.10

Advertisement List
Solicitation # 2009-910-59-5068
Pest Control Services for Beacon Communities

Associations /Vendors	Contact Name	Email	Notes
Associations Revised as of 2/7/2019			
African American Chamber of Commerce of San Antonio	Lou Miller	blackchamber@aol.com	
Alamo Asian American Chamber of Commerce		info@alamo-aacc.org	
Alamo City Black Chamber Of Commerce	Sherry Logan	info@alamocitychamber.org slogan@alamocitychamber.org	
American Council of Engineering Companies - San Antonio (ACEC-SA)	Anne Whittington	anne@acectx.org	
American Institute of Architects	Paula	paula@aia.org	
American Subcontractors Association	Jennifer Swinney	jennifer@asasanantonio.org	
Associated Builders and Contractors S. Texas Chapter	Steve Schultz	steve@abcsouthtexas.org	
Builders Exchange	Jeannette Olguin	jeannette@virtualbx.com	
Construct Connect		content@constructconnect.com	
CFMA		kimr@avacpa.com	
Goodwill Industries	Angelique de Oliveira	adeoliveira@goodwillsa.org	
Greater San Antonio Builders Association	Kristi Sutterfield	ksutterfield@sabuilders.com	
The San Antonio Chamber of Commerce	Dave Petersen	dpetersen@sachamber.org	
Hispanic Contractors Association de San Antonio	Clarissa Perez Dave Sanchez	exdir@hcadesa.org admin@hcadesa.org dave@hcadesa.org	
Home Depot Pro Accounts	Darren Friesenhahn	Darren_Friesenhahn@homedepot.com	
IEC	Julie Howard	jhoward@iecsanantonio.com rvasquez@iecsanantonio.com	
MCA-SMACNA		mca-smacna@mca-smacna.org	
Minority Business Council	Hector Garcia	hector@hegarciacpa.com	
National Alliance of Craftsmen Association	Victor Landa	arvelasquez01@yahoo.com	
National Association of Women in Construction (NAWIC)	Sandee Morgan	nawicerin@gmail.com nawicsatx@gmail.com	
NAWBO San Antonio	Madeline Slay	Madeline@masarchitecture.com	
Plumbing Heating Cooling Contractors Association	Heidi Timble	Heidi@phcc-sanantonio.org	
Professional Engineers in Private Practice	Diane Hoskins	bexarpepp@sbcglobal.net	
Real Estate Council of San Antonio	Martha Mangum	martham@recsanantonio.com	
SAABE	Melodie	mg.assoc.mgmt@gmail.com	
San Antonio Board of Realtors	Suzanne	Suzanne@sabor.com	

Advertisement List
Solicitation # 2009-910-59-5068
Pest Control Services for Beacon Communities

SA Chapter of the Associated General Contractors	Dana Marsh	sanantonioagc@gmail.com	
San Antonio Hispanic Chamber of Commerce	Brianna Dimas	briannad@sahcc.org mariyaf@sahcc.org	
San Antonio Masonry Contractors Association	Debbie Mason	thesamca@gmail.com	
San Antonio Women's Chamber of Commerce	Cindy Libera	admin@sawomenschamber.org	
SmartApartmentData.com		constructionadmin@smartlocating.com	
South Central Regional Certification Agency	Charles Johnson	cjohnson@sctrca.org	
South San Antonio Chamber of Commerce	Al Arreola Jr	al@southsa.org	
Southwest Minority Supplier Diversity Council	Robert Casas	smsdc@smsdc.org gabrielle@smsdc.org	
Surety Association of South Texas, Inc.	Jim Swindle	jim@alamobonds.com	
Texas Society of Professional Engineers		jennifer@tspe.org	
TIBH Industries	Robert Olivo	robertolivo@tibh.org	
UTSA Minority Business Development Agency	Orestes Hubbard Jennifer Mort Jacqueline Jackson	orestes.hubbard@utsa.edu jennifer.mort@utsa.edu Jacqueline.Jackson@utsa.edu	
UTSA Procurement Technical Assistance Center	Terri Williams	ptac@utsa.edu	
West San Antonio Chamber of Commerce	Julie Jimenez	info@westsachamber.org julie@westsachamber.org	
Women's Business Enterprise	Avery Smith	bids@wbea-texas.org	
NAHRO	Web Site	http://nahro.economicengine.com	
Public Purchase	Web Site	www.publicpurchase.com	
Texas ESBD	Web Site	https://portal.cpa.state.tx.us/	
North San Antonio Chamber of Commerce	Web Site	https://northsachamber.chambermaster.com	
Direct Solicits as of 11/15/18			
	HUBS on CMBL		
	None		
	Section 3 Bidders		
	None		
	Direct Solicits		
Accurate Pest Control		todd@accuratepest.net	210-495-0499

Advertisement List
Solicitation # 2009-910-59-5068
Pest Control Services for Beacon Communities

		ricky@accuratepest.net	
A1 Pro Termite & Pest Control	William Perkins	info@a1protermite.com	210-990-0203
Annie Oakley Pest Control		AnnieOakleyPest@gmail.com	830-672-1870
A-Zap Pest Control	Justin Moerbe	a_zappc@yahoo.com	830-931-1292
All American Pest Control	Jesse Barbosa	All-American_jb@yahoo.com	210-602-7164
Angel Pest Control	Sterling Schulze	ssschulze@angelpest.com	(830) 379-3277
APC Pest Services	Sal Caballero	apcpestservices@gmail.com	210.314.4467
Bella Bugs Pest Control	Pat	BB@BellaBugs.com	210-745-2200
Bullfrog Exterminating		bullfrogexterminating@outlook.com	210-688-5512
Bug Busters Pest Control, LLC		bugbusterstx@gmail.com	210-607-4444
BUGCO Pest Control	Darrell Mather Jeff Murrell	darrell@bugco.org jeff@bugco.org	(281) 240-2157
Bulverde Pest Control, L.L.C.	Ken Jones	bulverdepc@gvyc.com info@bulverdepestcontrol.com	210-831-8401
Mister-B Pest Control	Don Baker	don@mr-b-sa.com	210-659-0609
Comal Pest Control	Harvey Kalich	hkalich@satx.rr.com	830-625-8751
ABC Home & Commercial Services	Bobby Jenkins	bjenkins@abcpest.com	512-837-9500
Bob Jenkins Pest & Lawn Svc	Mike Davison	mike@jenkinspest.com	210-979-7378
C-6 Disposal	Albert Saenz	albert@c6disposal.com	(210) 375-0066
Century Pest Control, Inc.	Charles Angelini, III	chas@centurypest.com	210-344-8002
Denn's Best Pest		mrbug@dennsbestpest.com	210-771-6615
Dowell Pest Control		info@dowellpestcontrol.com Chad@dowellpestcontrol.com	361-717-4663
Ecoteam Pest Control	Joey Ball	joey@ecoteam.com	512-900-8314
Express Facility Management.	Nick Globokar	nick.globokar@expressfacilitymgt.com	866-726-9527
Earth Wise Organic Pest Control	Joseph De Los Santos	ewopc.2003@yahoo.com	210-647-0814
Family Pest Control		zapbugs@FamilyPestControl.com	210-681-5094
Home Solutions Pest Control	Scott MacMaster	karen@aircare-sa.com	210-679-9000

Advertisement List
Solicitation # 2009-910-59-5068
Pest Control Services for Beacon Communities

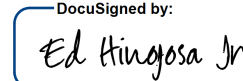
HomeTeam Pest Defense	Frank Adam	dshultz@pestdefense.com	972-378-6725 ex14
Lonestar Pest Solutions	Richard Montoya	lpsinfo@lonestarpestsolutions.com	210-653-4250
Mantis Pest Control		mantispestcontrols@gmail.com	(210) 343-5065
Massey Services Inc.	Michael Maddox	mmaddox@masseyservices.com	210.538.9999
Moxie Pest Control		vm@moxiepestcontrol.com	210-610-6058
Nature's Own Pest Control		info@naturesownpestcontrol.org	210-637-7733
NuWay Pest Control	Greg Dannheim	nuwaypestcontrol@satx.rr.com	210-520-0500
One Way Pest Control	Javier Alonso	javier@onewaypestcontrol.com	210-930-0280
Orkin Exterminating Co., Inc.	Shawn Stiles	Branch672@rollins.com	877-250-1652
Pest Shield Pest Control Inc.	Dominick Alongi	info@pestshieldpc.com	210-525-8823
Pest Management, Inc.	Becky Scribner	becky@pestmanagementcorp.com	512-288-1007
Pestmaster Services	Brian Wilk	bwilk@pestmaster.com	775) 858-7378
Pied Piper Pest Control LLC	Scott Ankrom	scott@sabugs.com	210-826-2030
Preston Pest Controll	Jay Preston	info@preston-pest-control.com	210-503-5908 O 210-465-5888 C
ProDefense Pest Control		prodefensepestcontrol@gmail.com	210-901-9150
Shilo Pest and Landscape Solutions	Calvin Archer	calvin@shiloPL.com	214-210-2779
Spider Man Pest Control	Warren Remmey	warren.remmey@gmail.com	210-656-3721
Truly Nolen Pest Control	Valerie Mitchell	manager.038@trulymail.net	210-741-8822 505-205-9195
Terminix	Steve Obrien	SObrien@terminix.com	281-575-7200
Texas Pest Control	Craig Cottrell	txpesta@gmail.com	(210) 496-5918
Tejas Pest Control		rod@tejaspestcontrol.com	210-212-6700
Worldwide Pest Control	Bianca Ramos Jose Grimaldo	BiancaR@wwpest.com joseg@wwpest.com	210-734-0000
X-Out Pest Services			726-888-7020

SAN ANTONIO HOUSING AUTHORITY

February 18, 2021

BOARD OF COMMISSIONERS
Operations and Choice Neighborhood Committee

RESOLUTION 6115, APPROVING THE 2021 SMALL AREA FAIR MARKET RENT (SAFMR) PAYMENT STANDARD SCHEDULE

DocuSigned by:

 07D40F73013F4FA...
Ed Hinojosa, Jr.
 Interim President and CEO

DocuSigned by:

 E1CEEC58CC08409...
Zachariah Woodard
 Director of Federal Housing Programs

REQUESTED ACTION:

Consideration and appropriate action regarding Resolution 6115, approving the 2021 Small Area Fair Market Rent (SAFMR) Payment Standard Schedule.

FINANCIAL IMPACT:

There is an estimated monthly impact on the current Annual Housing Assistance Payment Contract of \$336,941.00 or a 4.2% increase; however, due to biennial and triennial recertifications, the increase will be phased in over a period of three years.

Table 1. Current and Proposed SAHA SAFMR Payment Standards Comparison

	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR
Current SAFMR Payment Standard Schedule							
Group 1	459	567	711	936	1125	1294	1463
Group 2	504	612	774	1008	1224	1408	1591
Group 3	558	684	855	1125	1377	1584	1790
Group 4	612	756	936	1233	1503	1728	1954
Group 5	657	801	999	1314	1611	1853	2094
Group 6	684	837	1044	1368	1683	1935	2188
Group 7	747	918	1143	1503	1836	2111	2387
Group 8	792	981	1215	1593	1953	2246	2539
Group 9	837	1026	1278	1683	2052	2360	2668
Group 10	918	1125	1395	1836	2250	2588	2925
Proposed SAFMR Payment Standard Schedule							
Group 1	477	576	711	936	1134	1304	1474
Group 2	558	675	819	1062	1314	1511	1708
Group 3	594	711	873	1134	1404	1615	1825
Group 4	639	765	936	1233	1503	1728	1954

SAN ANTONIO HOUSING AUTHORITY**February 18, 2021**

Group 5	729	873	1062	1377	1710	1967	2223
Group 6	756	909	1107	1440	1782	2049	2317
Group 7	783	936	1143	1503	1836	2111	2387
Group 8	846	1008	1233	1602	1980	2277	2574
Group 9	891	1071	1305	1692	2097	2412	2726
Group 10	972	1161	1431	1854	2295	2639	2984

SUMMARY:

On November 16, 2016, The U.S. Department of Housing and Urban Development (HUD) published the Small Area Fair Market Rents (SAFMR) Final Rule, which provides that designated Public Housing Agencies (PHAs) will use SAFMRs to determine Housing Choice Voucher (HCV) payment standards in lieu of using the annually published Metropolitan Fair Market Rents (MAFMR) schedule. Payment standard is defined as “the maximum assistance payment for a family assisted in the voucher program (before deducting the total tenant payment by the family)” [24 CFR 982.4(b)]. HUD permits the housing authority to establish a payment standard amount for each unit size at any level between 90% and 110%—referred to as the “basic range”—of the FMR for the unit size [24 CFR 982.503(b)(1)(i)].

On January 17, 2018, HUD issued PIH Notice 2018-01, which required implementation of SAFMRs by April 1, 2018. SAHA submitted a waiver to HUD through SAHA’s FY2018-19 Moving to Work (MTW) Annual Plan requesting a delay in implementation for July 1, 2018. Using the MTW waiver, SAHA implemented SAFMRs through a Phase-In approach with two tiers of payment standards in Phase I effective July 1, 2018. This MTW activity also allows SAHA to set the payment standard outside of the 90% to 110% range. SAHA updated its payment standard schedule to ten zip code groups for Phase II effective January 1, 2020.

The proposed 2021 SAFMR Payment Standard Schedule, included in the table above, shows an increase in payment standards across almost all zip code groups and bedroom sizes. The increases vary by unit size from \$0 (Group 1 - 2 and 3 BR) to \$129 (Group 6 - 6BR). Staff believe that these increases are consistent with today’s current market trends and will expand housing opportunities for our families. With these increases, staff has estimated that a total of \$336,941.00 in additional Housing Assistance Payments will be paid out each month after full implementation.

The proposed schedule would be implemented after approval in phases. Once approved, implementation will consist of a phase-in for participants and will be effective for all vouchers issued with an effective date of March 1, 2021, and later, and recertifications effective June 1, 2021, and later.

STRATEGIC GOAL:

Strategically expand the supply of affordable housing.

ATTACHMENTS:

Resolution 6115
Presentation

**San Antonio Housing Authority
Resolution 6115**

RESOLUTION 6115, APPROVING THE 2021 SMALL AREA FAIR MARKET RENT (SAFMR) PAYMENT STANDARD SCHEDULE

WHEREAS, the U.S. Department of Housing and Urban Development (HUD) annually establishes fair market rents (FMRs) for each area in the United States; and

WHEREAS, HUD requires SAHA to establish voucher payment standards for each unit size; and

WHEREAS, SAHA staff request authorization to establish the 2021 Small Area Fair Market Rent (SAFMR) Payment Standard Schedule at the proposed amounts in order to ensure payment standards are compliant with federal regulations.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of SAHA hereby approves:

Resolution 6115, approving the 2021 SAFMR Payment Standard Schedule to be effective for all vouchers issued with an effective date of March 1, 2021 and later, and recertifications effective June 1, 2021 and later.

Table 1. Proposed 2021 SAFMR Payment Standards

	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR
Group 1	477	576	711	936	1134	1304	1474
Group 2	558	675	819	1062	1314	1511	1708
Group 3	594	711	873	1134	1404	1615	1825
Group 4	639	765	936	1233	1503	1728	1954
Group 5	729	873	1062	1377	1710	1967	2223
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Group 8	846	1008	1233	1602	1980	2277	2574
Group 9	891	1071	1305	1692	2097	2412	2726
Group 10	972	1161	1431	1854	2295	2639	2984

Passed and approved on the 4th day of March 2021.

Ana M. “Cha” Guzman
Chair, Board of Commissioners

Attested and approved as to form:

Ed Hinojosa, Jr.
Interim President and CEO



2021 SAFMR PAYMENT STANDARDS

February 18, 2021

BACKGROUND

Payment Standards

2

- SAHA is a SAFMR-designated Public Housing Authority (PHA), meaning it is required to use **Small Area Fair Market Rent (SAFMR)** to determine Housing Choice Voucher (HCV) payment standards
- **Payment Standard:** The maximum subsidy for a family assisted in the voucher program (before deducting the total tenant payment by the family)

BACKGROUND

SAFMR Policy

3

- Using MTW Activity FY2019-01, SAHA implemented SAFMRs through a phase-in approach with **two tiers of payment standards**, effective July 1, 2018
- SAHA updated its payment standard schedule to **10 zip code groups** for Phase II, effective January 1, 2020
- The proposed 2021 Payment Standard Schedule will be effective for **recertifications, effective June 1, 2021, or later**, and all **vouchers issued with effective dates March 1, 2021, or later**

2021 SAFMR PAYMENT STANDARDS

4

	0 BR	1 BR	2 BR	3 BR	4 BR	5BR	6BR
Current Payment Standards							
Group 1	\$459	\$567	\$711	\$936	\$1,125	\$1,294	\$1,463
Group 10	\$918	\$1,125	\$1,395	\$1,836	\$2,250	\$2,588	\$2,925
2021 Proposed Payment Standards							
Group 1	\$477	\$576	\$711	\$936	\$1,134	\$1,304	\$1,474
Group 10	\$972	\$1,161	\$1,431	\$1,854	\$2,295	\$2,639	\$2,984

FINANCIAL IMPACT

5

- There is an estimated monthly impact on the current Annual Housing Assistance Payment Contract of **\$336,941.00 or a 4.2% increase**
- Due to biennial and triennial recertifications, the increase will be phased in over a period of three years

QUESTIONS?



HOUSING CHOICE VOUCHER (HCV) PROGRAM OVERVIEW

February 18, 2021

HCV PROGRAM OVERVIEW

WHAT IS THE HCV PROGRAM?

2

- The **Housing Choice Voucher (HCV) Program** is a federally-funded rental assistance program for low-income families.
- SAHA provides tenant-based rental assistance through its HCV Program.
- The HCV Program supplements rental payments for low-income participants.
- The HCV Program provides participants a safe, decent, and sanitary home that they may not otherwise be able to afford.

HCV PROGRAM OVERVIEW

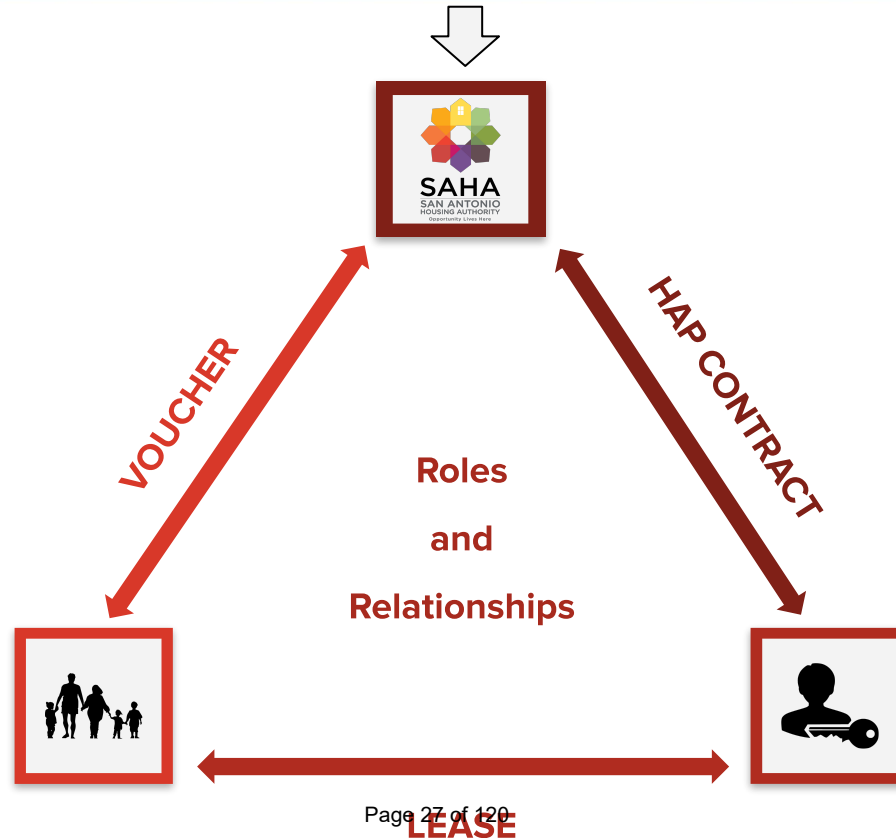
3

01	Affordability	<ul style="list-style-type: none">Ensures participants do not pay more than 40% of their monthly income
02	Quality	<ul style="list-style-type: none">Supports quality housing through federal housing standards
03	Choice	<ul style="list-style-type: none">Promotes community integration as participants choose where they want to live

HCV PROGRAM OVERVIEW

3-WAY PARTNERSHIP

4



HCV PROGRAM OVERVIEW

HOW TRADITIONAL FUNDING WORKS

5

- Two separate funding streams cover the cost of the HCV Program at traditional PHAs:
 - **Administrative fees** to cover PHA costs of administering the program
 - Based on the previous year's amounts and adjusted by the applicable proration factor
 - The average proration of the administrative fee is 80%
 - **Housing Assistance Payments (HAP)** to cover the costs of rental assistance payments (i.e., payments to landlords)
 - Based on the previous year's amounts and adjusted by the applicable proration factor and current year's Annual Adjustment Factor (AAF)

HCV PROGRAM OVERVIEW

HOW MTW FUNDING WORKS

6

MTW

- SAHA has combined Federal funds from the Public Housing operating and modernization programs, and the Housing Choice Voucher Program, into a **block grant** to apply these funds toward any one of its programs.
- Under MTW, SAHA has the authority to use these funds toward implementation of innovative policies to better serve our families.
- MTW PHAs do not receive additional funding. SAHA receives funding that is equivalent to what would have been received had we not participated in MTW.
- Annual funding amounts are set based on SAHA's FY2008 utilization rates and adjusted to include the current year's Annual Adjustment Factor (AAF).

HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

7

- HUD annually establishes **Fair Market Rents (FMR)**, which represent the average gross rents in the area.
- SAHA sets a Payment Standard within 90% - 110% of the FMR.
- The **Payment Standard** represents the maximum subsidy SAHA can pay on behalf of the family.

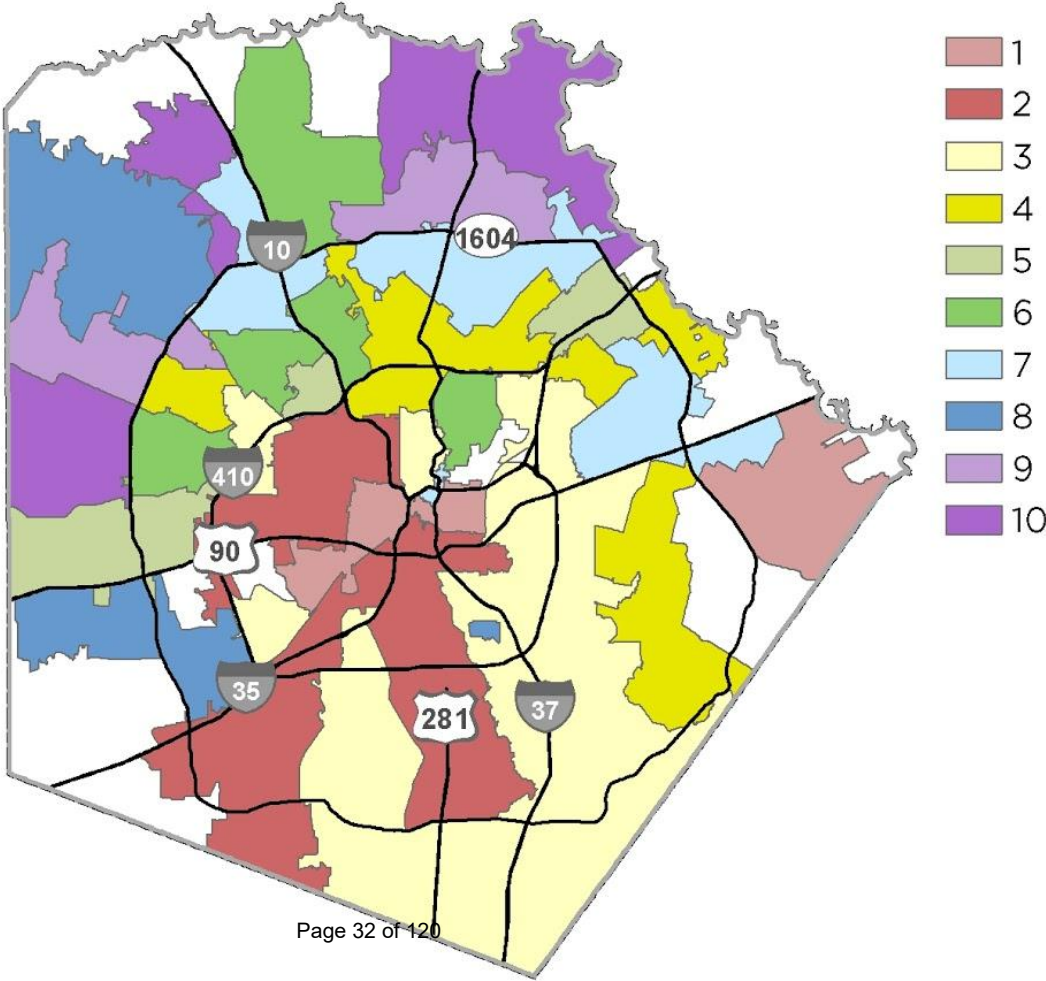
HCV PROGRAM OVERVIEW

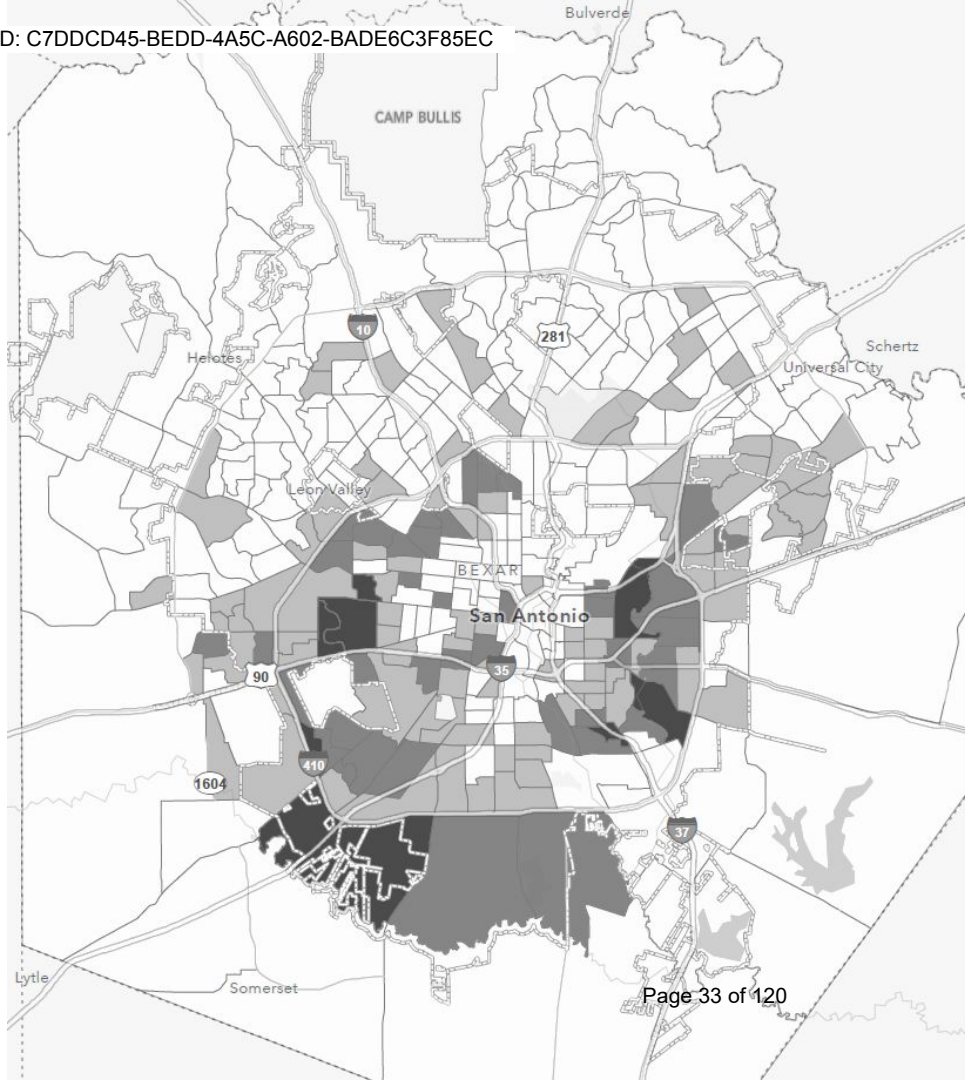
HOW RENTAL ASSISTANCE WORKS

8

- **Small Area Fair Market Rents (SAFMRs)** are calculated at the ZIP code level rather than for the entire metropolitan region, which allows for a better reflection of neighborhood rental markets.
- SAHA implemented SAFMRs through an MTW activity that allows SAHA to set the payment standard outside of the 90 to 110% range.
- SAHA groups the SAFMRs into **10 groupings of zip codes.**

SAFMR Payment Standard Map





ASSISTED HOUSING PROGRAMS

14,009 Authorized Vouchers

Vouchers as % of Rental Units**

-  4% or less
-  4.1% - 12.0%
-  12.1% to 27.0%
-  More than 27%
-  SA City Limits

5 Miles



Notes: SAHA inventory as of December 2019 includes new construction at East Meadows II. Voucher concentration is visualized using rounded natural breaks.
Sources: SAHA GIS; CoSA GIS; **2018 ACS 5 year estimates for renter-occupied housing units (Table: B25003).

Human Geography Base: Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community
Human Geography Label: Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community



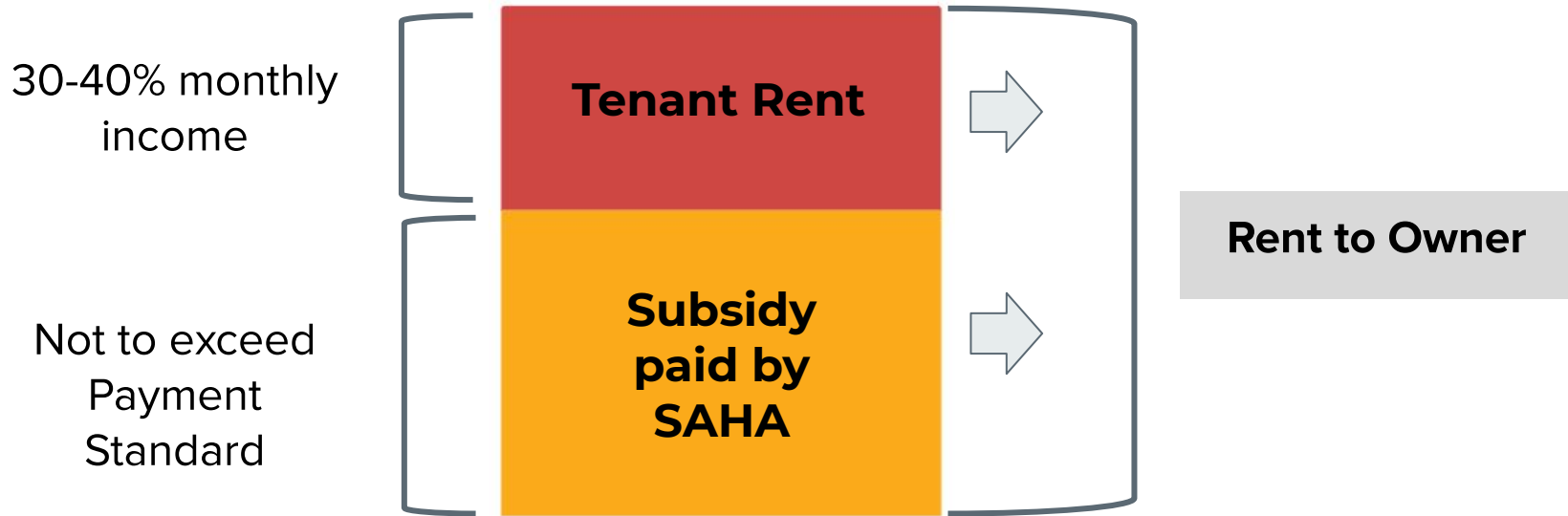
SAHA | SAN ANTONIO
HOUSING AUTHORITY
Opportunity Lives Here

HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

11

The subsidy provided by SAHA makes up the difference between what an HCV family can afford and the actual rent cost of their unit



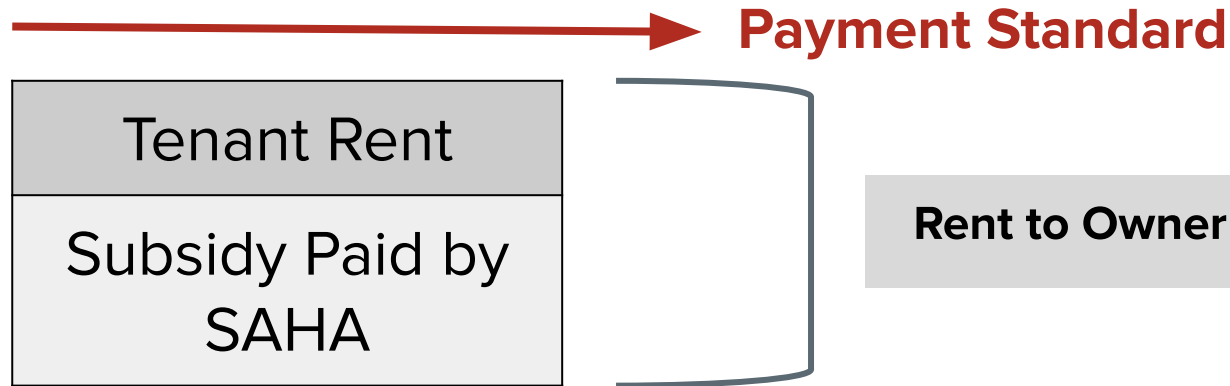
HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

12

The subsidy that SAHA provides cannot exceed the set payment standard.

Example 1:



HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

13

Example: **Payment Standard is *higher* than Gross Rent**

Payment Standard (PS): \$695
Contract Rent: \$595
Utility Allowance: \$95
Gross Rent: \$690
Total Tent Payment (TTP): \$210

Contract Rent **\$595** + Utility Allowance **\$95**
= Gross Rent **\$690**

Gross Rent (lower of PS or Gross Rent) **\$690**
- TTP **\$210**
= Housing Assistance Payment (HAP) **\$480**

Contract Rent **\$595** - HAP **\$480**
= Tenant Rent **\$115**

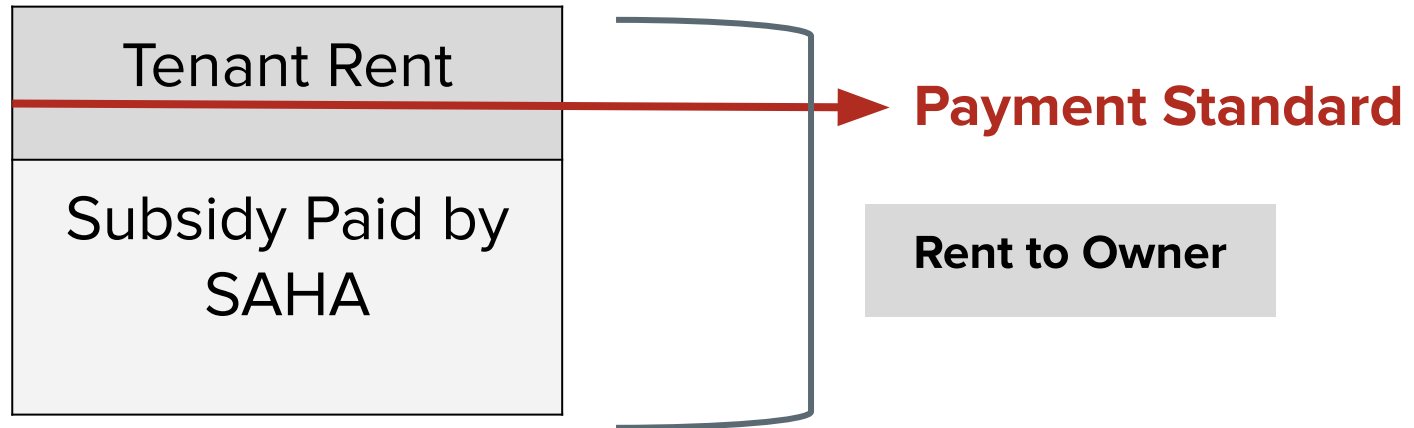
HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

14

If the rent to owner exceeds the payment standard, tenant rent covers a larger portion of the rent to owner.

Example 2:



HCV PROGRAM OVERVIEW

HOW RENTAL ASSISTANCE WORKS

15

Example: **Payment Standard is *lower* than Gross Rent**

Payment Standard (PS): \$695
Contract Rent: \$700
Utility Allowance: \$95
Gross Rent: \$795
TTP: \$210

Contract Rent **\$700** + Utility Allowance **\$95**
= Gross Rent **\$795**

Payment Standard (lower of PS or Gross Rent) **\$695**
- TTP **\$210**
= Housing Assistance Payment (HAP) **\$485**

Contract Rent **\$700** - HAP **\$485**
= Tenant Rent **\$215**

SPECIAL PROGRAMS

16

In addition to the Housing Choice Voucher Program, the Assisted Housing Programs Department administers rental assistance programs targeting specific populations.

Types of **Special Program** vouchers:

- Homeless Services Voucher (HSV)
- Set Aside Homeless Voucher (SHVP)
- Veterans Affairs Supportive Housing (VASH)
- Mainstream
- Moderate Rehabilitation (Mod-Rehab)
- Non-Elderly Disabled (NED)
- Next Step Housing Program
- Move On Program
- Family Homeless Program
- College Housing Assistance Program

Project Based Vouchers (PBV) are not a special program, but are a different type of voucher program administered as part of the MTW vouchers.

SPECIAL PROGRAMS

17

The Homeless Services Voucher (HSV) Program

- Provides rental voucher assistance to homeless individuals referred from Haven for Hope.
- A total of 400 vouchers are allocated for the HSV program.

The Set Aside Homeless Voucher Program (SHVP)

- Provides rental voucher assistance to homeless individuals referred from San Antonio Metropolitan Ministries (SAMMs) and the Center for Health Care Services (CHCS).
- A total of 200 vouchers have been allocated for the Set Aside Homeless Voucher Program (SHVP) program.

SPECIAL PROGRAMS

18

The Veterans Affairs Supportive Housing (VASH) Program

- Combines HCV rental assistance with case management and clinical services for homeless veterans provided by the Department of Veterans Affairs (VA) and community-based outreach clinics.
- A total of 564 vouchers are allocated for the program.

Mainstream Program

- Enables income-eligible, disabled families to lease affordable private housing through referrals from CHCS and Alamo Area Council of Governments (AACOG).
- A total of 280 vouchers are allocated for the program.

SPECIAL PROGRAMS

19

Moderate Rehabilitation (MOD- Rehab)

- Provides rent subsidy payments on behalf of homeless families transitioning into affordable housing units that have been rehabilitated under this program.
- Interested individuals can apply through a separate waiting list.
- Provides 240 certificates to program participants in place of vouchers.

Non-Elderly Disabled (NED)

- Enables non-elderly families that are disabled to lease affordable private housing through a waitlist preference.
- A total of 75 vouchers are allocated for the program.

SPECIAL PROGRAMS

20

Next Step Housing Program

- For youth aging out of the foster care system in support of the local non-profit organization, Thru Project.
- A total of 10 project-based vouchers are allocated for the program.

Move On Program

- For families currently residing in Permanent Supportive Housing (PSH) certified by a designated PSH provider, currently partnered with SAHA, as no longer requiring supportive services.
- A total of 40 vouchers are allocated for the program.

SPECIAL PROGRAMS

21

Family Homeless Program

- For families certified by a designated social service agency as homeless and referred to SAHA by partners, such as Haven for Hope, SAMMs, and CHCS.
- A total of 20 project-based vouchers are allocated for the program.

College Housing Assistance Program

- For homeless students referred by Palo Alto Community College and St. Philips Community College currently enrolled in at least six credit hours of a degree or certificate program.
- A total of 20 tenant-based vouchers are allocated for Palo Alto and 30 project-based vouchers are allocated for St. Philips.

MTW ACTIVITIES

22

FY2011-9

SAHA allocates up to 240 tenant-based vouchers for households referred by non-profit sponsors who commit to provide supportive services.

The set-aside vouchers support two main programs:

- **The Set Aside Homeless Voucher (SHVP) Program**
 - Administered in partnership San Antonio Metropolitan Ministries (SAMMs) and the Center for Health Care Services (CHCS)
- **Move On Program**
 - Administered in partnership with South Alamo Regional Alliance for the Homeless (SARAH)

MTW ACTIVITIES

23

FY2013-4, FY2015-3

This activity allows SAHA inspectors to inspect and perform rent reasonableness assessments for units at properties either owned by SAHA under the Agency's non-profit portfolio or owned by a SAHA affiliate under the Agency's partnerships portfolio.

- SAHA previously contracted a third-party to conduct these inspections.
- SAHA estimated that the impact of this activity to the Agency would be a **cost savings of \$55.46 per inspection.**

MTW ACTIVITIES

24

FY2014-6

This activity applies only to HCV families and consists of two elements:

- **Simplified rent calculation:** Previous calculation was based on 30% of the participant's adjusted monthly income. This activity lowers the percentage to 27.5% of monthly gross income and eliminates deductions (i.e., medical and child care) with minimal impact to the participant's rent portion.
- **Simplified utility allowance schedule:** Allows the HCV department to be more cost effective by reducing staff time spent on calculating multiple utility schedules for 6 different structure types plus various utility types, such as gas, electric, or propane.

MTW ACTIVITIES

25

FY2019-1

This activity is a local implementation of HUD's Small Area Fair Market Rents (SAFMR) designed to **increase housing choices for low-income families** by creating payment standards that better reflect market conditions around San Antonio, and so making a larger number neighborhoods affordable for HCV families.

Because of the potential impact (positive and negative) on a large number of voucher households, SAHA implemented the activity over multiple fiscal years in order to control for negative and unanticipated consequences, to make use of the latest research and market data, and to maintain the number of households served.

MTW ACTIVITIES

26

FY2019-2

This activity is designed to provide an alternate schedule for the annual reexamination process, specific PH review procedures, and certification methods of income and assets.

This activity has three main components designed to **streamline and simplify the recertification process**:

- Biennial and triennial reexamination schedule
- Streamlined Public Housing flat rent review procedures
- Streamlined income verification methods

Questions?



SAHA 2025 Update

Richard Milk, Director of Policy and Planning
Joel Tabar, Director of Community
Development Initiatives
February 18, 2021

Today: Proposed Update to SAHA 2025

2

Update of SAHA 2025 to be informed by new opportunities and challenges

- **National and local events and trends**
 - Economic crisis, eviction moratorium, COVID 19
- **Feedback from residents, local partners, and staff**
 - Resident and Stakeholder Work Groups (Focus Groups)
 - Resident Survey
 - Virtual Symposium
- **New priority: Housing is a human right**
 - Inspired and informed by HAI Group Scenario Exercises
 - Also suggested by outcome teams, residents, partners

TIMELINE

3

2020

- May 7 Board of Commissioners: MTW Plan consideration
- Jun 4 Board of Commissioners: Budget consideration
- Aug Outcome Teams start reorganizing to develop 1-year strategies and logic models
- Sep-Oct Resident and Stakeholder Working Groups review and comment on draft strategies
- Oct 22 Operations Committee: SAHA 2025 Update**
- Oct-Nov Resident survey
- Nov-Dec Outcome Teams finalize strategies, reach out to likely partners, and prepare for symposium

2021

- Jan 26 Virtual Symposium

HOUSING IN THE NATIONAL SPOTLIGHT

4

- Not just housers talking about housing: health, criminal justice, economic development, infrastructure
- CDC moratorium on evictions (Preceded by national discussion of eviction trends)
- COVID-19 pandemic highlighting importance of housing stability
- Legislative proposals for full funding of public housing capital-needs backlog, expanding HCV to all eligible households, reform of LIHTC

HOUSING AS A HUMAN RIGHT

5

- Key language in President Biden's housing plan:
"Housing should be a right, not a privilege"
- "Polling indicates that three-quarters of Americans believe that adequate **housing is a human right**, and two-thirds believe that government programs need to be expanded to ensure this right" *(NLIHC 2018)*
- HAI Group Scenario / Visioning: Recognizing housing as a human right increases power of tools to address housing (and downstream) challenges

RESIDENT AND STAKEHOLDER FEEDBACK

6

2020

- Sep-Oct Resident and Stakeholder Working Groups: Ten focus groups discussed and commented on draft strategies
- Oct-Nov Resident Survey: 538 responses reacting to Outcomes, including barriers and strategies

2021

- Jan 26 Virtual Symposium: 25 panelists and 405 attendees discussing Outcomes, housing as a human right, Biden administration, and other questions

2025 Outcomes

7

SAHA residents live in quality affordable housing

SAHA residents feel safe

SAHA residents have access to affordable utilities

SAHA residents have a sufficient supply of affordable housing options

SAHA residents have sufficient food, drinking water, clothing, and shelter

FEEDBACK TYPE

8

	Resident Work Groups	Stakeholder Work Groups	Resident Survey	Symposium
Benchmark Indicator: Are you achieving [outcome]? (Example: “Do you feel safe?”)	YES		YES	
Confidence in proposed strategies	YES	YES		
Barriers / challenges experienced	YES		YES	
Recommended strategies	YES	YES	YES	YES
Organizational alignment: today and in the future		YES		YES
Housing as a human right				YES
Expected changes from new administration				YES

ANTICIPATED REVIEWS

SAHA 2025	Housing Is A Human Right	RWG	SWG	Survey	Symposium
Planning framework	<i>Theory of Change</i>				
Guiding statements	<i>Vision, Mission, Impact</i>			<i>Ex: Need for Help; for Choice (of unit, of neighborhood)</i>	<i>Focus on resident needs</i>
Navigation: Outcomes	<i>Outcome selection</i>			<i>Ex: Quality = safety; high levels of anxiety</i>	<i>Balancing strategies, programs</i>
Navigation: Targets		<i>Baselines: 55.5 - 82.8%</i>			
Navigation: Strategies	<i>Strategy selection or prioritization</i>	<i>Ex: Emergency training; lighting</i>	<i>Partnership opportunities</i>	<i>Ex.: Improve communication; income-based rent; all-bills paid</i>	<i>Coordination between agencies, departments</i>
Impact: Neighborhood, Local Economy, Social	<i>Downstream models</i>		<i>Data sharing; shared indicators</i>		

NEXT STEPS: Update and Roll into 2026

10

February 25, 2021: First Senior Team review

March	Finalize Outcome review
April	Finalize Indicators and set new 2026 targets
May	Finalize Strategies for 2026 and 2022
June	Finalize transition to SAHA 2026

RESIDENT COUNCIL

MODEL EVALUATION

OVERVIEW

The Community Development Initiatives (CDI) department will conduct an evaluation of SAHA's Resident Council model and collaborate with residents and other stakeholders to develop and implement a model that best serves the needs of residents.

GOALS

13

1

Empower residents to improve their quality of life and create a positive living environment for themselves and their neighbors

2

Reestablish a strong and positive working partnership between SAHA and its public housing residents



ENGAGE

14

SAHA's role in the community

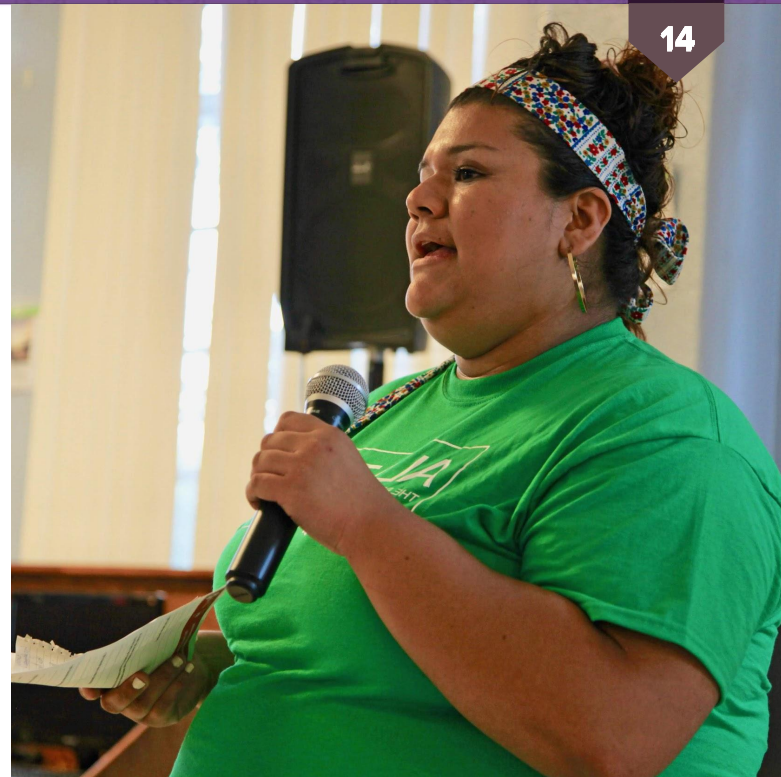
- Mission, vision, strategic goals
- Moving to Work (MTW) designation
- Housing and resident service programs

Purpose of the evaluation

Role of resident councils in public housing

- Purpose and philosophy
- HUD regulations

Resident council best practices and alternative models



EVALUATE

15

Current Resident Council Practices

Officers	Training
Bylaws	Funding and use of funds
Committees	Dispute resolution
Elections	

Resident Council Involvement in SAHA Operations and Decision-making

Data Collection

Focus Groups

- Resident Council Presidents
- Resident Council Members
- Former Resident Council Members
- Resident Coalitions and Alliances

ENHANCE

16

Present findings to stakeholders

Collaborate with stakeholders to identify mutually agreeable solutions

Develop new policies, procedures, and guidance materials

Implement with existing resident councils



QUESTIONS?



RECRUITMENT UPDATE

Fiscal Year Activity: July 1, 2020 - February 1, 2021

Department Details - Full Time Status Activity

2

- ☐ Public Housing
- ☐ Assisted Housing Programs
- ☐ Beacon Communities
- ☐ Community Development Initiatives
- ☐ Construction Services, Development Services and Neighborhood Revitalization
- ☐ All Other Departments
- ☐ Total FT Staff By Department
- ☐ Other Actions

Public Housing - 07/01/2020 through 02/01/2021

3

FT Headcount on 07/01/2020: *182

Hires	32
Terminations / Resignations	- 9
Transfer	- 1

* Increased by 2 due to Military Leave and LOA

Total FT Headcount: 204

Budgeted FT Positions: 240

Variance: 36

Public Housing - 07/01/2020 through 02/01/2021

4

The vacant positions totaling the variance of 36 include:

16 Maintenance Techs	4 Client Service Specialists
7 Sr. Maintenance Techs	1 Sr. Client Service Spec
3 Maintenance Sups	5 Other Positions

Current Temporary Assignments: 12

9 Maintenance Techs/Porter	1 Client Services Specialist
2 Sr Maintenance Techs (Working Out of Class)	

Pre-Hire Activity:

- 7 External Candidates in Pre-Screen Process
- 3 Internal Maintenance Sup Candidates in Review Process

Assisted Housing Programs

07/01/2020 through 02/01/2021

5

FT Headcount on 07/01/2020: 73

Hires 18

Terminations / Resignations -10

Total FT Headcount: 81

Budgeted FT Positions: 91

Variance: 10

Assisted Housing Programs

07/01/2020 through 02/01/2021

6

The vacant positions totaling the variance of 10 include:

4 Housing Asst Specialists	1 Sr Housing Asst Specialist
2 Customer Service Reps	3 Others

Current Temporary Assignments: 4

2 Housing Asst Specialists	1 Sr. Housing Asst Specialist
1 Trainer (Working Out of Class)	

Pre-Hire Activity:

Beacon Communities

07/01/2020 through 02/01/2021

7

FT Headcount on 07/01/2020: 58

Hires 25

Terminations / Resignations -7

Transfers 1

Total FT Headcount: 77

Budgeted FT Positions: 139

Variance: 62

Positions on Hold: 37

Active Status Search: 25

Beacon Communities

07/01/2020 through 02/01/2021

8

The vacant positions totaling the variance of 62 include:

18 Maintenance Techs	13 Leasing Agents
3 Sr. Maintenance Techs	2 Sr. Leasing Agents
8 Maintenance Sups	13 Community Mgrs / Asst Community Mgrs
5 Others	

Current Temporary Assignments:	10
7 Maintenance Techs/Porter	3 Leasing Agents
0 Managers/Asst Managers	0 Other

Pre-Hire Activity:

6 External Candidates in Pre-Screen Process

Community Development Initiatives

07/01/2020 through 02/01/2021

9

FT Headcount on 07/01/2020: 40

Hires 8

Terminations / Resignations - 3

Transfers 1

Transfers - 1

Total FT Headcount: 45

Budgeted FT Positions: 50

Variance: 5

Community Development Initiatives

07/01/2020 through 02/01/2021

10

The vacant positions totaling the variance of 5 include:

3 Case Management Specialists

2 Analysts

Current Temporary Assignments: 0

Pre-Hire Activity:

3 Internal Candidates In Review Process

1 External Candidate in Review Process

Construction Services and DSNR

07/01/2020 through 02/01/2021

11

FT Headcount on 07/01/2020: 16

Hires 3

Terminations / Resignations -1

Transfer 2

Total FT Headcount: 20

Budgeted FT Positions: 23

Variance: 3

Construction Services and DSNR

07/01/2020 through 02/01/2021

12

The vacant positions totaling the variance of 3 include:

Construction Project Inspector
Asst Director, Construction Services

Construction Project Manager

Current Temporary Assignments: 0

Pre-Hire Activity:

1 Internal Candidate In Review Process

All Others

07/01/2020 through 02/01/2021

13

FT Headcount on 07/01/2020: 83

Hires 9

Terminations / Resignations - 7

Transfers - 2

Total FT Headcount: 83

Budgeted FT Positions: 95

Variance: 12

Positions on Hold: 2

Active Status Search: 10

07/01/2020 through 02/01/2021

14

The vacant positions totaling the variance of 12 include:

1 IT WiFi Tech Support

1 Regulatory Compliance Mgr

1 Regulatory Compliance Analyst

1 Contract Specialist

1 President and CEO

1 Asset Mgmt Analyst

2 Accountant I

1 Payroll Coordinator

1 A/P Coordinator

1 Accounting Supervisor

1 Financial Analyst II

Current Temporary Assignment: 2

1 Interim President and CEO (Interim)

1 Regulatory Compliance Mgr (Working Out of Class)

Pre-Hire Activity:

1 External Candidate in Pre-Screen Process

Total FT Staff By Department

07/01/2020 through 02/01/2021

15

TOTALS FOR THE PERIOD 07/01/2020 through 02/01/2021									
Department	FT HC ON 07/01/2020	FT HIRES	TRANSFERS	Add C&D	FT TERMS	CURRENT FT HC		BUDGETED FT	VARIANCE FT
Assisted Housing Programs	73	18	0	91	-10	81		91	10
Beacon	58	25	1	84	-7	77		139	62
Community Development Initiatives	40	8	0	48	-3	45		50	5
Construction	10	2	0	12	-1	11		14	3
DSNR	6	1	2	9	0	9		9	0
Policy And Planning	3	1	0	4	0	4		4	0
Public Affairs	6	0	0	6	0	6		6	0
Security	2	2	0	4	-1	3		3	0
Asset Management	3	0	0	3	0	3		4	1
Executive	9	0	0	9	-1	8		9	1
Finance and Accounting	19	0	0	19	-2	17		23	6
General Services	6	0	0	6	0	6		6	0
Human Resources	8	3	0	11	-2	9		9	0
Innovative Technology	9	1	0	10	0	10		11	1
Internal Audit	5	0	0	5	0	5		5	0
Legal	2	0	0	2	0	2		2	0
Procurement	7	1	-1	7	-1	6		7	1
Regulatory Oversight	2	1	-1	2	0	2		4	2
Risk Management	2	0	0	2	0	2		2	0
TOTAL	452	95	0	547	-37	510		638	128

Recruitment Actions - Since 07/01/2020

16

Positions With Recruitment Duties

- ☐ Recruiter (2)
- ☐ Human Resources Business Partners (3)

25 Promotions

- ☐ Backfill is Noted in the Vacancies

4 Current Working Out of Class - Interim Promotions

Recruitment Actions - Since 07/01/2020

17

Temporary Status Activity

- ❑ 23 Active Temporary Status Employees
- ❑ 37 Temporary Status to Full Time Hires
- ❑ 102 Total Temporary Assignments

Conversion Period

- ❑ Shorten Time Frame

Updated Contract with Temp Status Agency

- ❑ Specializing in Maintenance Techs

Recruitment Actions - Since 07/01/2020

18

Automated Interview Ratings

Workforce Development Job Fair

 Red, White & You - 11/05/2020

Indeed Virtual Job Fair

 12/16/2020

QUESTIONS?

SAN ANTONIO HOUSING AUTHORITY

February 18, 2021


MEMORANDUM

To: Board of Commissioners

From: Ed Hinojosa, Jr., Interim President and CEO

Presented by: George M. Ayala, Director of Procurement

RE: Procurement Activity Report



Through the fourth calendar quarter ending December 31, 2020, the San Antonio Housing Authority's Procurement Department issued 40 formal and 15 informal solicitations, receiving a total of 304 responses. This resulted in an average of responses per formal solicitation of 5.38 and 5.93 responses per informal solicitations, for an overall average response rate of 5.53 per solicitation. New contracts awarded through the fourth calendar quarter ending December 31, 2020, were \$27,573,881.92; contract renewals in the amount of \$20,891,364.53, and \$3,550,000.00 in blanket awards, which resulted in a grand total awarded of \$52,015,246.45. Of this total, \$26,657,210.22 or 51.2 percent, was awarded to Small, Women-Owned and Minority Business Enterprises (SWMBE), and \$20,763,303.87 or 39.9 percent, was awarded to Section 3 business concerns.

Through the fourth calendar quarter ending on December 31, 2020, SAHA contractors reported 271 new hires; and of that number, 149 of the new hires qualified as Section 3 individuals which represented 54.9% percent of all new hires. The Section 3 new hires were composed of one-hundred and one (101) male and forty-eight (48) female individuals. The weighted average wage rate for these Section 3 individuals is \$14.93 per hour and the breakdown by category is as follows:

12	new Section 3 hires earned from \$10.00 to < \$11.00 per hour
15	new Section 3 hires earned from \$11.00 to < \$12.00 per hour
12	new Section 3 hires earned from \$12.00 to < \$13.00 per hour
21	new Section 3 hires earned from \$13.00 to < \$15.00 per hour
66	new Section 3 hires earned from \$15.00 to < \$17.00 per hour
10	new Section 3 hires earned from \$17.00 to < \$20.00 per hour
13	new Section 3 hires earned greater than \$20.00 per hour

Through the fourth calendar quarter ending December 31, 2020, SAHA has hired five Section 3 employees into full time positions within the agency.

Current Solicitations: There are currently three Requests For Proposals (RFP), and one Quick Quote (QQ) being advertised. The Request For Proposals are for Waste Disposal and Recycling Services, Mowing and Ground Maintenance for Beacon Communities, and Measurement and Verification (M&V) and Energy/Sustainability Services. The Quick Quote is for Fence Repairs at Converse Ranch.

Closed/Pending Solicitations: There are seven solicitations that have closed and are currently being evaluated. The solicitations are for Villa de Valencia Building 4 Foundation Stabilization, Land Surveyor Services, Closed Loop Water Treatment Systems Services, Risk Management

SAN ANTONIO HOUSING AUTHORITY**February 18, 2021**

Information System (RMIS), Shingle Roof Repair and Limited Replacement, UPCS Inspection Services, and Employee Wellness Services.

Solicitations in Development: Procurement is currently working on a number of solicitations for advertisement. These include T.L. Shaley Unit Conversion, Madonna Gas System and Parking Lot Improvements, Rehabilitation of Fire Damaged Unit at 1112 Vera Cruz, On Call Real Estate Appraisal Services, Developer Pool, Disaster Restoration of Operation Services, Foundation Repairs at William Sinkin Apartments, Foundation Repairs, Plumbing, and Structural Improvements, Collection Services, and Vending Concessions for SAHA Properties.

Blanket Awards:

Contract Title	Number of Awards	Amount of Blanket Award	Projects Awarded fourth Quarter 2020
Architectural and Engineering Services	8	\$1,500,000.00	\$40,613.48
Carpet and Flooring Purchase, Replacement and Installation	2	\$325,000.00	\$111,895.81
Environmental Engineering	1	\$600,000.00	\$10,354.96
Professional Engineering	3	\$1,500,000.00	\$0.00
Residential Style HVAC Systems	3	\$1,200,000.00	\$227,091.93
Legal Services	9	\$500,000.00	\$58,867.00
Bond/Mixed Finance Counsel	5	1% of Bond of Issue	
Special Counsel Board Matters	1	\$60,000.00	\$12,870.00
Pest Control for Beacon Communities	2	\$220,000.00	\$1,551.00
Pest Control for Various SAHA Public Housing and Administrative Properties	2	\$500,000.00	\$62,296.37
Residential Real Estate Appraisal Services	2	\$150,000.00	\$375.00
Commercial Real Estate Broker	6	Maximum 6% fee; \$200/consulting and market analysis	\$0.00

SAN ANTONIO HOUSING AUTHORITY**February 18, 2021**

Residential Real Estate Broker Services	2	\$250,000.00	\$26,750.10
Temporary and Contract Personnel Services	4	\$2,600,000.00	\$442,116.07
Make Ready Services for Public Housing	3	\$2,200,000.00	\$378,310.55
Plumbing and Related Maintenance Services	2	\$2,200,000.00	\$142,802.75
Disaster Restoration of Operations Services	1	\$150,000.00	\$0.00
Architectural & Engineering and Other Forensic Consulting Services	4	\$1,500,000.00	\$0.00
Mowing and Grounds Maintenance for Public Housing	4	\$1,000,000.00	\$147,117.83
Painting Services for Beacon Communities	2	\$200,000.00	\$88,920.45
Various Security Services	3	\$1,060,000.00	\$567,297.40
Backflow Inspection, Maintenance, Repair and Installation	2	\$70,000.00	\$13,930.00
Consulting and Guidance on HUD and Other Affordable Housing Programs	2	\$100,000.00	\$0.00
Bulk Pick Up Services	2	\$270,000.00	\$504.00
Electrical Maintenance & Repair	2	\$500,000.00	\$3,423.72
Public Relations Consulting Services	2	\$150,000.00	\$13,015.20

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

Amounts paid according to award provisions.

SAN ANTONIO HOUSING AUTHORITY

February 18, 2021

STRATEGIC OBJECTIVE:

Transform core operations to be a high performing and financially strong organization.

ATTACHMENTS:

Procurement Activity Report

Categories of Procurements

Procurement Activity Report as of February 1, 2021

Solicitations Currently being Advertised				
SAHA Department	Type	Solicitation Name	Bidders Conference	Closes
Beacon Communities	QQ	Fence Repairs at Converse Ranch	N/A	02/05/2021
Agency Wide	RFP	Waste Disposal and Recycling Services	01/22/2021	02/08/2021
Beacon Communities	RFP	Mowing and Ground Maintenance for Beacon Communities	N/A	02/11/2021
Construction Services	RFP	Measurement and Verification (M&V) and Energy/Sustainability Services	N/A	02/17/2021
SAHA Department	Type	Solicitation Name	Date Closed	Ops Meeting February 18, 2021 and Board Meeting March 4, 2021
Beacon Communities	RFP	Pest Control Services for Beacon Communities	11/17/2020	
Solicitations Under Evaluation				
Beacon Communities	QQ	Villa de Valencia Building 4 Foundation Stabilization	11/17/2020	Negotiations Due Diligence Procurement Evaluation
Agency Wide	RFQ	Land Surveyor Services	12/08/2020	
Construction Services	IFB	Closed Loop Water Treatment Systems Services	01/12/2021	
Finance/Risk Management	RFP	Risk Management Information System (RMIS)	01/14/2021	
Agency Wide	IFB	Shingle Roof Repair and Limited Replacement	01/19/2021	
Public Housing/Beacon Communities	RFP	UPCS Inspection Services	01/20/2021	
Human Resources	RFP	Employee Wellness Services	01/29/2021	
Future Solicitations				
Beacon		Villa de Valencia Structural Stair Repairs	March 2021	
Construction Services		T.L. Shaley Unit Conversion	February 2021	
		Madonna Gas System and Parking Lot Improvements	February 2021	
		Rehabilitation of Fire Damaged Unit at 1112 Vera Cruz	February 2021	
Development Services		On Call Real Estate Appraisal Services	February 2021	
		Developer Pool	March 2021	
Finance and Accounting		Disaster Restoration of Operation Services	Cooperative Purchasing Program	
Public Housing		Foundation Repairs at William Sinkin Apartments	February 2021	
Agency Wide		Foundation Repairs, Plumbing, and Structural Improvements	March 2021	
Agency Wide		Collection Services	March 2021	
Agency Wide		Vending Concessions for SAHA Properties	March 2021	

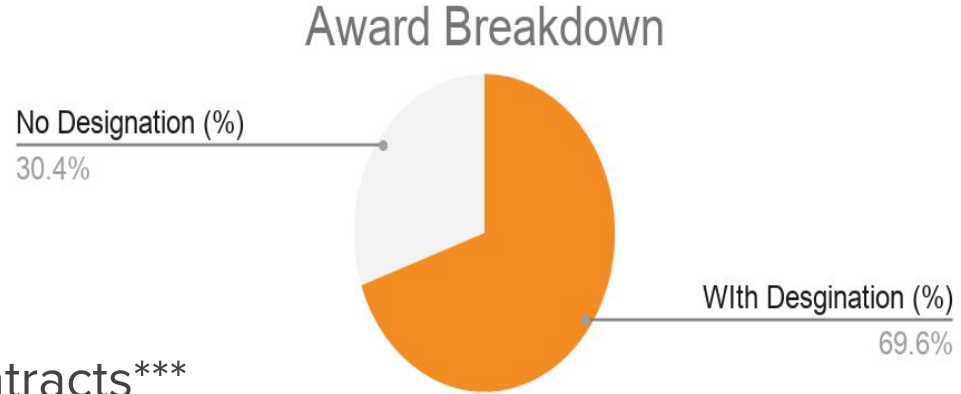


Quarterly Demographic Procurement Report

Business Enterprise Designations
January through December 2020

OVERVIEW

- 43 solicitations*
 - 32 formal
 - 11 informal
- 241 total responses**
 - 58% have a designation
- 56 responses were awarded contracts***
 - 70% have a designation

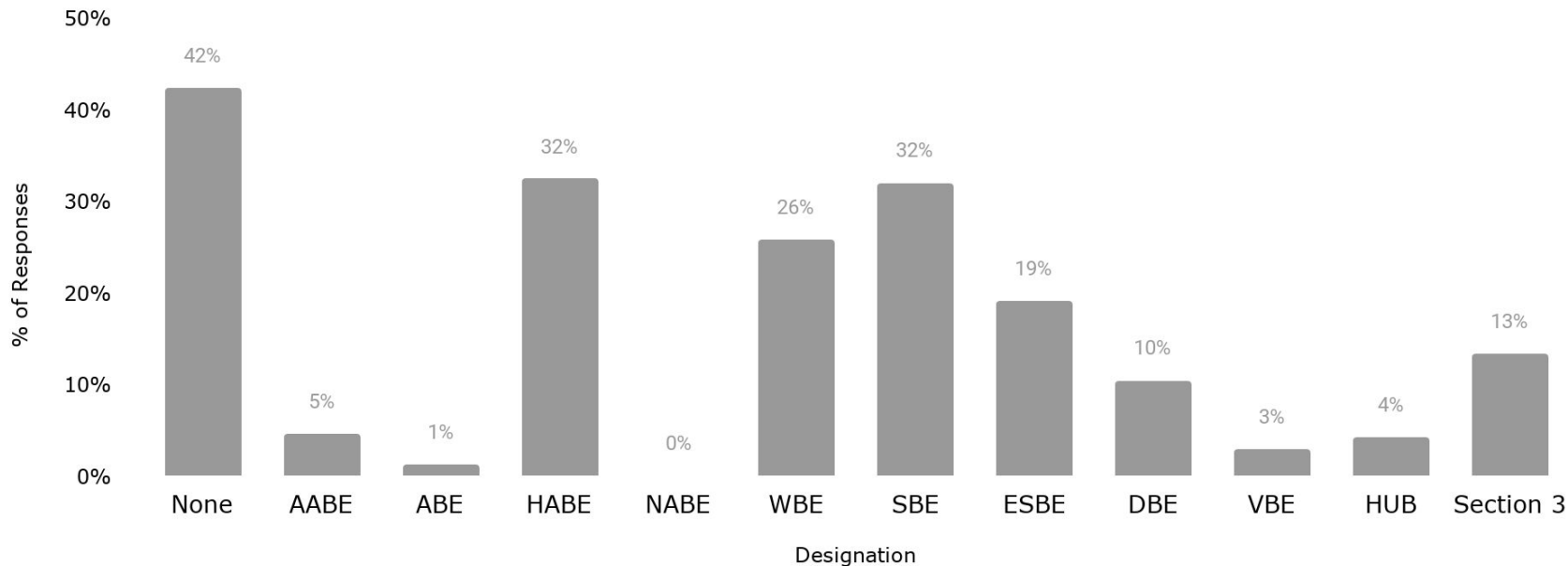


*Solicitations that were also awarded during the reporting period

**Includes vendors who responded to more than one solicitation, each response is counted separately

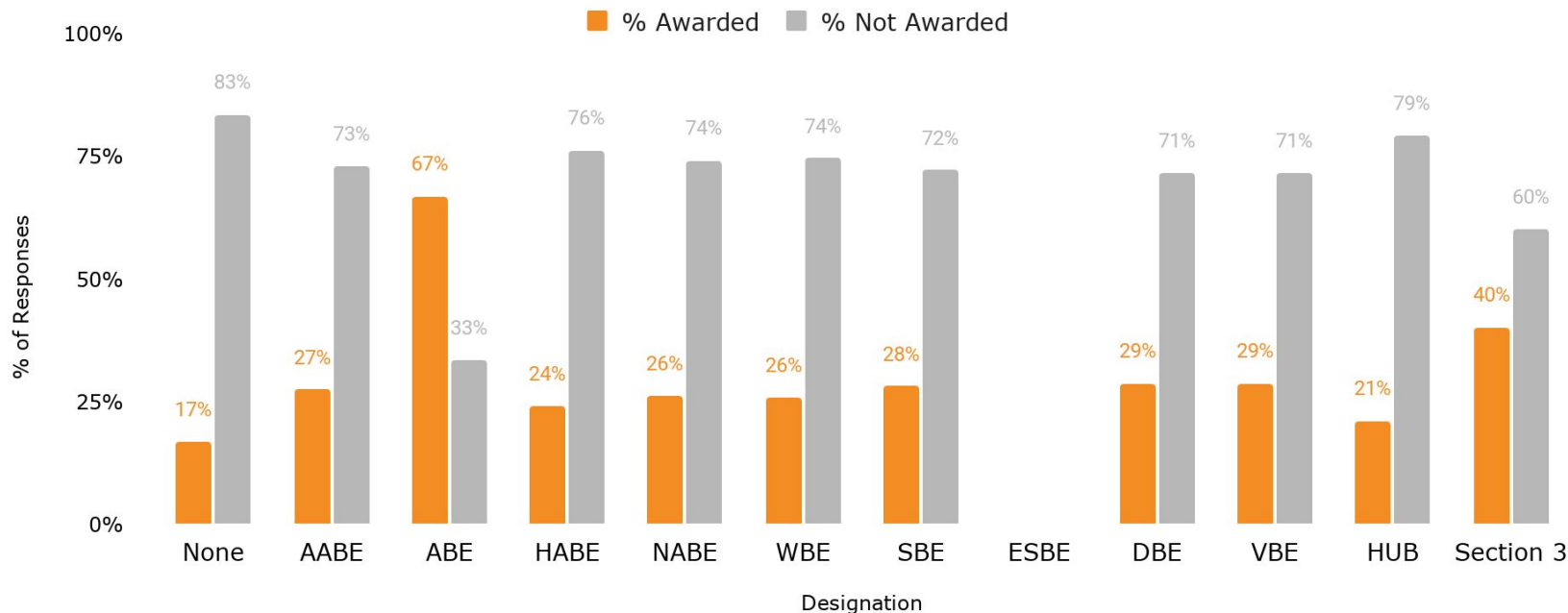
***Includes multiple awards per solicitation, each awarded response is counted separately

RESPONSES BY DESIGNATION



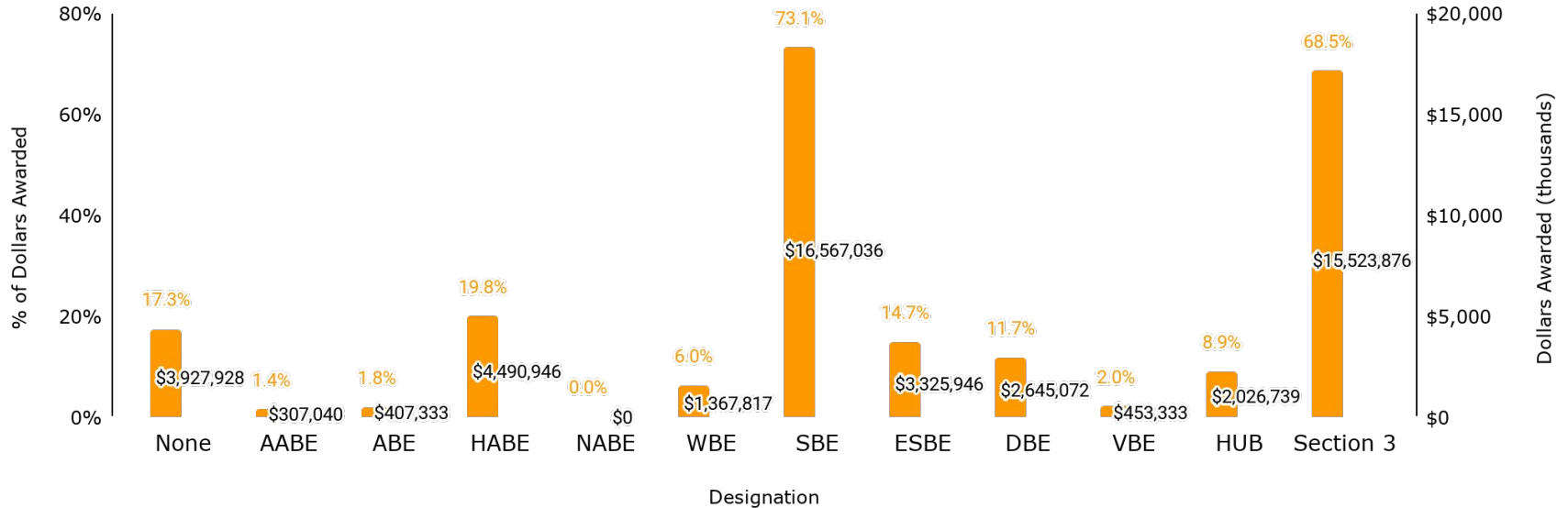
*Percentages do not total to 100% because responders can have multiple designations.

RESPONSE OUTCOMES BY DESIGNATION



*Percentages do not total to 100% because responders can have multiple designations

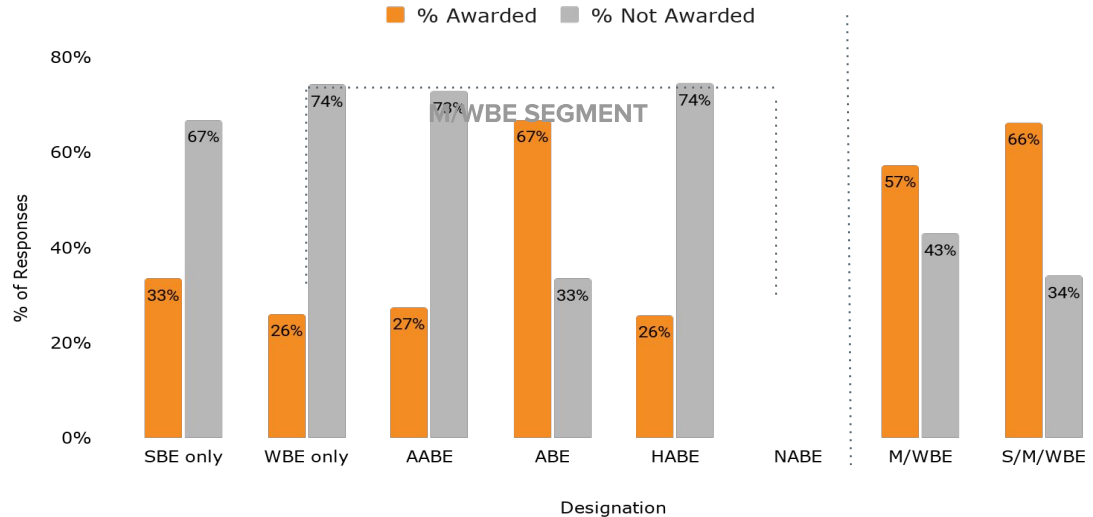
AWARDED AMOUNT BY DESIGNATION



*Percentages do not total to 100% because responders can have multiple designations

RESPONSE OUTCOMES BY S/M/WBE

66% of responses awarded a contract were Small, Minority, and/or Woman Owned Enterprises (S/M/WBE)



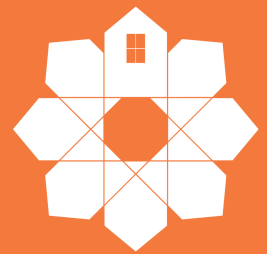
*Percentages do not total to 100% because responders can have multiple designations

DESIGNATIONS

Designation	Acronym
African American Business Enterprise	AABE
Asian American Business Enterprise	ABE
Native American Business Enterprise	NABE
Hispanic American Business Enterprise	HABE
Woman Business Enterprise	WBE
Veteran Business Enterprise	VBE
Small Business Enterprise	SBE
Emerging Small Business Enterprise	ESBE
Disadvantaged Business Enterprise	DBE
Historically Underutilized Business	HUB
Section 3	Section 3

For more information: <https://www.sanantonio.gov/SBO/Media-Resource-Center/Acronyms>

QUESTIONS?



SAHA
SAN ANTONIO
HOUSING AUTHORITY
Opportunity Lives Here



FHP CLIENT SERVICES REPORT

Fiscal Year 2020–21

Q1-Q2: July – December 2020

FHP SUMMARY REPORT

The Semiannual Client Services Report includes inquiries from Public Housing (PH) residents, Assisted Housing Programs (AHP) families and landlords, and applicants to both programs. This report provides a breakdown of inquiries, received from the months of July 2020 through December 2020, to the Federal Housing Programs (FHP) Client Services team.

29,773

Total Number of
FHP Calls Received

3,886

Total Number of
FHP Emails Received

2,436

Total Number of FHP
Voicemails Received
(option when wait
times are high)

COVID-19 IMPACT

The number of calls received continues to be extremely high as SAHA's offices are closed. There are currently seven staff members providing guidance and support with another staff member soon to be hired.

SERVICE LOG

Client Services staff submit all transaction information manually through a data collection log. Staff used these numbers, in conjunction with reporting provided by our RingCentral phone system, to obtain the numbers noted in this report.

FHP APPLICANT INQUIRIES

9,313 Total Number of Applicant Inquiries

The highest number of inquiries received in the call center came from applicants requesting their status on the waitlist. Those inquiries made up more than half of the overall calls received from applicants during this period.

TOP INQUIRIES

1	Waitlist Status	4,726
2	Program Information	2,364
3	Submit New Application/Re-apply	1,152

OVERVIEW

Although in CY2019 “Update Application” was listed as one of the top reasons for applicant inquiries, staff encountered more calls from families who had been affected by the pandemic reaching out to SAHA for program information. Additionally, 2020 saw an increase in the number of callers who were interested in reapplying — many of whom had been previously drawn from the waitlist, but failed to respond to notices of eligibility.

ASSISTED HOUSING PROGRAMS

TOP INQUIRIES

26,444

Total Number of
AHP Inquiries

TOP INQUIRIES

1	Recertification	2,229
2	Requests to Move	2,279
3	Change of Income	1,345

OVERVIEW

The number of requests to move increased since the previous six months (Jan-Jun 2020) as families expressed the desire to move closer to their relatives and medical providers, as well as locate a unit with lower contract rent due to health and financial issues created by the pandemic. Change of income requests continue to make the top three inquiries as families have reported job loss or a reduction in wages.

PUBLIC HOUSING

TOP INQUIRIES

1,335

**Total Number of PH
Inquiries**

HIGHEST NUMBER OF INQUIRIES

1 Alazan **2** Cassiano **3** Lincoln Heights

TOP INQUIRIES

1	Maintenance/Work Orders	176
2	Rent Payments	151
3	Transfer/Request Status	147

OVERVIEW

Residents called to check on rent payments, confirm if rent payments were received, and to inquire about their balance. Several reported difficulty paying rent due to job loss or a reduction in work hours. CS staff provided guidance about how submit a Change of Income to recalculate their rent portion. The majority of transfer requests were due to medical reasons and were approved under reasonable accommodations.

UPDATES REGARDING COVID-19

ASSISTED HOUSING PROGRAMS

- Client Services (CS) staff filled over 997 requests for documents to be mailed to families due to lack of technological knowledge or resources.
- CS staff received high numbers of inquiries from landlords regarding the CARES Act, issues related to non-payment of rent and evictions.
- CS staff have continued to provide families affected by the pandemic with an extensive community resource list.
- 54 VAWA cases were reported during this time, an increase of 24 over the previous six months. CS management has addressed these cases to ensure proper help is provided.

PUBLIC HOUSING

- While property offices were closed, residents called regarding late rent payments, late fees and payment options. CS staff advised that late fees are suspended until further notice and provided payment options.
- CS staff have helped determine what resources residents may need (including physical and mental health services) and provide help wherever possible.
- A total of 41 reports of domestic violence were received and staff quickly responded with emergency transfers.

FUTURE IMPROVEMENTS

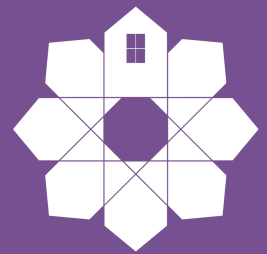
Staff are investigating the following possibilities for improvements to delivery of customer service:

LOBBY SOFTWARE

Staff are currently analyzing lobby software to potentially allow for text message appointment reminders and other important messages from the Assisted Housing Programs (AHP) lobby. Additionally, staff are reviewing options for implementing automated processes for staff notifications and providing guest badges through kiosks.

RINGCENTRAL DASHBOARD

Although RingCentral has streamlined some interactions and processes, the reporting capabilities remain limited, so the Client Services team must continue manually tracking data to ensure numbers reported are accurate. Staff are continually working with RingCentral to improve reporting in order to establish a dashboard with data reporting features.



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FHP QUARTERLY UPDATE REPORT

Fiscal Year 2020-21

Q2: October-December 2020

FHP WAITLIST REPORT

HOUSING CHOICE VOUCHER WAITLIST

6,622

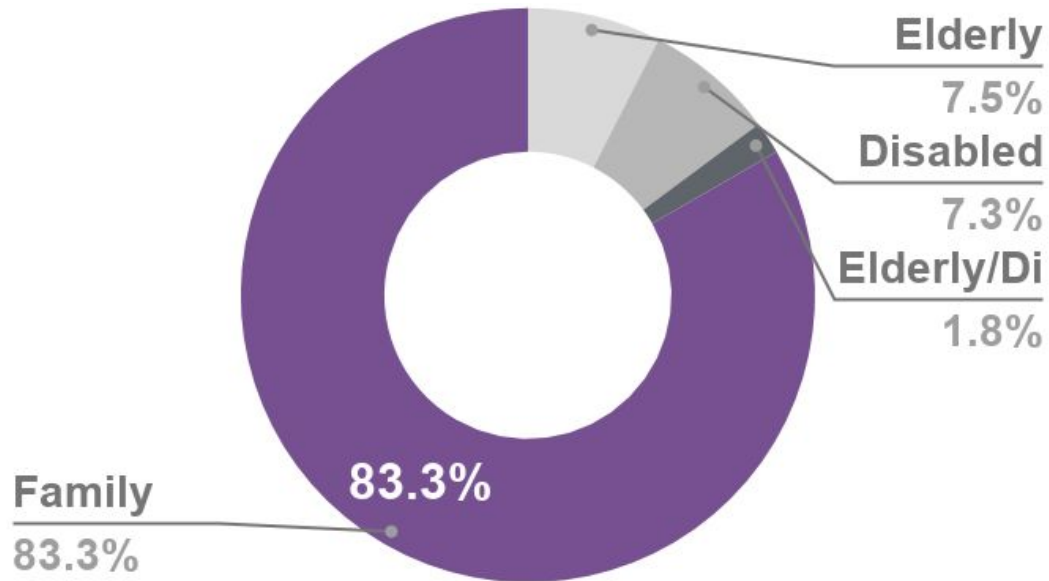
Total Number of Applicants on Waitlist

1,360

Total Number of Applicants Selected

3,602

Total Number of Applicants Removed from Waitlist



TOP REASONS FOR REMOVAL

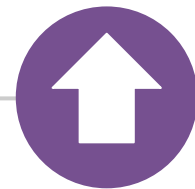
No Response

Over Income

Letter Returned Undeliverable

LEASE-UP SUCCESS RATE

As of December 2020, the lease-up success rate increased from 12.9% in FY21-Q1 to 20.1% in FY21-Q2. During Q2, staff resumed multiple operations, including eligibility appointments, which brought more families onto the program.



20.1%

FHP WAITLIST REPORT

PUBLIC HOUSING WAITLIST

39,177

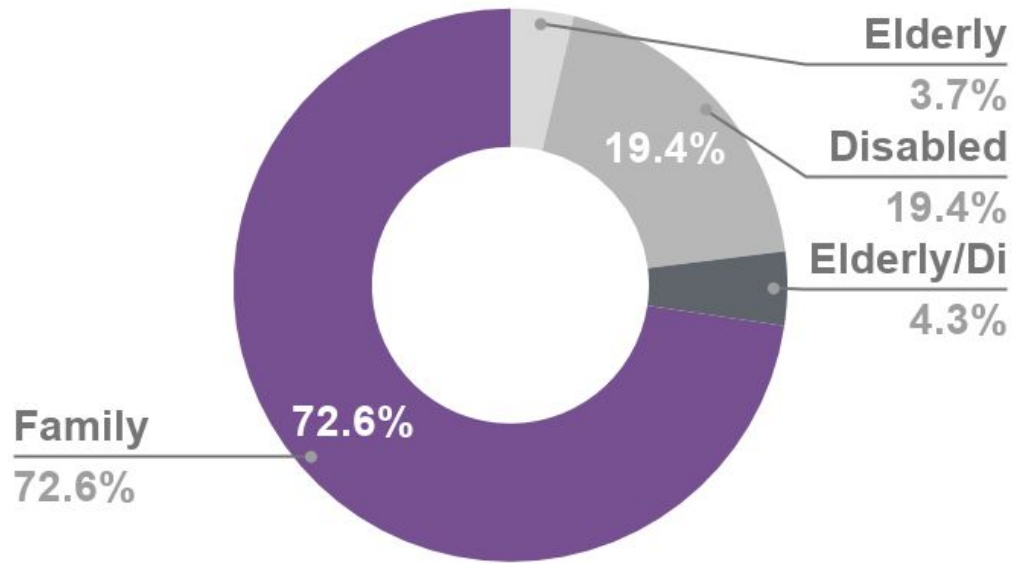
Total Number of Applicants on Waitlist

979

Total Number of Applicants Selected

1,660

Total Number of Applicants Removed from Waitlist



TOP REASONS FOR REMOVAL

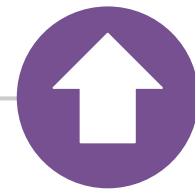
Letter Returned Undeliverable

No Response

CHR Denial

LEASE-UP SUCCESS RATE

The lease-up success rate for Public Housing increased from 2.7% in FY21-Q1 to 3.2% in FY21-Q2. This was likely due to eligibility appointments resuming later in the year.

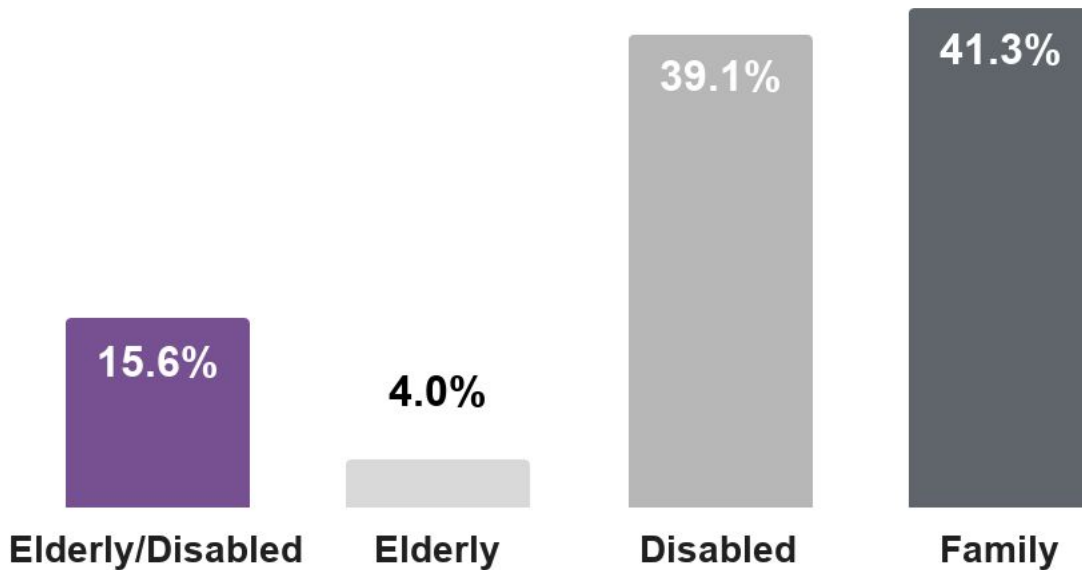


3.2%

FHP DEMOGRAPHICS REPORT

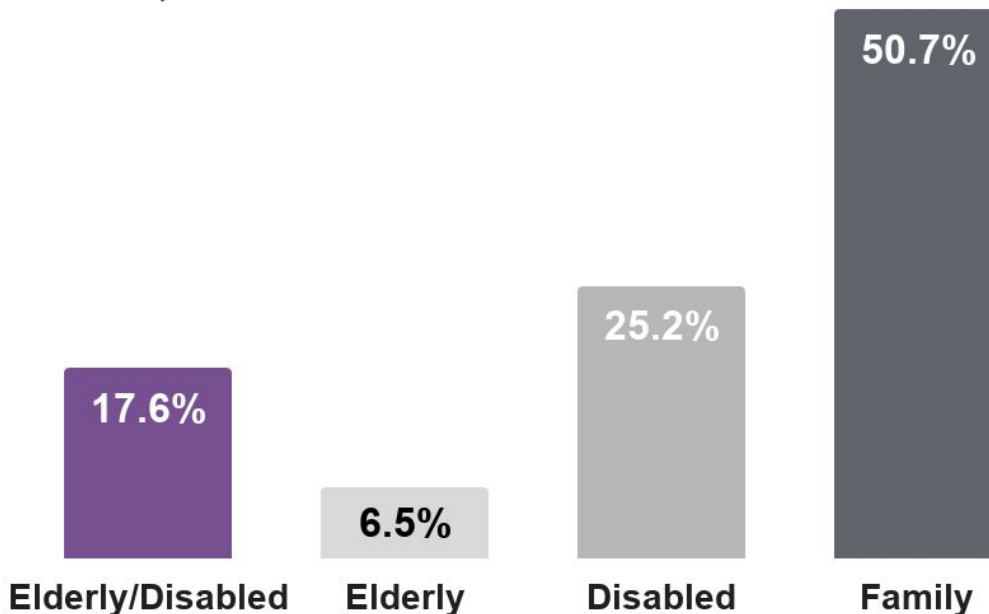
ASSISTED HOUSING PROGRAMS

12,914 Total Number of Families in AHP



PUBLIC HOUSING PROGRAM

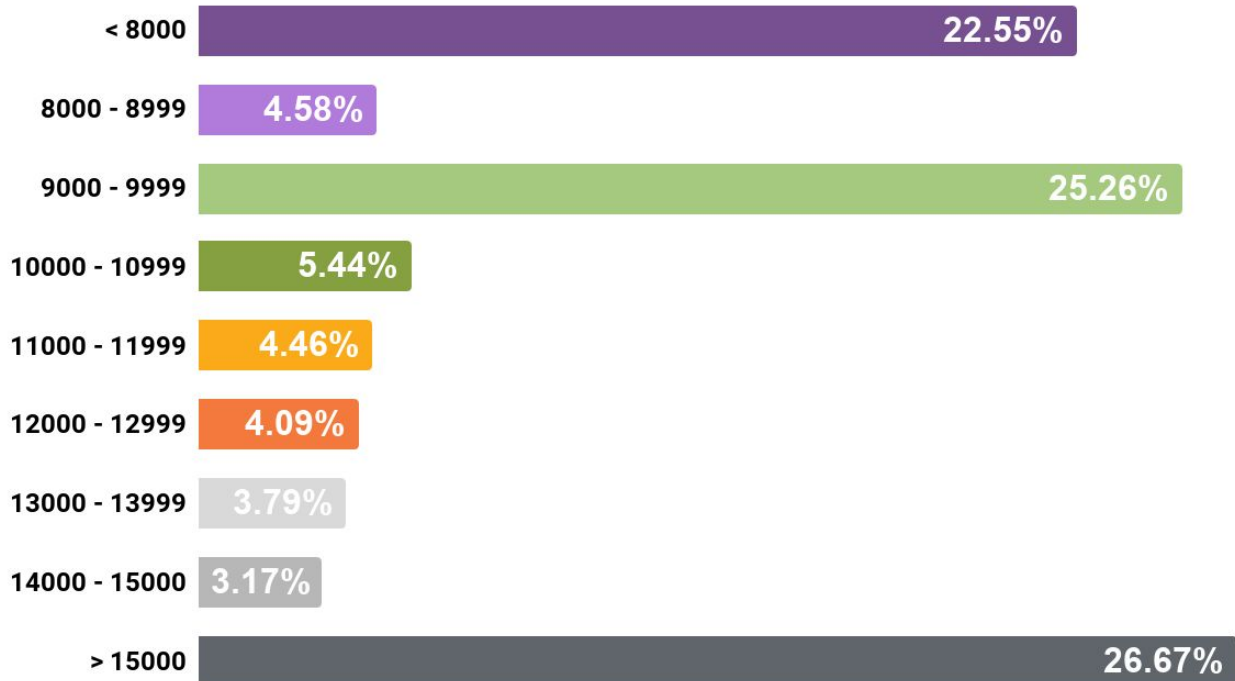
5,589 Total Number of Families in PH



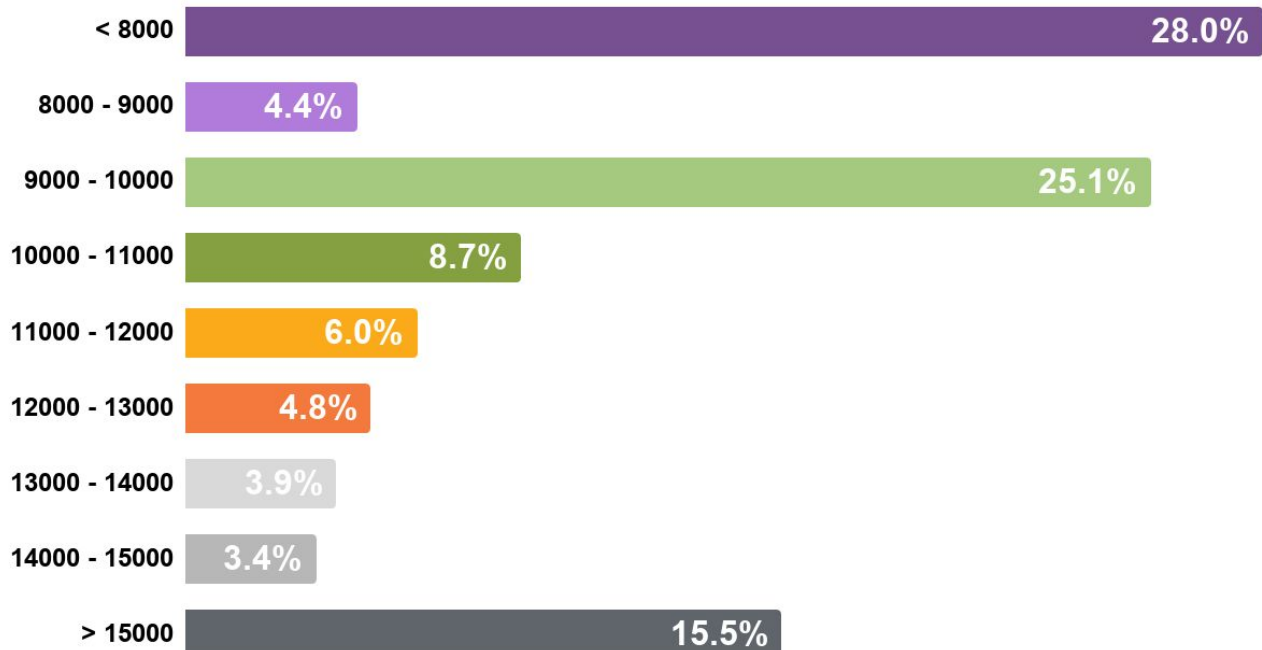
FHP INCOME REPORT

\$9,636 FHP MEDIAN
GROSS INCOME

AHP PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



PH PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



AHP UTILIZATION REPORT

ACC* UTILIZATION

92.6%

Units Available per ACC: 13,140



MONTH	OCT	NOV	DEC
UNITS LEASED	12,203	12,173	12,131
PERCENTAGE	92.9%	92.6%	92.3%

MTW UTILIZATION

99.4%

Units Available per MTW: 12,240



MONTH	OCT	NOV	DEC
UNITS LEASED	12,203	12,173	12,131
PERCENTAGE	99.7%	99.5%	99.1%

*Units available under the Annual Contributions Contract (ACC) reflect the number of vouchers available for leasing under HUD's funding commitment to the housing choice voucher program. Units available under the MTW baseline reflect the number of vouchers the Agency is obligated to serve under its MTW agreement. As an MTW Agency, SAHA is authorized to utilize HUD funding under the ACC for HUD approved non-leasing activities that support MTW initiatives.

PH OCCUPANCY REPORT

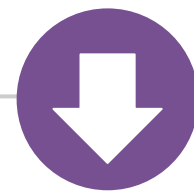
**AVERAGE
OCCUPANCY RATE
96.4%**



MONTH	OCT	NOV	DEC
UNITS LEASED	5,834	5,840	5,826
UNITS AVAILABLE	6,057	6,057	6,048
PERCENTAGE	96.3%	96.4%	96.3%

AVERAGE NUMBER OF VACANCIES

The average number of vacancies decreased from 280 in FY21-Q1 to 221 in FY21-Q2. This number is steadier than the Q1 average, which was brought up by unusually high vacancies in July 2020 due to COVID.



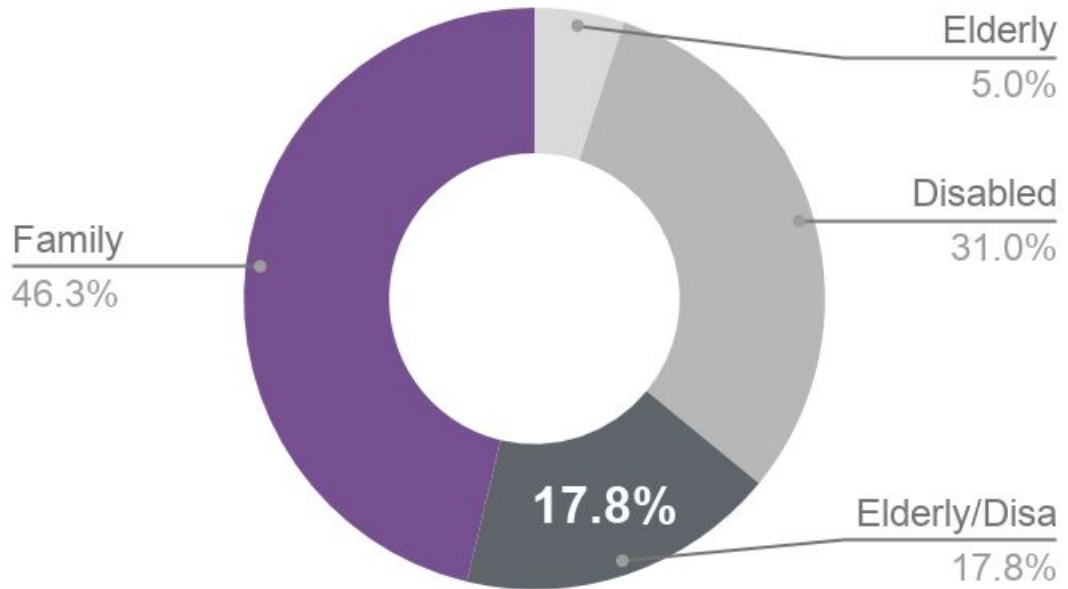
221

FHP PROGRAM EXITS REPORT

HOUSING CHOICE VOUCHER EXITS

281

Total Number of
AHP Clients Exited



TOP EXIT REASONS

- Vacating Without Notification: 29.2%
- End of Participation (EOP): 20.6%
- Failure to Recertify: 10.7%

9 Years

Average Tenure
of Clients Exited

FHP PROGRAM EXITS REPORT

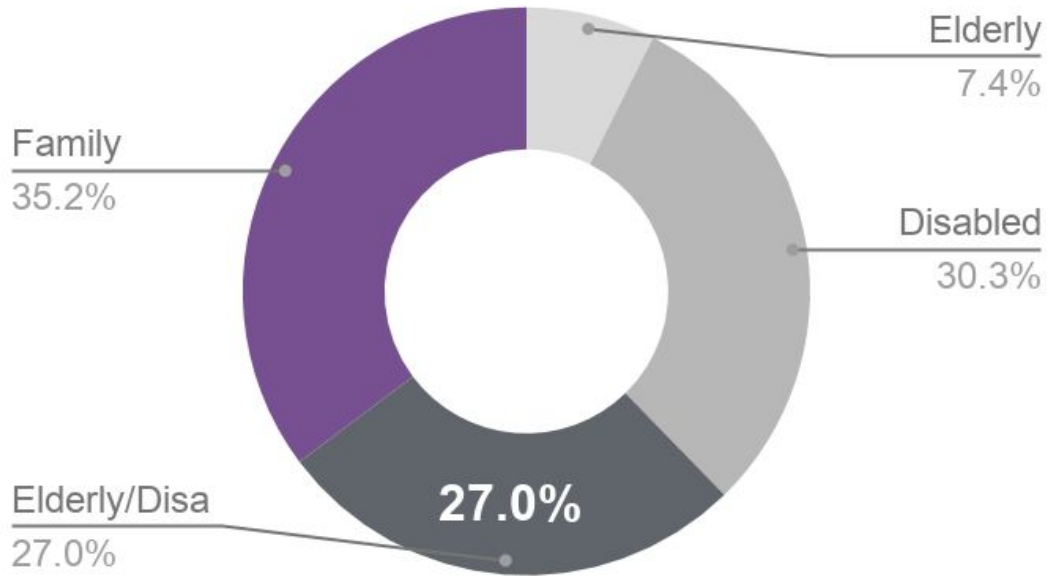
PUBLIC HOUSING EXITS

122

Total Number of
PH Clients Exited

10

Evictions Through
Court



TOP EXIT REASONS

Deceased: 27%

Moved With No Reason Provided: 17.2%

Abandoned Unit: 13.1%

6.1 Years

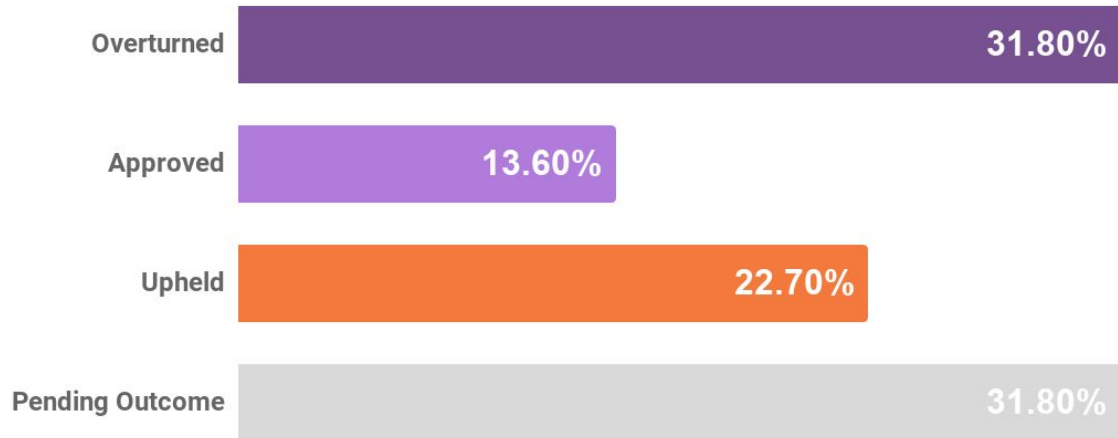
Average Tenure
of Clients Exited

FHP INFORMAL REVIEW/HEARING REPORT

HOUSING CHOICE VOUCHER PROGRAM

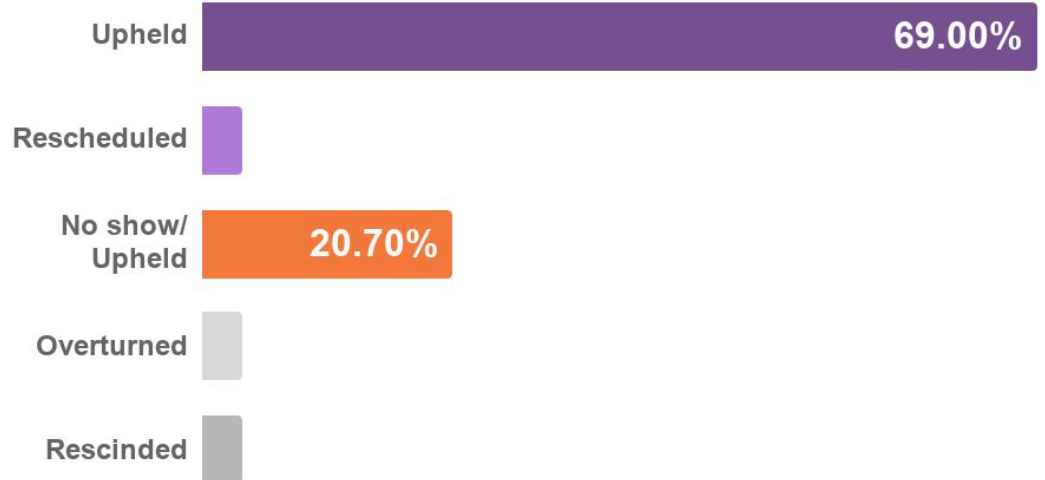
**Total Number of
AHP Applicants
Requested Informal
Review**

22



**Total Number of
AHP Participants
who Requested
Informal Hearing**

29



Top Reasons for Informal Review (Applicants)

Criminal History: 40.9%

Late Pre-Eligibility App.: 18.2%

Expired Voucher: 13.6%

Top Reasons for Informal Hearing (Participants)

Vacating - No Notification: 27.6%

Eviction: 20.7%

Fraud: 20.7%

FHP INFORMAL REVIEW/HEARING REPORT

PUBLIC HOUSING PROGRAM

**Total Number of
PH *Applicants*
who Requested
Informal Hearing**

6

Overturned 0%

Upheld

66.7%

No show/
Upheld 0%

Pending

33.3%

**Total Number of
PH *Residents* who
Requested
Informal Hearing**

9

Upheld

22.0%

No show/
Upheld

11.0%

Overturned

Cancelled

11.0%

Pending

44.0%

Rescheduled

12.0%

Top Reasons for Informal Hearing (*Applicants*)

CHR Violence-Related: 33.3%

**CHR Alcohol or Drug-Related,
Failure to Complete**

Eligibility, No Response: 16.7%

Top Reasons for Informal Hearing (*Residents*)

Dispute Charges: 55.6%

Transfer Withdrawal: 33.3%

**Denial of Change of Family
Composition: 11.1%**

SAFMR REPORT

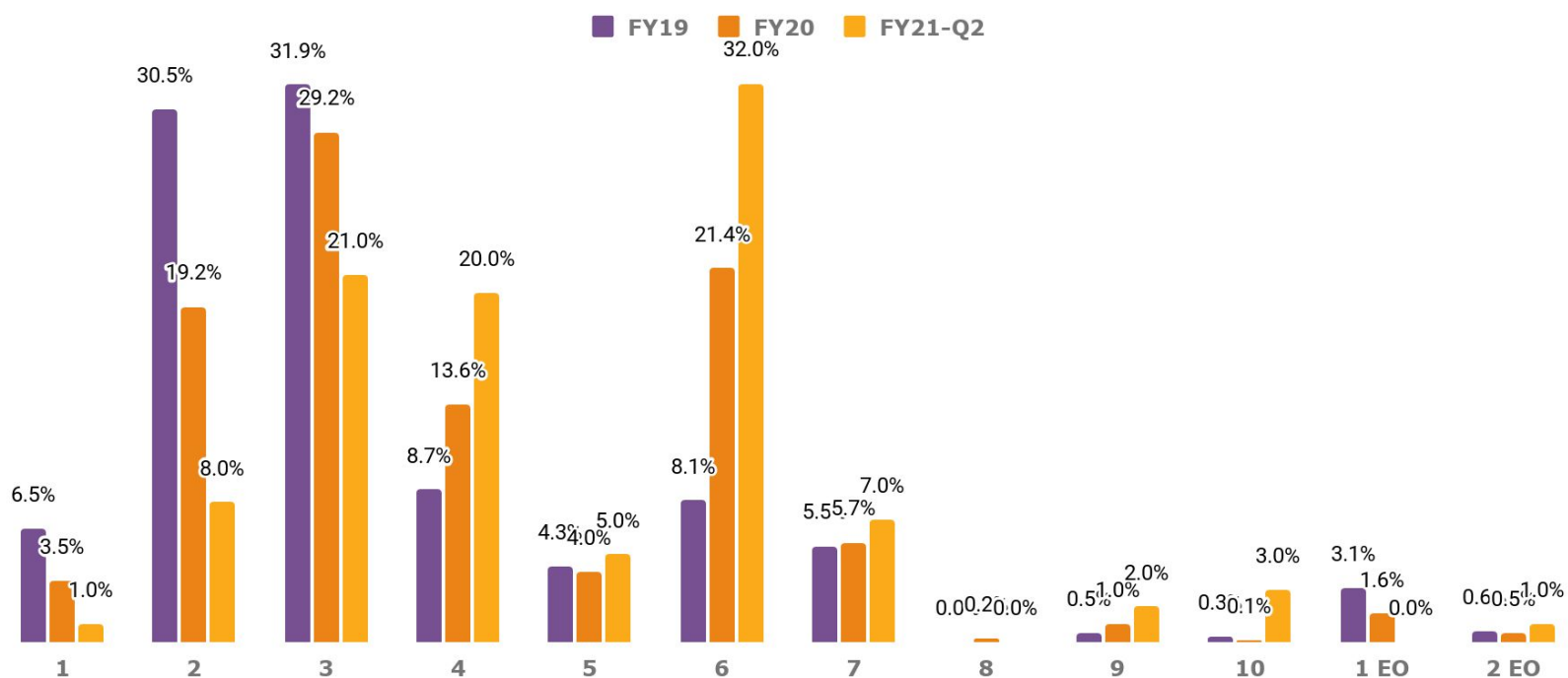
MTW SAFMR

	FY21-Q1	FY21-Q2
Average HAP	\$625.00	\$655.90
Average Contract Rent	\$866.90	\$864.40

SAHA's implementation of Small Area Fair Market Rents (SAFMRs) breaks up area zip codes into 10 groups to reflect local neighborhood rental markets. This methodology advances SAHA's long-term goal of providing families with the opportunity to move to their preferred neighborhoods.

New Admissions

The graph below shows a comparison of new admissions between FY19, FY20 and FY21-Q2 by Groups. In FY21-Q2, there were a total of 143 new admissions.



SAFMR REPORT

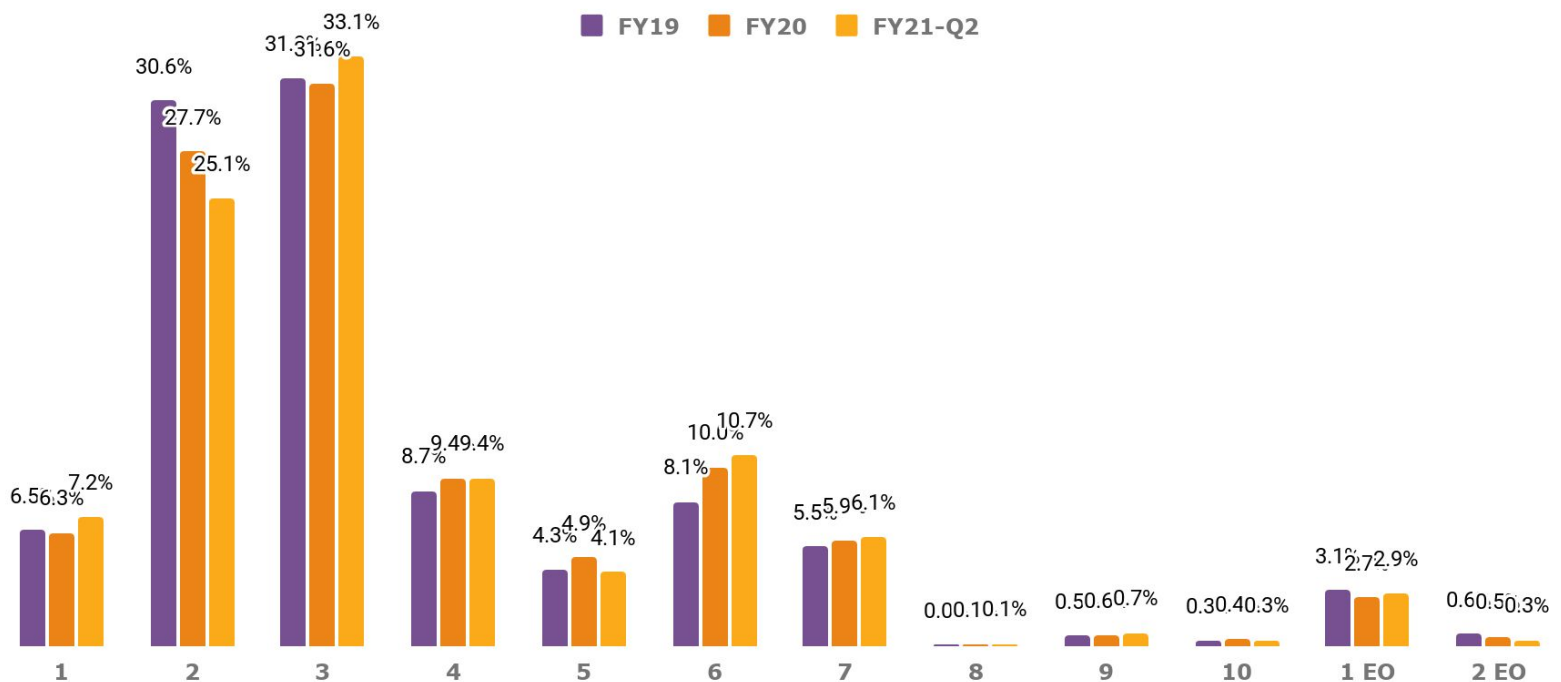
Moves

The graph below shows a comparison of the geographic distribution of moving families between low-cost and high-cost neighborhoods. In FY21-Q2, there were a total of 111 moving families.



In Place

The chart below shows a comparison of in-place families by Groups. In FY21-Q2, there were a total of 2,047 families that stayed in place (did not move).



PH RENT PAYMENTS

SAHA has continually communicated with Public Housing residents through various methods to inform them that SAHA is not evicting at this time, due to non-payment of rent, *although rent is still due each month.*

Staff are taking every opportunity to update residents' income to lower their rent payment, if they have experienced any income decreases or hardships, and are also assisting residents in setting up new repayment agreements to make payments toward debt over extended periods of time.

RENT PAYMENT STATUSES

Instances of unpaid rent increased from February-April 2020, which was likely due to initial effects of COVID-19 and the shutdown of many businesses. Between April and June, the percentage of residents who did not pay rent stayed roughly the same, but has decreased since June and stayed roughly the same through December 2020.

We have continued efforts to communicate all rent payment options to residents and check on them continually to assist with any issues paying back rent and avoiding future debt.

