



RESIDENT SERVICES COMMITTEE MEETING



**MAR. 21
2019**



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HOUSING AUTHORITY
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BOARD OF COMMISSIONERS

Morris A. Stribling, DPM Chairman	Charles Clack Commissioner	Jo-Anne Kaplan Commissioner	Gabriel L. Lopez Commissioner	Sofia A. Lopez Commissioner	Marie R. McClure Commissioner	Jessica Weaver Commissioner
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PRESIDENT & CEO

David Nisivoccia

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

**1011 S. Brazos St., San Antonio, TX 78207
12:30 p.m., Thursday, March 21, 2019**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of the Alazan-Apache Court Apartments, 1011 S. Brazos, San Antonio, TX, 78207, 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.

MINUTES

2. Minutes
 - Approval of the February 21, 2019, Resident Services Committee Meeting minutes

PUBLIC COMMENT

3. Public Comment

UPDATES AND DISCUSSIONS

4. Update and discussion regarding Community Development Initiatives Events (Adrian Lopez, Director of Community Development Initiatives)
5. Update and discussion regarding the Resident Council Presidents Presentation of the 2018 Resident Council Activities (Adrian Lopez, Director of Community Development Initiatives)
6. Update and discussion regarding the 2019 White Cane Event (Adrian Lopez, Director of Community Development Initiatives)
7. Update and discussion regarding the Attendance Initiative (Adrian Lopez, Director of Community Development Initiatives)
8. Update and discussion regarding the Quarterly Client Services Report (Brandee Perez, Director of Federal Housing Programs; Laura Longoria, Client Services Manager)

9. Adjournment

*Note: Whenever the Texas Open Meetings Act (Section 551.001 et seq. of the Texas Government Code) provides for a closed meeting in matters concerning legal advice, real estate, contracts, personnel matters, or security issues, the Board may find a closed meeting to be necessary. For convenience of the citizens interested in an item preceded by an asterisk, notice is given that a closed meeting is contemplated. However, the Board reserves the right to go into a closed meeting on any other item, whether it has an asterisk, when the Board determines there is a need and a closed meeting is permitted.

**Note: If a quorum of the Board of Commissioners attends the Committee Meeting, this meeting becomes a Special Meeting of the Board, but no Board action will be taken other than recommendations to the full Board, unless the full Board is present.

“Pursuant to § 30.06, Penal Code, (trespass by holder license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun.”

“Pursuant to § 30.07, Penal Code, (trespass by holder license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly.

MINUTES
SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE
February 21, 2019

SCHEDULED: 12:30 p.m. in the Community Room of the Springview Apartments, 722 Mel Waiters Way, San Antonio, TX, 78203

COMMISSIONERS PRESENT:

Charles Clack, Commissioner
Marie R. McClure, Commissioner
Jo-Anne Kaplan, Commissioner

COMMISSIONERS ABSENT:

Morris A. Stribling, DPM, Chair
Gabriel L. Lopez, Commissioner
Sofia A. Lopez, Commissioner
Jessica Weaver, Commissioner

COUNSEL: Doug Poneck, Escamilla
& Poneck, LLP

TRANSLATOR: BCC Communications

STAFF:

David Nisivoccia, President and CEO
Muriel Rhoder, Chief Administrative Officer
Ed Hinojosa, Chief Financial Officer
Timothy E. Alcott, Real Estate and Legal Services
Officer
Jo Ana Alvarado, Director of Innovative
Technology
Michael Reyes, Director of Communications and
Public Affairs

Steven Morando, Director of Procurement and
General Services
Domingo Ibarra, Director of Security
Kristi Baird, Director of Beacon
Communities
Thomas Roth, Director of Asset
Management

Item 1: Meeting called to order

Committee Chair Clack called the meeting to order at 12:35 p.m.

MINUTES

Item 2: Minutes

- Approval of the October 18, 2018, Resident Services Committee Meeting minutes.

Motion: Commissioner McClure moved to approve the October 18, 2018, Resident Services Committee Meeting minutes. Commissioner Clack seconded the motion. Approved.

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

Item 3: Public Comment

The meeting was attended by ten residents.

Item 4: Update and discussion regarding the Community Development Initiatives Quarterly Report

Ms. Susan Ramos-Sossaman, Assistant Director of Community Development Initiatives, provided a summary of the department's major accomplishments and activities through the first and second quarter of fiscal year 2018-2019.

Item 5: Update and discussion regarding the Community Development Initiatives Program Success Stories

Ms. Ramos-Sossaman reported that while the CDI Department is proud of the progress of the various metrics, it is important to note some of the success stories of our residents. Residents, Jessica Zavala and Holly Prater, were recognized during the meeting for their accomplishments and were happy to share their respective success stories with the Commissioners.

After the update and discussion of the Community Development Initiatives Program Success Stories, Commissioner McClure requested an early engagement report for seniors.

Item 6: Update and discussion regarding the ConnectHome/Older Adults Technology Services Partnership

Ms. Ramos-Sossaman reported that in an effort to continue to expand services through the ConnectHome Program, SAHA partnered with Older Adults Technology Services (OATS), which is a nonprofit organization from New York that works to harness the power of technology to change the way we age. Ms. Ramos-Sossaman then introduced Ms. Munirih Jester, ConnectHome Coordinator, who explained the ConnectHome program and reported that OATS supplements the program by going one step further and creating more opportunities that are specific to seniors; including working in small groups to further engage with technology in order to combat social isolation and to boost health outcomes. Ms. Jester also reported that the new program will be rolled out at the following senior communities: W.C. White, Springview, O.P. Schnabel and Madonna.

Mr. Daryl Greed, a representative with OATS, was on hand to explain how the organization teaches seniors how to use mainstream devices and applications that are popular among all age groups in order to promote integration and relevance. Mr. Greed was also able to assist and answer questions that Commissioner Kaplan and Commissioner McClure had regarding the curriculum.

Item 7: Adjournment

With no objections, Committee Chair Clack adjourned the meeting at 1:23 p.m.

ATTEST:

Morris A. Stribling, DPM
Chair, Board of Commissioners

Date

David Nisivoccia
President and CEO

Date

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Community Development Initiatives Upcoming Events

The Community Development Initiatives Department (CDI) implements programs and events to achieve SAHA's first strategic goal to "empower and equip families to improve their quality of life and achieve economic stability." There were 735 events hosted in the first and second quarter of this fiscal year with over 11,000 residents participating. In addition to events being hosted, the Elderly Disabled Services staff has a robust schedule to host various food programs:

Bread Pantry:

Property	Date	Time
Escondida	1st and 3rd Monday	10:00 a.m. - 3:00 p.m.
Pin Oak 1	2nd Tuesday	10:00 a.m. - 3:00 p.m.

Project Hope:

Property	Date	Time
Tarry Towne	1st Friday	8:00 a.m. - 3:00 p.m.
Jewett	3rd Monday	8:00 a.m. - 12:00 p.m.
Sun Park	2nd Friday	varies
Lila Cockrell	2nd Tuesday	varies
WC White	2nd Wednesday	varies
Blanco	4th Monday	8:00 a.m. - 1:00 p.m.
Villa Tranchese	1st Wednesday	8:00 a.m. - 1:00 p.m.
OP Schnabel	3rd Thursday	8:00 a.m. - 12:00 p.m.
Villa Hermosa	4th Friday	8:00 a.m. - 12:00 p.m.

Commodity Supplemental Food Program:

Property	Date	Time
Sinkin	1st Thursday	8:00 a.m. - 12:00 p.m.
OP Schnabel	1st Thursday	8:00 a.m. - 12:00 p.m.
Jewett	3rd Monday	8:00 a.m. - 12:00 p.m.
Christ the King	3rd Thursday	8:00 a.m. - 12:00 p.m.
Fair	4th Friday	8:00 a.m. - 12:00 p.m.
Cisneros	4th Wednesday	8:00 a.m. - 12:00 p.m.
Marie McGuire	1st Thursday	8:00 a.m. - 1:00 p.m.
Villa Tranchese	1st Wednesday	8:00 a.m. - 1:00 p.m.
Blanco	4th Monday	8:00 a.m. - 1:00 p.m.

Food Pantry:

Property	Date	Time
Blanco	1st Monday	8:00 a.m. - 1:00 p.m.
Villa Tranchese	1st Wednesday	8:00 a.m. - 1:00 p.m.
Marie McGuire	1st Thursday	8:00 a.m. - 1:00 p.m.
Sinkin	2nd and 4th Thursday	8:00 a.m. - 1:00 p.m.

Below is a snapshot of activities and events through June 2019.

March

Mega Job Fair

10:00 a.m. - 1:00 p.m., March 1, Cassiano Homes

ConnectHome

9:00 a.m. - 12:00 p.m., March 4-8, Cisneros

San Antonio Food Bank Benefits Enrollment

1:00 p.m. - 4:00 p.m., March 8, Tarry Towne

Spring Break Youth Career Camp

9:00 a.m. - 3:00 p.m., March 11, Cassiano kids attending KSAT studios and Spurs Arena

Silver Sneakers

9:00 a.m. - 9:45 a.m., March 13-14, H.B. Gonzalez

Silver Sneakers

11:30 a.m. - 12:15 p.m., March 13-14, Cisneros

Anger Management

10:00 a.m. - 12:00 p.m., March 14-15, Cassiano

Dispute/Mediation Bingo

2:00 p.m. - 4:00 p.m., March 15, Wheatley Senior Living

Food Distribution (Family Property)

1:00 p.m. - 4:00 p.m., March 15, Mirasol

ConnectHome

9:30 a.m. - 12:30 p.m., March 18-22, Cassiano

Walking Group

10:00 a.m. - 11:00 a.m., March 19, Pin Oak 1

Early Engagement Program

9:45 a.m. - 2:00 p.m., March 20, St. Ann's Catholic Church

Food Distribution

2:30 p.m. - 4:30 p.m., March 21, East Meadows

State Benefits Enrollment

10:30 a.m. - 11:30 a.m., March 28, Madonna

Education Investment Foundation Rib Cookoff (Internal)

7:00 a.m. - 1:00 p.m., March 29, SAHA Central Office

Youth STEM Program-Ev3 Robotic Program

1:00 p.m. - 4:00 p.m., March 30, Westway

April

Education Investment Foundation Fiesta Medal Sale

8:00 a.m. to 5:00 p.m., April 2, SAHA Central Office

ConnectHome

9:30 a.m. - 12:30 p.m., April 8-12, Rutledge

FSS Financial Literacy

6:00 p.m. - 7:30 p.m., April 10, Central Office

Mini Health Fair

10:00 a.m. - 12:00 p.m., April 10, Cassiano

Resident Council Presidents Meeting
9:30 a.m. - 11:30 a.m., April 12, Central Office

Senior Zumba
2:00 p.m. - 4:00 p.m., April 13, Wheatley Senior Living

Early Engagement Program
9:45 a.m. - 2:00 p.m., April 17, St. Ann's Catholic Church

Food Distribution
2:30 p.m. - 4:30 p.m., April 18, East Meadows

Pictures with the Easter Bunny
11:00 a.m. - 3:30 p.m., April 19, Springview

ConnectHome
1:00 p.m. - 4:00 p.m., April 22-26, Pin Oak 1

Financial Literacy "When and how to use credit"
5:30 p.m. - 7:00 p.m., April 24, Cassiano

EIF Fiesta Parking Fundraiser
8:00 a.m. - 8:00 p.m., April 26-27th, Central Office and Rex Property

Youth STEM
1:00 p.m. - 4:00 p.m., April 27, Westway

May

Education Investment Foundation Rib Cookoff (Public Agency Showdown)
8:00 a.m. - 3:00 p.m., May 4, SAHA Central Office

Resident Council Training
9:00 a.m. - 2:00 p.m., May 8, St. Ann's Catholic Church

Mother's Day Celebration
9:00 a.m. to noon, May 10, SAHA Central Office

Youth STEM Program
1:00 p.m. - 4:00 p.m., May 11, Westway

Early Engagement
9:45 a.m. to 2:00 p.m., May 15, St. Ann's Catholic Church

EIF Scholarship Applications due
May 17

Summer Youth Employment Application Deadline
May 17

Financial Literacy “How to plan for your family’s future”
5:30 p.m. - 7:00 p.m., May 22, Cassiano

June

Youth STEM Program
1:00 p.m. - 4:00 p.m., June 8, Westway

Father’s Day Fiesta
10:00 a.m. to 2:00 p.m., June 15, Central Office

Summer Youth Employment Commences
June 10

REACH Awards Deadline
June 21

Food Distribution
1:00 p.m. - 4:00 p.m., June 21, Pin Oak 1

PROPOSED ACTION:

None at this time.

FISCAL IMPACT:


All activities are funded through grants, Moving to Work funds and/or fundraising efforts.

ATTACHMENT:

None.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding the Resident Council Presidents Presentation

SUMMARY:

The Community Development Initiatives Department's (CDI) work is largely focused on fulfilling SAHA's first strategic goal to "empower and equip families to improve their quality of life and achieve economic stability." To accomplish this, staff works to provide services onsite and to offer opportunities to create a sense of place and community.

One of the objectives is to keep residents engaged and build leadership capacity. This not only helps facilitate better community relations, but it also helps keep SAHA accountable to its clients.

Other Housing Authorities have successfully built capacity amongst residents and have a very active leadership presence at their Housing Authority meetings, beyond the representation of a Housing Authority's Board of Commissioners. In March of 2017, in an effort to build upon a current infrastructure of meeting and training for existing Resident Councils, CDI proposed to begin to meet with the Presidents of the Resident Councils to engage them at a higher level. The intent is to meet on a quarterly basis to discuss common issues and concerns and to have the Presidents take an active role in brainstorming best solutions to resolve common problems. In addition, the efforts are intended to grow Resident Councils, increase the impact of Resident Councils, sustain active Resident Councils and facilitate collaboration with SAHA departments.

The Presidents participated in the "Good Neighbor" Campaign Trainings and presented at the Resident Services Committee meeting in September 2018. In January 2019, SAHA hosted the Presidents and Secretaries of the Resident Councils to conduct an overview of Resident Council 2018 activities. Specifically, they were tasked with outlining their 2018, challenges and successes as well as their plans for 2019.

Some of the challenges that the Presidents and Secretaries outlined included resident involvement, recruitment, working as a group, and attendance.

Some of the successes included celebrations every month, monthly birthdays, Thanksgiving Dinner, Christmas Dinner, New Year's Eve Party, engagement with surrounding schools, bingo, resident engagement, secured dollars per unit per year funds, partnerships with local organizations, food distributions, Walking School Bus, social media, yard sales, newsletters, brochures, and others.

Some of the proposed plans include creating book clubs, dance clubs, health clubs, art classes, cooking classes, computer classes, resource fairs, education and job training classes, health

classes, community stores, holiday events and others.

Today, we will hear from three Resident Councils as they share some of the successes in their communities and some of the ideas that they have moving forward.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

STRATEGIC GOAL:


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

ATTACHMENT:

None.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding 2019 White Cane Day

SUMMARY:

The Community Development Initiatives Department's work is largely focused on fulfilling SAHA's first strategic goal to "empower and equip families to improve their quality of life and achieve economic stability." To accomplish this, staff works with outside agencies to provide resources and services to our clients. Throughout the year, CDI host events and classes not only to educate residents, but also to bring attention to resident challenges. Over 50% of SAHA head of households are elderly and/or disabled. Some residents are challenged by having limited sight or are completely blind.

The National Federation of the Blind has designated October 15th of each year as White Cane Day for the last fifty-four years. In San Antonio, the event has been hosted for the last six years. This year, SAHA will host this event in the Central Office park on October 15, 2019, from 11:00 a.m. to 2:00 p.m. The partners that are actively working on planning this event include Alamo Council for the Blind, The Blind Veterans Association, City of San Antonio's Disability Access Office, the Guide Dogs of Texas, the Lighthouse for the Blind, the National Federation for the Blind, VIA, and Texas Workforce Commission.

While it was not uncommon throughout history for blind people to use a stick or cane to navigate, society largely didn't accept that blind people could travel by themselves until recently. The United States Congress adopted a joint resolution in 1964, designating October 15 of each year as White Cane Safety Day and recognizing that white canes enable blind people to travel safely and independently.

While the white cane does keep blind people safe (because drivers and other pedestrians can easily see it), it is also a tool that blind people use to explore and navigate our environment. For this reason, the emphasis of White Cane Safety Day has shifted over time away from safety, and toward independence and equality. The event is used to celebrate this history and recognize the white cane as the tool that allows the blind to "come and go on [our] own" as President Lyndon Johnson said back in 1964.

To emphasize the shift in focus from safety to independence, and to continue to use the white cane as a symbol, we have chosen to refer to this day as White Cane Awareness Day.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

The costs for this event are covered by the participating partners.

STRATEGIC GOAL:


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

ATTACHMENT:

None.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding Attendance Initiative

SUMMARY:

The Community Development Initiatives Department's work is largely focused on fulfilling SAHA's first strategic goal to "empower and equip families to improve their quality of life and achieve economic stability." A large part of the work is focussed on head of households; however, many activities and events are geared towards children. Over 50% of the residents SAHA serves are under the age of 18. In recent years, the Policy and Planning Department had secured data sharing agreements with local school districts.

SAHA and the San Antonio Independent School District (SAISD) have over 6,000 shared youth in kindergarten through 12th grade. Approximately 12% of the 50,000 SAISD students live in SAHA assisted housing and 30% of SAHA assisted housing students attend SAISD schools. In school year 2016-2017, over 2,200 SAHA students were enrolled in thirteen Lanier High School feeder schools and over 44% of these students were chronically absent (P16 Plus). Approximately 14% of our SAISD students have missed 21 days or more.

Recognizing that chronic absenteeism is a powerful indicator of families in crisis, SAHA has joined an external collaborative stakeholder group, the SAHA-SAISD Task-Force, as an opportunity to strengthen relationships between schools, community agencies, students and their families. By addressing and removing barriers to school attendance, SAHA can ensure that children are ready to succeed in school and life.

The Task-Force is comprised of SAHA, SAISD, Communities-In-Schools, City Year, Bexar County Truancy Court, and others. SAHA and SAISD provide very different services, yet they share a common clientele and desire to ensure that low-income children have equal access to educational opportunities. The Task-Force's explicit investment and emphasis on systems-level collaboration is unique, as it aims to target factors that increase chronic absenteeism among youth in housing.

For the last year, SAHA has been applying for grants to secure resources to hire an attendance coordinator to address this issue. SAHA has applied for the following grants:

City of San Antonio Department of Human Services

- Presente! - Pilot at Lanier Feeder Pattern

- Requested \$147,932.00
 - Salary for an Attendance Coordinator and an Attendance Case Manager
- Submitted September 27, 2018
- Not Awarded October 2018

United Way of San Antonio and Bexar County

- Presente! - Pilot at Sarah King Elementary
- Requested \$132,893.00
 - Salary for an Attendance Coordinator and an Attendance Case Manager
- Submitted November 14, 2018
- Award Announcement April/May of 2019

The New Teacher Project (TNTP) Grant

- Pilot at Lincoln Heights and Crockett Elementary
- Requested \$60,000.00
 - Salary for an Attendance Case Manager
- Submitted: March 05, 2019
- Award Announcement April/May of 2019

While CDI awaits the results of the two remaining grant proposals, CDI partnered with the Municipal Court System in January to initiate a pilot program. The Attendance Partnership (AP) Pilot program is a truancy intervention program with the City of San Antonio Municipal Court. The AP program aims to reduce truancy by linking truant students and their families to services through case management. The intervention's underlying assumption is that truancy is not merely a reflection of the individual student, but is often rooted in the family and family needs. The expectation; therefore, is that providing services to address family needs and improve family well-being can be an effective way to reduce truancy.

Under the direction of CDI, the AP is a partnership among SAHA, City of San Antonio Municipal Court, SAISD, and Sarah King Elementary. Due to its proximity to Cassiano Homes, large number of SAHA students, and high number of chronically absent SAHA students, the AP program is being piloted at Sarah King Elementary. In January of 2019, Sarah King Elementary had the second highest chronic absenteeism rates among elementary schools in SAISD.

Pilot Goals

- Reduce chronically absent students
- Increase parent engagement
- Understand barriers to school attendance SAHA families are facing

- Identify a collaborative framework that supports SAHA students to overcome attendance barriers

Population

- More than 50 SAHA households with at least one chronically absent student at Sarah King Elementary PH target community - Cassiano Homes

Partners

- Municipal Court - Truancy Court Juvenile Case-Management Dept.; San Antonio Housing Authority - Community Development Initiatives and Policy and Planning Dept.; SAISD - Sarah King Elementary

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

The Municipal Court pays the juvenile case manager through a state grant awarded to the City of San Antonio.

STRATEGIC GOAL:


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

ATTACHMENT:

None.

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented By: Brandee Perez, Director of Federal Housing Programs
Laura Longoria, Client Services Manager

RE: Update and Discussion of FHP Quarterly Client Services Report

SUMMARY:

This Quarterly Client Services Report provides a breakdown of inquiries submitted by Federal Housing Programs (FHP) clients including Public Housing (PH) residents, Assisted Housing Programs (AHP) clients, and applicants during the months of July 2018 through September 2018, and October 2018 through December 2018. Below are the Client Services numbers by housing program:

Jul. 2018 - Sep. 2018

Federal Housing Programs			
	Assisted Housing Programs	Public Housing	Waitlist Inquiries for Both Programs
Phone Calls	7,676	686	662
Emails	1,527	23	-
Lobby/Walk-Ins	5,740	269	48
Top Three (3) Types of Inquiries - FHP			
Assisted Housing Programs		Public Housing	
Wait List Status	1,342	Wait List Status	281
Inspection Status	886	Complaint/CS Issues	75
Request for Tenancy Approval Appointment	625	Transfer Status & Inquiry Requests	51
Public Housing			
Property Type Inquiry		Top Three (3) Properties by Inquiry	
Elderly/Disabled	66	Alazan	24
Family	91	Lincoln Heights	12
Outside Managed	13	Cassiano	10

Oct. 2018 - Dec. 2018

Federal Housing Programs			
	Assisted Housing Programs	Public Housing	Waitlist Inquiries for Both Programs
Phone Calls	6,700	562	437
Emails	930	49	-
Lobby/Walk-Ins	5,214	169	52
Top Three (3) Types of Inquiries - FHP			
Assisted Housing Programs		Public Housing	
Wait List Status	1,142	Wait List Status	260
Request for Tenancy Approval Appointment	1,112	Complaint/CS Issues	92
RAD 10 Questions	1,005	Eligibility Letter/Waitlist Draw	75
Public Housing			
Property Type Inquiry		Top Three (3) Properties by Inquiry	
Elderly/Disabled	41	Alazan	48
Family	54	Cassiano	20
Outside Managed	12	Lincoln Heights	12

STRATEGIC GOAL:

Develop a local and national reputation for being an effective leader, partner, and advocate for affordable housing and its residents.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

None.

ATTACHMENT:

None.