

# BOARD OF COMMISSIONERS



Resident Services Committee Meeting  
January 19, 2017



Creating Dynamic Communities Where People Thrive

BOARD OF COMMISSIONERS

Chairman: Morris A. Stribling, DPM; Vice-Chairman: Charles R. Muñoz; Commissioners: Thomas F. Adkisson, Francesca Caballero, Charles Clack, Marie R. McClure, Jessica Weaver

Resident Services Committee

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

President and CEO

David Nisivoccia

San Antonio Housing Authority Resident Services Committee or \*\*Special Board Meeting 12:30 p.m., Thursday, January 19, 2017

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

The Resident Services Committee will convene for a meeting at Fair Avenue Apartments, 1215 Fair Avenue, San Antonio, TX, 78223, for discussion on the following matters:

- 1. Meeting called to order
2. Approval of the Oct. 20, 2016, Resident Services Committee meeting minutes
3. Update and discussion regarding HUD Jobs Plus at Cassiano Homes (Adrian Lopez, Director of Community Development Initiatives; Aiyana Longoria, Assistant Director of Community Development Initiatives)
4. Update and discussion regarding Community Development Initiatives Report (Adrian Lopez, Director of Community Development Initiatives)
5. Update and discussion regarding Ombudsman Report (Vanessa Chavez, Ombudsman)
6. Update and discussion regarding ConnectHome (Richard Milk, Director of Policy and Planning; David Clark, Director of Public Housing)
7. Public Comment
8. Briefing and property tour of Fair Avenue Apartments
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 attends the Committee Meeting, this meeting becomes a Special Meeting of the Board, but no Board action will be taken other than recommendations to the full board, unless the full Board is present.

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

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

**MINUTES**  
**SAN ANTONIO HOUSING AUTHORITY**  
**RESIDENT SERVICES COMMITTEE MEETING**  
**October 20, 2016**

**SCHEDULED:** 12:30 p.m. at Victoria Plaza Apartments, 411 Barerra St., San Antonio, TX, 78210

**COMMITTEE MEMBERS PRESENT:**

Morris Stribling, DPM, Board Chair  
Charles Clack, Chair  
Marie McClure, Member

**COMMITTEE MEMBERS ABSENT:**

Charles R. Munoz, Member

**BOARD LEGAL COUNSEL:**

Doug Poneck, Escamilla & Poneck, LLP

**TRANSLATOR:**

BCC- Bilingual Communication Consultants

**STAFF:**

David Nisivoccia, Interim President and CEO  
Ed Hinojosa, Chief Financial Officer  
Muriel Rhoder, Chief Administrative Officer  
Timothy E. Alcott, Development Services and  
Neighborhood Revitalization Officer  
David Clark, Director of Public Housing  
Vanessa Chavez, Ombudsman  
Jo Ana Alavardo, Director of Innovative Technology  
Steven Morando, Director of Procurement and  
General Services

**STAFF:**

Janie Rodriguez, Director of Human  
Resources  
Rosario Neaves, Director of  
Communications and Public Affairs  
Adrian Lopez, Director of Community  
Development Initiatives  
Aiyana Longoria, Assistant Director of  
Community Development Initiatives  
Domingo Ibarra, Director of Security  
Brandee Perez, Interim Director of  
Assisted Housing Programs

**Item 1: Meeting called to order**

Chair Clack called the meeting to order at 12:30 p.m.

**Item 2: Update and discussion regarding Ombudsman Quarterly Report**

Ombudsman Vanessa Chavez, updated the Committee and advised that the report provides a breakdown of all inquiries regarding resident and program participant requests for assistance during the months of April through June 2016. There were 414 cases total, with 172 cases closed and 242 cases pending.

The Ombudsman Report provides management with recommendations for improving processes and customer service. The increase in cases and inquiries this quarter can be attributed to the additional one-on-one meetings with residents regarding the anti-bullying policy. In addition, during the month of June, the CSR was tasked to make contact with some residents to initiate discussion of the proposed sale of some Scattered Sites properties.

In addition to working with staff to resolve resident concerns, the Ombudsman is also responsible for the creation of a civic engagement plan to include voter registration. SAHA continues to keep the SA2020 initiative at the forefront of outreach efforts in order to move the needle on voter turnout.

**Item 3: Update and discussion regarding Community Development Initiatives Quarterly Report**

Adrian Lopez reported on the Community Development Initiatives Quarterly Report by relaying that the 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 task, staff worked to provide services onsite and to offer opportunities to create a sense of place and community.

**Item 4: Update and discussion regarding Community Development Initiatives events**

Mr. Lopez also reported on the events by the Community Development Initiatives Department (CDI) and stated that CDI implements programs and events to achieve SAHA's first strategic goal. Since May 2016, CDI hosted the Mother's Day Event, Resident Council Training, Summer Youth Employment Program, Father's Day Event, Byrne Grant (Group Violence Intervention), Bill Sinkin Education Summit, and the Resident Council Training. Upcoming events for the remainder of 2016 include Fourth Quarter Resident Council Training, Dale Watson Benefit Show, 19th Annual Golden Gala and the Elf Louise gift distribution.

**Item 5: Update and Discussion regarding Jobs Plus**

Mr. Lopez briefed the Committee on Jobs Plus and reported on Dec. 17, 2015, the San Antonio Housing Authority received an award from the United States Department of Housing and Urban Development (HUD) Jobs Plus Pilot program at Cassiano Homes, a grant valued at \$2.7 million to be used over the next four years. San Antonio was one of only nine sites selected in 2015 through a highly competitive and detailed application process and joins the nine sites selected in 2014. The purpose of the Jobs Plus Pilot program is to develop site-based, job-driven approaches for residents to increase earnings and advance employment outcomes.

On July 1, 2016, SAHA met its contractual obligations and opened its doors at 1912 Krockner Way. Jobs Plus hosted a family Fourth of July Open House welcome event and resource fair. The Program Manager and Family Navigator started on July 20 and completed hiring of the team. Staff worked closely in support of the ConnectHome initiative and launched classes for youth in late July, early August. The Fatherhood Campaign is now offering on-site parenting classes. Staff successfully hosted a job fair on Sept. 30, 2016, which had one on-the-spot hire, one hired within the week and five pending offers from the event.

**Item 6: Public Comment**

The meeting was attended by 41 residents.

**Item 7: Adjournment**

With no objections, Chair Clack adjourned the meeting at 1:42 p.m.

**ATTEST:**

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**Charles Clack**  
**Chair, Resident Services Committee**

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**Date**

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**David Nisivoccia**  
**Interim President and CEO**


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**Date**



## MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives; Aiyana Longoria, Assistant Director of Community Development Initiatives

RE: Update and discussion regarding HUD Jobs Plus at Cassiano

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**SUMMARY:**

On Dec. 17, 2015, SAHA was awarded a U.S. Department of Housing and Urban Development Jobs Plus grant to be implemented at the Cassiano Apartment Homes community. The \$2.7 million award to SAHA for a program term of four years ends in 2020.

The goal of the Jobs Plus Pilot Program is to address poverty among public housing residents through place-based, job-driven approaches to increase earnings and advance employment outcomes for participants. The program utilizes three approaches: Employment Related Services, Financial Incentives (Jobs Plus Earned Income Disregard, JP-EID) and Community Supports for Work. Beyond these core components, it is vital that the program also work in collaboration with other local agencies to provide a full compliment of services to residents.

**First Year Outcomes:** This program runs on a calendar year (January to December), and December 2016 marked the first year completed under this grant. While program services did not officially launch until July 2016, staff hit the ground running and has produced some great outcomes. Most notably was the goal for enrollment, which was 105 adults in the first year. At the end of December, there were 130 new members enrolled in Jobs Plus, who are adults living at Cassiano and have completed a service plan and have returned for follow up appointments or services.

Employment Related Services:

- 25 Members obtained employment as a result of Jobs Plus, and 4 have maintained employment in the past 90 days; there are 36 members currently employed.
- 4 Members received their High School Diploma through the South Texas Leadership Center and are now working with the Job Placement Coordinator on career pathway exploration and job readiness skills.
- 7 Members are currently pursuing training in a career pathway: Culinary Arts, Certified Nursing Assistant (CNA), Medical Billing Certificate and Medical Assistant.
- 6 Members completed Section 3 trainings in collaboration with the Section 3 Coordinator and SAHA contractors.
- 10 Adult members completed Digital Literacy Classes provided on-site through ConnectHome.
- 1 Member completed the Culinary Arts Training Program at San Antonio Food Bank and is completing an on-the-job rotation for a permanent position with the Food Bank.

Financial Incentives:

- 25 Members who gained employment were qualified through Property Management and are in receipt of the JP-EID. All recipients have been provided a referral to the Financial Empowerment Center for one-on-one financial counseling and have received Financial Literacy provided by staff and community partner Woodforest Bank.
- 7 Members opened a bank account that was necessary for their new employment (direct deposit requirement).

Community Supports for Work:

- Program staff have successfully partnered with Family Self-Sufficiency (FSS) staff and are able to offer support to residents participating in the FSS program.
- Initiated the creation of Westside Collaborative.
- 27 Members have completed the “Life Skills” classes hosted by staff, which prepares them for membership through sessions on goal-setting, decision-making and budgeting.
- 15 Members have participated in “Platicar” a monthly roundtable discussion facilitated by the San Antonio College Women’s Empowerment Center.
- 10 Youth (12- to 18-year-old females) enrolled in an on-site coding program coordinated through ConnectHome.

**Year 2 Goals:** In the second year of program operation, the staff is setting outreach goals and enrolling more residents of Cassiano into the program. The target is an additional 130, which will be 50 percent of the adult population at the Cassiano Homes community. Staff will also seek to gain a minimum of a 45 percent employment rate for members, with at least 25 percent of those in career pathway positions. Jobs Plus staff will continue to work with Property Management in support of the JP-EID goals, and with FSS staff in support of all resident goals.

Staff will receive training to become facilitators for cognitive soft-skill development, as well as training to provide financial literacy and education to members.

Staff will continue to cultivate a stronger environment for Community Supports for Work through engagement with the Cassiano Resident Council, as well as engaging community partners through a Westside Collaborative Initiative. All existing classes will continue, and in January the A&M Agrilife Extension program will begin hosting on-site nutrition education classes.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**


None

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and discussion regarding Community Development Initiatives Report

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**SUMMARY:**

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

Below is a summary of the major accomplishments and activities through the fourth quarter.

**Objective: Improve Quality of Life for residents**

Principles include:

- Keeping residents engaged
- Creating a sense of community
- Promoting opportunities in events to enroll residents into programs

Accomplishments	Target	Progress	Status
114 community events/activities hosted through quarter three and four, with 2,786 residents participating	125 community events/activities with 3,000 participants	Below target on events and residents participating	Ongoing
Maintained 22 active Resident Councils	30 active resident councils by December	Below Target	Ongoing

**Objective: Provide Access to resources and non-SAHA programs**

Principles include:

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



<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
958 households received food assistance valued at \$84,311 through December	750 households; \$50,000 assistance value	Exceeded target	Ongoing
1,764 FSS/ROSS/Jobs Plus Referrals for services	1,500 referrals	Exceeded target	Ongoing

**Objective: Improve Resident Capacity**

Principles include:

- Increase capacity through education, training, work experience
- Encourage civic engagement and leadership development

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
FSS/Jobs Plus – 1,271 Participants	1,500 participants	Below target	Ongoing
FSS/Jobs Plus – 150 (average/quarter) Residents enrolled into education and training (21 percent)	35 percent enrollment	Below target	Ongoing
FSS/Jobs Plus -- 552 maintained employment (43 percent)	40 percent	Exceeded target	Ongoing
Hosted 2 quarterly Resident Council trainings, one in August and the second in November	2 trainings	On target	Ongoing
Hosted 5 Early Engagement sessions between July and November, 569 participants	5 sessions; 1,000 participants	On target; Below target	Ongoing
Life Skills Training – 185 residents	NA	Preparing residents to become job ready	Ongoing
Financial Literacy Training – 79	NA	Preparing residents to earn income	Ongoing

**Objective: Facilitate residents to achieve Self-Sufficiency:**

Principles include:

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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
1 resident graduated from FSS	NA	Continue to promote education, training and jobs	Ongoing
4 residents received their GED/HS Diploma	NA	Continue to promote education, training and jobs	Ongoing
84 residents secured employment	NA	Continue to promote education, training, and jobs	Ongoing

**Objective: Improve Agency Performance:**

Principles include:

- Ensure agency is financially strong
- Develop reputation for being an effective leader, partner, and advocate for affordable housing
- Utilize housing foundation to address other redevelopment/revitalization goals

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
CDI Director appointed to Workforce Solutions Board	NA	Secured civic position representing the agency	Ongoing
Rolled out the WOW Bus in August	NA	Partnered with Workforce Solutions Alamo and Alamo Colleges	Ongoing
CDI Director spoke at the Vera Institute on Public Housing Reentry Programs on Nov.	NA	Represented SAHA to showcase Byrne	Ongoing

14-16, 2016		and MTW initiatives	
Raised over \$30,000 for EIF	\$100,000	Below Target	Ongoing
Executed second-year Health Professions Opportunity Grant Contract for \$100,000 in September	\$100,000	On Target	Ongoing

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**


None

**ATTACHMENTS:**

None

MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Vanessa Chavez, Ombudsman

RE: Update and discussion regarding Ombudsman Report

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**SUMMARY:**

This Quarterly Ombudsman Report provides a breakdown of all inquiries regarding resident and program participant requests for assistance during the months of July 2016 through September 2016. There were 447 cases, with 93 cases closed and 354 cases open. Of the 447 cases, which can contain multiple inquiries, the following inquiries were sent to these respective departments: 561 inquiries were sent to Public Housing, there were 16 Section 8 inquiries, 29 Unified Application Center inquiries, 3 Beacon Communities inquiries and there were no Tax Credit Property inquiries this quarter, from July 2016 to September 2016.

**The top five Public Housing inquiries were:**

- Miscellaneous Inquiries (209)
- Issues with Management/Staff and Customer Service (66)
- Transfer Request (60)
- Incomplete Work Orders (32)
- Notice to vacate (27)

**Top 5 Properties by Inquiry:**

- Scattered Sites (202)
- Alazan (47)
- Lincoln Heights Courts (40)
- Kenwood North (39)
- LC Rutledge (17)
- San Juan Square (17)

4th Quarter Top Five Property Inquiries - 362

**Property Type by Inquiry:**

- Elderly and Disabled (87)
- Family (442)

4th Quarter Total Property Type by Inquiry - 529

**Program by Percentage:**

- Public Housing (561)
- Section 8 - 16 Inquiries
- Tax Credit - 0 Inquiries
- Beacon Properties - 3 Inquiries
- UAC - 29 Inquiries

**The top two Section 8 inquiries were:**

- Issues with Management/Staff and Customer Service
- Miscellaneous Inquiries

The Ombudsman Report provides management with recommendations for improving processes and customer service.

In addition to working with staff to resolve resident concerns, the Ombudsman is also responsible for the creation of a civic engagement plan to include voter registration. SAHA continues to keep the SA2020 initiative at the forefront of outreach efforts in order to move the needle on voter turnout.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**



Ombudsperson Case Spreadsheet





## MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO  

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

RE: Update and discussion regarding ConnectHome

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**SUMMARY**

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

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

**1. Connectivity**

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

**2. Devices**

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

**3. Digital Literacy Training**

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

**ConnectHome: San Antonio**

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

**CONNECTIVITY**

The ConnectHome connectivity goal is to provide a broadband connection in every HUD-assisted unit. Over the long term, Google Fiber has committed to providing free connectivity at many public housing communities in San Antonio. Meanwhile, through our ConnectHome efforts, SAHA has connected 253 units: 108 senior and disabled units and 145 multi-family units with school-aged children.

**DEVICES**

The ConnectHome device goal is to provide every resident with a free or low-cost computer. To that end, ConnectHome has partnered with Goodwill San Antonio to collect, refurbish, and supply ConnectHome at a very low cost a monthly supply of 40 computers through at least March 2017. Google Goodware, Bexar County, Google Fiber, NowCast and SAHA employees have also donated a number of new and used computers to support this effort.

**DIGITAL LITERACY TRAINING**

The ConnectHome goal for Digital Literacy Training is to ensure all residents receive useful and appropriate training in order to feel confident in engaging technology as a tool to support their education, employment, and quality of life goals. Thus far, ConnectHome has trained over 339 participants, provided 234 computers and 108 hotspots.

As the training program expands, ConnectHome has partnered with Girls Inc. to provide 13-18 years old girls the opportunity to learn how to code at two of our sites. Cafe College is also partnering with ConnetHome to provide workshops and assistance with college and financial aid applications at Cassiano. Woodforest Bank is also providing financial literacy and online banking classes. San Antonio Youth Code Jam and the Upward Bound youth from Alamo College have also provided STEM fairs at Springview and Cassiano.

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

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

**Upcoming activities**

ConnectHome is part of a citywide Digital Inclusion Alliance initiative that includes COSA, SAHA, Goodwill, School Districts, Google Fiber and many other organizations. The goal for the Alliance is to create a framework that fosters collaboration and the sharing of resources to provide services that help bridge the digital divide.

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

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None