Resident Services Committee Meeting

March 26, 2015
San Antonio Housing Authority
Resident Services Committee Or
Special Board Meeting of the Board of Commissioners**
12:30 p.m., Thursday, March 26, 2015

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

The Resident Services Committee will convene for a meeting on March 26, 2015 at Blanco Apartments, located at 906 W. Huisache, San Antonio, Tx 78201, for discussion and action on the following matters:

1. Meeting called to order.

2. Introduction of officials, guests, CEO and Community Manager.

3. Update and discussion regarding the SAHA Customer Satisfaction Survey. (Deborah A. Flach, Director of Assisted Housing Programs; David Clark, Director of Public Housing; Kristi Baird, Assistant Director of Housing).

4. Update and discussion regarding Villa Hermosa balconies. (David Clark, Director of Public Housing).

5. Update and discussion regarding the Education Investment Foundation Advisory Committee. (Adrian Lopez, Director of Community Development Initiatives).

6. Update and discussion regarding partnership with Worksource Solutions Alamo. (Adrian Lopez, Director of Community Development Initiatives).

7. Update and discussion regarding the Anti-Bullying Campaign in Senior Housing. (Vanessa B. Chavez, Ombudsman).

8. Update and discussion regarding voter registration and senior/disabled voting by mail. (Vanessa B. Chavez, Ombudsperson).


11. 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 at any other item, whether it has an asterisk or not, when the Board determines there is a need, and a closed meeting is permitted under Chapter 551 of the Texas Government Code that permits the closed meeting.

**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.
<table>
<thead>
<tr>
<th>Meeting Date:</th>
<th>Meeting Location</th>
<th>Regarding:</th>
<th>Pending questions and deliverables</th>
<th>Tasked to:</th>
<th>Action</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>02-24-15</td>
<td>Tranchese</td>
<td>EIF Advisory Council</td>
<td>Composition of Council</td>
<td>Adrian</td>
<td>Post for discussion during the upcoming Board work session</td>
<td>Pending</td>
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<tr>
<td>01-22-15</td>
<td>McGuire</td>
<td>PH Occupancy</td>
<td># of families on the working preference list</td>
<td>David C</td>
<td>Another report on occupancy will be provided in April, to include this information</td>
<td>Pending</td>
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<td></td>
<td>Year-end</td>
<td>How much $ saved</td>
<td>David C</td>
<td>This information will be reported during the BOC May budget workshop</td>
<td>Pending</td>
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<tr>
<td>11-24-14</td>
<td>Springhill</td>
<td>Safety/Security</td>
<td>Consider more money on security and monitoring of cameras</td>
<td>David N. and Luis</td>
<td>These matters are under consideration as planning continues for the new security plan and FY2016 budget</td>
<td>Pending</td>
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<td></td>
<td></td>
<td>Customer service phone lines</td>
<td>Bring to full BOC for presentation</td>
<td>David N. and Muriel</td>
<td>Presented at Dec 2014 BOC meeting</td>
<td>Closed</td>
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<td></td>
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<td>Add personnel contacts to Springhill bulletin boards</td>
<td>David N.</td>
<td>Contact sheet was added at Springhill</td>
<td>Closed</td>
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<td>Resident work program</td>
<td>Provide an updated report as the program progresses</td>
<td>David C.</td>
<td>Is tentatively scheduled for July 2015 after positions are approved in the FY 2016 budget</td>
<td>Pending</td>
</tr>
<tr>
<td>10-27-14</td>
<td>Mission Park</td>
<td>Renter's Insurance</td>
<td>Include information in the Bulletin 2X per year</td>
<td>David C. and Melanie</td>
<td>Was included in the November 2014 issue and scheduled again for May 2015</td>
<td>Ongoing</td>
</tr>
<tr>
<td>10-27-14</td>
<td>Mission Park</td>
<td>Ombudsman Report</td>
<td>Report back to Committee quarterly</td>
<td>David N. and Vanessa</td>
<td>Scheduled for January, April, July and October 2015, etc.</td>
<td>Ongoing</td>
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<td>Transportation to polling places</td>
<td>David N. and Vanessa</td>
<td>Following communication from a nonpartisan non-profit, they were allowed to post their contact info (for transportation) at several properties.</td>
<td>Closed</td>
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<td>Add a legend to the Ombudsman Report</td>
<td>David N. and Vanessa</td>
<td>A legend will be added to the next report in January 2015.</td>
<td>Closed</td>
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<tr>
<td>Date</td>
<td>Location</td>
<td>Request Type</td>
<td>Description</td>
<td>Responsible</td>
<td>Status</td>
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<tr>
<td>9-25-14</td>
<td>Villa Tranchese</td>
<td>Resident Council Training</td>
<td>Provide info to residents on RCs, parenting training, etc.</td>
<td>Adrian L</td>
<td>This additional info is being shared with Resident Councils</td>
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<td></td>
<td>Ongoing</td>
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<tr>
<td>9-25-14</td>
<td>Villa Tranchese</td>
<td>Security Report</td>
<td>Report back on other properties that could have after-hours management</td>
<td>David C.</td>
<td>Will be included in the security plan, which is under review for this budget year. Scheduled for report back in May 2015.</td>
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<td></td>
<td>Resident Work Program</td>
<td>Report back to Committee after the analysis is complete</td>
<td>David C.</td>
<td>Presentation occurred at Nov 2014 RS Committee meeting</td>
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<td>8-27-14</td>
<td>Highview</td>
<td>Children's Libraries</td>
<td>Suggested staff explore other sources of book donations, including newspaper resources and partnerships.</td>
<td>Adrian</td>
<td>Scheduled for report back in April 2015.</td>
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<td>Pending</td>
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<td>6-30-14</td>
<td>Alazan</td>
<td>Flat rent</td>
<td>Asked the item be presented to the BOC</td>
<td>David C.</td>
<td>A summary report was provided during the October 2014 BOC meeting.</td>
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<td>3-27-14</td>
<td>Villa Hermosa</td>
<td>Voter outreach</td>
<td>Suggested the possibility of inviting candidates to speak with PH residents.</td>
<td>David N. / Vanessa</td>
<td>Staff will be reached out to non-profits with a voter registration mission</td>
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<td>Closed</td>
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<td>4-28-14</td>
<td>OP Schnabel</td>
<td>Consistent management transitions</td>
<td>Provide Committee with org chart of the safety and security department; and from other departments.</td>
<td>David N.</td>
<td>Staff provided the security department organizational chart in a presentation during the June 2014 Ops meeting and org charts were in the budget documents in May 2014.</td>
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## REQUESTS FROM RESIDENT SERVICES COMMITTEE

<table>
<thead>
<tr>
<th>Date</th>
<th>Item Description</th>
<th>Description</th>
<th>Responsible</th>
<th>Status</th>
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<tbody>
<tr>
<td></td>
<td>Flat rents</td>
<td>Consider a policy to cap the impact to residents, if possible. Also, present to the BOC.</td>
<td>David C.</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td>Villa Hermosa balconies</td>
<td>Bring back to Committee following the Historic Review Commission</td>
<td>David C.</td>
<td>Pending</td>
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<tr>
<td>2-24-14</td>
<td>Park at Sutton Oaks</td>
<td>Voter outreach Include in resident surveys about whether the adults are registered to vote.</td>
<td>David N. / Vanessa</td>
<td>Pending</td>
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<td></td>
<td>Resident surveys</td>
<td>Have contractor visit with RS Committee for input.</td>
<td>David N.</td>
<td>Pending</td>
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<td></td>
<td>Consistent management transitions</td>
<td>Report back to Committee in April</td>
<td>David C.</td>
<td>Closed</td>
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<td>Staff presented this item to the BOC on July 24, 2014. Only 24 SAHA families are impacted.</td>
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<td>Screens are on order, and will be installed following delivery</td>
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<td>This information will be shared with the third-party survey contractor.</td>
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<td>An agenda item will be included for the March 2015 Committee meeting.</td>
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MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, Interim President and CEO

Presented by: Deborah A. Flach, Director of Assisted Housing Programs
David Clark, Director of Public Housing
Kristi Baird, Assistant Director of Non-Profit Housing

RE: Update regarding the SAHA Customer Satisfaction Survey

SUMMARY:
In December 2014, staff procured PEG Ltd. with Minerva Work Solutions, PLLC, to conduct the Agency’s 2015 Customer Satisfaction Survey (CSS). The CSS consists of two phases: Phase I – Qualitative Research and Phase II – Quantitative Research.

The primary purpose of Phase I was to identify major issues for clients, to ensure that the Phase II survey did not neglect areas of importance. The results from Phase I will be used to create the survey instrument.

Three focus groups were held the week of February 16, 2015, each representing a housing program department: Public Housing, Section 8, and Non-Profit. A total of 21 individuals participated in the focus groups. Below is a summary of the key findings:

- Communication was a prime concern.
  - Communications between SAHA staff and residents requires improvement.
  - Communication of benefits for residents, such as self-sufficiency programs; education; healthcare and wellness initiatives; and social/cultural activities and events requires improvement.
    - Communication of benefits is not always heard and rarely deemed sufficient.
- Financial independence is important and desired. If participants believe they cannot attain it for themselves, they want it for their children.
- SAHA staff is generally perceived to be overworked, with staff turnover causing problems.
- A safe living environment is paramount.
- Access to computers (or additional computers) is desired and in many cases deemed a critical tool for gaining independence and for children’s education.

PEG has submitted a detailed timeline of proposed work steps for the project, as follows:

- Project Initiation – Completed
- Phase I – Qualitative Research
  - Focus Groups – Completed
  - Analysis of Data – Completed
  - Reporting results - Completed
- Phase II – Quantitative Research
  - Design survey – In Progress
The following schedule by the vendor details the current and next steps of Phase II:

- Tuesday, March 10, 2015: Sent draft of postcard out for SAHA approval.
- Friday, March 13, 2015: Sent draft of survey out for SAHA comments.
- Friday, March 27, 2015: Mailed postcards to every SAHA household.
- Monday, March 30, 2015: Will open phone bank and begin calling residents and program participants.

Staff will continue to provide updates throughout the survey process.

**PROPOSED ACTION:**
None

**FINANCIAL IMPACT:**
None

**ATTACHMENTS:**
None
MEMORANDUM

To: Resident Services Committee
From: David Nisivoccia, Interim President and CEO
Presented by: David Clark, Director of Public Housing
RE: Update and discussion regarding Villa Hermosa balconies

SUMMARY:
Villa Hermosa is a 66-unit community for elderly/disabled residents, located at 327 N. Flores St, in the downtown area.

Some residents keep objects on the balconies, such as chairs or plants, which presents an unattractive façade. To beautify the building and to create a uniform appearance, staff researched screens that could be attached to the railings. The screens would also increase privacy for the residents, with the added benefit of protecting units from wind and dust.

Because Villa Hermosa is in a section of downtown that is experiencing a revival of medium to high-end housing, SAHA needed to ensure that the panels will be a good fit for the neighborhood.

The project was delayed because SAHA had to submit and obtain approval from the City’s Historical Design and Review Commission. The approval was granted.

Staff selected a perforated, anodized aluminum screen, with a minimum of 14-gauge steel and a 50% reveal. A Quick-Quote procurement for the 192 panels was issued on September 17, 2014. The lowest bid, from Pletz Construction LLC, was for $18,938.

Pletz Construction supplied a sample screen. Former President and CEO Lourdes Castro Ramirez decided a painted screen would be more attractive than plain aluminum. Several color options were provided by an architect and staff, and the former CEO selected “French Country Blue.” The contractor then painted the railings and powder-coated the panels. Installation is expected to be complete by April 15, 2015.

PROPOSED ACTION:
None

FINANCIAL IMPACT:
None

ATTACHMENTS:
None
MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, Interim President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding the Education Investment Foundation Advisory Council

SUMMARY:
Community Development Initiatives (CDI) is proposing to restructure the composition and role of the Education Investment Foundation (EIF) Advisory Council, to better support the EIF in meeting its annual fundraising goals. To support the restructure, staff will submit the two-phase application for the San Antonio Area Foundation (SAAF) Strengthening Nonprofits Grant. The grant is for capacity development for local nonprofits. Staff recommends pursuing this grant to address the organizational structure and related funding difficulties, as well as to outline long-term project goals.

EIF’s Advisory Council does not act as a Board of Directors. EIF faces several other challenges that could be addressed with this grant. SAHA staff, managers and the Board would need to commit several hours to the SAAF two-phase grant application process to successfully implement any capacity development strategies.

Phase I - Due April 1, 2015:
This is a grant award for $250 to purchase the Core Capacity Assessment Tool (CCAT). Project staff, managers, executive officers and Board members would take the CCAT and commit time to reviewing the results as a team. The CCAT assesses where an organization is (e.g. SWOT analysis) and helps staff prioritize their capacity development needs.

Phase II - Due September 15, 2015:
The average size of award is $15,000-$20,000, which will pay for a consultant or other capacity development tools. The organizational/capacity development process usually takes 6-12 months. Past grant recipients have used the funds to:

• Hire a consultant to develop a strategic plan
• Design a website that integrates operating features, expands social media capacity, etc.
• Support implementation of a fundraising plan that increases board involvement
• Train Council and staff regarding roles and responsibilities

PROPOSED ACTION:
None

FISCAL IMPACT:
None

ATTACHMENTS:
Application Process PPT
MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, Interim President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding the partnership with Workforce Solutions Alamo

SUMMARY:
Staff has executed a Memorandum of Understanding (MOU) between the San Antonio Housing Authority and the Workforce Solutions Alamo (WSA). SAHA has pursued a formal working relationship between both agencies for several years, to access additional resources for residents to secure social service benefits and jobs. This effort is part of the Jobs-Plus Program’s strategy to secure partners to ensure success of the Program. Some of the highlights of the MOU include:

- WSA and its Workforce Career Center Partners shall provide notification of all career or skills training courses and job fairs to the SAHA Jobs-Plus Program
- WSA and its Workforce Career Center Partners will provide ongoing communication of available employment in close proximity to Jobs-Plus communities
- WSA and its Workforce Career Center Partners will provide a minimum of one job fair per year for SAHA public housing residents at Jobs-Plus program site(s)
- WSA and its Workforce Career Center Partners will provide training for SAHA Jobs-Plus staff members on how employers and job seekers may utilize the Work in Texas database, training on any core activities essential to understanding requirements for TANF, and other programs and training deemed appropriate
- WSA and its Workforce Career Center Partners will provide onsite resource assistance at SAHA Jobs-Plus Program offices to SAHA public housing residents on a weekly, bi-weekly or monthly basis, as appropriate
- WSA and its Workforce Career Center Partners will:
  - Provide residents information about programs and services available through the Workforce System and assist in enrolling for services for which they are eligible
  - Assist residents by screening and referring qualified job seekers that meet employers job requirements
  - Assist residents in finding employment for which they are qualified
  - Facilitate job matching between employers and residents
  - Ensure unemployment insurance claimants meet the work test requirements by registering with the state employment services system
  - Provide information regarding labor market conditions
  - Adhere to the Americans with Disabilities Act in providing accommodations to people with disabilities utilizing the WSA Career Centers
- WSA and its Workforce Career Center Partners will provide, where possible, available services onsite to eligible residents enrolled in a workforce program
- WSA and its Workforce Career Center Partners will provide a representative to serve on the Jobs-Plus Partnership Committee, for the purpose of providing program accountability and strengthening the relationship and capacity of SAHA Jobs-Plus services
SAN ANTONIO HOUSING AUTHORITY

While the MOU initially focused on Jobs-Plus communities, the WSA has subsequently stated that they are willing to work with all public housing communities. Some of the next steps include collaboration and coordination with SAHA’s Summer Youth Employment Program and leveraging WSA’s Youth Services Programs to serve more SAHA Youth. The next steps include developing an outreach plan.

PROPOSED ACTION:
None

FISCAL IMPACT:
None

ATTACHMENTS:
MOU
MEMORANDUM OF UNDERSTANDING
BETWEEN THE
HOUSING AUTHORITY OF THE CITY OF SAN ANTONIO, TEXAS
AND WORKFORCE SOLUTIONS ALAMO

This Memorandum of Understanding is entered into on this the 16th day of December, 2014 between the HOUSING AUTHORITY OF THE CITY OF SAN ANTONIO, TEXAS, hereinafter "SAHA", located at 818 S. Flores, San Antonio, Texas 78204 and WORKFORCE SOLUTIONS ALAMO, hereinafter "WSA", a local employment services organization located at 115 E. Travis, Suite 200, San Antonio, Texas 78205.

WHEREAS, WSA and its Workforce Career Center Partners are in the business of providing employment services to job seekers and businesses/employers; and

WHEREAS, SAHA, through its Housing Choice Voucher (Section 8) and Public Housing programs provides decent, safe, affordable housing and programmatic services to assist low-income families throughout the City of San Antonio; and through its Community Development Initiatives programs provides resident self-sufficiency opportunities; and

WHEREAS, WSA and its Workforce Career Center Partners has offered to provide resource assistance and employment services to SAHA residents at its public housing developments in conjunction with the SAHA Jobs-Plus Program; and

This Memorandum of Understanding (MOU) sets forth the terms for mutual understanding, cooperation and agreement between SAHA and WSA, along with its Workforce Career Center Partners, regarding the provision of resource assistance and employment services to the residents of SAHA public housing developments.

NOW THEREFORE, SAHA and WSA, in furtherance of the goals, objectives and intent described above to hereby mutually agree as follows:

I. PURPOSE

The purpose of this MOU is to facilitate the cooperation between SAHA and WSA and its Workforce Career Center Partners, to provide resource assistance and employment services to SAHA residents at its public housing developments in conjunction with the SAHA Jobs-Plus Program. The Jobs-Plus program is an "on-site" workforce development program specifically for public housing residents seeking education, job-specific training, entry-level employment, and career advancement opportunities.

II. DURATION

The term of this MOU shall commence immediately upon execution of this MOU and shall continue until one of the parties gives notice of termination as herein provided.

III. SERVICES

A. WSA and its Workforce Career Center Partners shall provide notification of all career or skills training courses and job fairs to the SAHA Jobs-Plus Program.
B. WSA and its Workforce Career Center Partners will provide ongoing communication of available employment in close proximity to Jobs-Plus communities.

C. WSA and its Workforce Career Center Partners will provide a minimum of one job fair per year, for SAHA residents of public housing, to be located at Jobs-Plus program site(s).

D. WSA and its Workforce Career Center Partners will provide training for SAHA Jobs-Plus staff members on how employers and job seekers may utilize the Work in Texas database, training on any core activities essential to understanding requirements for TANF, and other programs and training deemed appropriate.

E. WSA and its Workforce Career Center Partners will provide itinerant onsite resource assistance at SAHA Jobs-Plus Program offices to SAHA residents in public housing developments on a weekly, bi-weekly or monthly basis, as appropriate. WSA and its Workforce Career Center Partners will:
   i. Provide housing residents information about programs and services available through the Workforce System and assist housing residents in enrolling for services for which they are eligible;
   ii. Assist housing residents by screening and referring qualified job seekers that meet employers job requirements;
   iii. Assist housing residents in finding employment for which they are qualified;
   iv. Facilitate job matching between employers and housing residents;
   v. Ensure unemployment insurance (UI) claimants meet the work test requirements by registering with the state employment services (ES) system;
   vi. Provide information regarding labor market conditions; and
   vii. Adhere to the Americans with Disabilities Act (ADA) in providing accommodations to people with disabilities utilizing the WSA Career Centers.

F. WSA and its Workforce Career Center Partners will provide, where possible, available services onsite to eligible housing residents enrolled in a workforce program.

G. WSA and its Workforce Career Center Partners will provide a representative to serve on the SAHA Executive Collaborative Board, for the purpose of providing program accountability and strengthening the relationship and capacity of SAHA Jobs-Plus services.

H. SAHA agrees that it shall:
   i. Provide sufficient office space for WSA and its Workforce Career Center Partners to conduct onsite resource assistance for SAHA residents in public housing developments.
   ii. Make SAHA Jobs-Plus staff members available for WSA training.
   iii. Provide program resources to public housing residents to ensure they are competitive to enter the workforce, and seek in-demand occupations.
   iv. Engage and recruit residents to be enrolled into WSA Programs.
   v. Actively case manage residents enrolled into Jobs-Plus Program and provide incentives to ensure that “Work Pays” for residents who secure employment.
   vi. Continue to engage residents to further education and skills to ensure advancement and increased earnings.
   vii. Permit placement of computer equipment for use in accessing workforce programs and services electronically at SAHA facilities.
IV. TEXAS TORT CLAIMS ACT

WSA and its Workforce Career Center Partners acknowledges that SAHA is a political subdivision of the State of Texas and subject to the applicable provisions of the Texas Tort Claims Act, as set out in the Texas Civil Practice and Remedies Code, §101.001 et seq, and the remedies authorized therein regarding claims or causes of action that may be asserted by third parties for accident, injury or death.

V. TERMINATION BY NOTICE

This Agreement may be terminated by either party upon written notice, provided such notice specifies an effective date of termination, which shall be not less than seven (7) calendar days from the date such notice is received by the other party. If the notice does not specify a date of termination, the effective date of termination shall be thirty (30) calendar days after receipt of the notice by the other party.

VI. CONFLICT OF INTEREST

WSA and its Workforce Career Center Partners acknowledge that it is aware of and understands SAHA's conflict of interest policies and agrees to abide by said policies.

VII. NOTICES

For purposes of this Agreement, all official communications and notices among the parties shall be deemed sufficient if in writing and mailed, registered or certified mail, postage prepaid, to the addresses set forth below, and shall be deemed given on the date of delivery:

Workforce Solutions Alamo
115 E. Travis, Suite 200
San Antonio, Texas 78205
Attention: Gail L. Hathaway, Executive Director

SAHA
President and CEO
With copy to: Director of Community Development Initiatives
818 South Flores
San Antonio, Texas 78204

VIII. AMENDMENTS

Except where the terms of this Memorandum of Agreement expressly provide otherwise, any amendment to this Memorandum of Agreement shall not be binding on the parties unless such amendment be in writing, executed by all the Parties and dated subsequent to the date hereof.
IX. COMPLIANCE WITH LAWS AND REGULATIONS

It is understood and agreed by the parties hereto, that changes in local, state and federal rules, regulations or laws applicable hereto, may occur during the term of this Agreement and that any such changes shall be automatically incorporated into this Agreement without written amendment hereto, and shall become a part hereof as of the effective date of the rule, regulation or law. The Parties expressly agree to comply with all applicable federal, state, and local laws.

X. INDEPENDENT CONTRACTOR

The Parties agree that they will provide services under this Agreement as independent parties. The parties to this Agreement further agree that they have no authority to bind the other or to hold out to third parties that it has authority to bind the other; and nothing herein contained shall be deemed or construed by the parties hereto or any third-party as creating the relationship of employer-employee, principal-agent, partners or joint venturers. Furthermore, there is no intention on the part of the Parties hereto to create or otherwise form a joint enterprise under or pursuant to this Agreement. Each of the Parties to this Agreement has separate and independent duties and obligations over which they have control.

XI. TEXAS LAW TO APPLY

This Memorandum of Agreement shall be construed under and in accordance with the laws of the State of Texas, and all obligations of the parties created herewith are performable in the State of Texas, County of Bexar.

XII. CAPTIONS

The captions contained in this agreement are for convenience of reference only, and in no way limit or enlarge the terms or conditions of this agreement.

XIII. INDEMNIFICATION

WSA and its Workforce Career Center Partners agrees to SAVE, HOLD HARMLESS, RELEASE and INDEMNIFY the SAHA, its agents or employees, from and against any and all suits, actions, losses, damages, claims or liability of any character, type, or description, including but not limited to all expenses of litigation, court costs, and attorney fees for injury or death to any person, or injury to any property received or sustained by any person or persons or property arising out of, or occasioned by, directly or indirectly, the activities under this MOU.

XIV. NONDISCRIMINATION

No person shall be denied or subjected to discrimination in the receipt of the benefits of any services or activities made possible by or resulting from this Agreement on the grounds of race, color, religion, gender, sexual orientation, national origin, disability, age or marital status. Any violation of this provision shall be considered a material breach and shall be grounds for cancellation, termination or suspension in whole or in part by SAHA.
XV. USE OF FACILITIES

WSA and its Workforce Career Center Partners and its employees shall have the right to use only those facilities of SAHA that are necessary to perform the services under this Agreement and shall have no right of access to any other space or facility of SAHA without prior approval of SAHA management. SAHA shall have no responsibility for the loss, theft, or damage to equipment, tools, materials, supplies, and other personal property of WSA and its Career Center Partners or its employees, subcontractors or agents that is stored on SAHA property. WSA and its Workforce Career Center Partners are solely responsible for maintaining a safe workplace while on SAHA property.

XVI. WHOLE AGREEMENT

This Agreement constitutes the complete and entire agreement between the parties and replaces all prior agreements or understandings, if any. SAHA IS NOT BOUND BY ANY STATEMENT, PROMISE, CONDITION OR STIPULATION NOT SPECIFICALLY SET FORTH IN THIS AGREEMENT. No representative of SAHA has authority to make any oral statements that modify or change the terms and conditions of this Agreement.

Entered into this the 16th day of December, 2014.

Lourdes Castro Ramirez  
SAHA President and CEO

Gail L. Hathaway  
WSA Executive Director

12/16/14

12/17/14

Date

Date
MEMORANDUM

To: Resident Services Committee
From: David Nisivoccia, Interim President and CEO
Presented by: Vanessa B. Chavez, Ombudsperson
RE: Update and discussion regarding the Anti-Bullying Campaign in Senior Housing

SUMMARY:
Since 2013, the National Center for Housing Management has been leading efforts to inform and educate Housing Authorities on the topic of bullying of senior citizens. Locally, the SAHA Ombudsperson has implemented a Senior Citizen Anti-Bullying Campaign.

The class will be presented at every senior property throughout the year. Since January 2015, the Ombudsperson has presented at four (4) elderly and disabled properties and the Resident Council Quarterly Training meeting held on February 18, 2015. To date, the Ombudsperson has presented the class to approximately 140 elderly and disabled residents.

The Anti-Bullying class focuses on the following:

- The definition of bullying
- What we know about bullying
- Who are the bullies
- Underlying causes of bullying
- Implications for bullying in senior housing
- Contributing causes
- Management responsibilities
- What seniors can do to stand up to bullying

The Anti-Bullying campaign has been well received by the elderly and disabled, with positive feedback and discussion regarding the topic at every meeting. The goal of Anti Bullying Campaign is to provide the material on anti-bullying to all elderly and disabled SAHA Public Housing and Beacon residents.

PROPOSED ACTION:
None

FINANCIAL IMPACT:
None

ATTACHMENTS:
None
MEMORANDUM

To: Resident Services Committee
From: David Nisivoccia, Interim President and CEO
Presented by: Vanessa Chavez, Ombudsperson
RE: Update and discussion regarding voter registration and senior/disabled voting by mail.

SUMMARY:
The San Antonio Housing Authority (SAHA) supports voter registration activities, to ensure that citizens from across the social and economic spectrum make their voices heard through political participation.

SAHA continues to coordinate information and to plan voter registration activities throughout the Agency’s properties. Additionally, SAHA is encouraging property management staff to become certified volunteer deputy registrars.

It is important to note that residents 65 years of age or older, disabled, sick or out of the country on Election Day may be eligible to vote early in Texas by mail. To vote early by mail, you must send an application to Bexar County’s voting clerk. The application is available on the Secretary of State’s website at http://www.sos.state.tx.us/elections/voter/reqabbm.shtml or by calling toll-free at 1-800-252-VOTE (8683) or (210) 335-0362. Applications must be completed between 60 days and 9 days prior to Election Day. Additionally, the application must be received by the early voting clerk by 7 p.m. on Election Day.

The next election in Bexar County is a Special Election to fill the District 124 State Representative seat vacated by Senator Jose Menendez to be held on March 31, 2015. In addition, Election Day for the upcoming Mayoral and Council races is May 9, 2015 and SAHA’s Central Office has been designated as an election day polling site.

SAHA will continue to partner with non-partisan voter outreach organizations, such as Southwest Voter Registration Education Project, to engage residents during elections. Staff will work to engage a non-partisan voter outreach organization to assist senior and disabled residents in registering for voting by mail. Posters, flyers, and sample ballots in English and Spanish, will be distributed at all SAHA properties for both elections.

PROPOSED ACTION:
None

FINANCIAL IMPACT:
None

ATTACHMENTS:
None