

SEP 20  
2018



RESIDENT SERVICES  
COMMITTEE  
MEETING



SAHA | SAN ANTONIO  
HOUSING AUTHORITY  
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**BOARD OF COMMISSIONERS**

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**PRESIDENT & CEO**

David Nisivoccia

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**SAN ANTONIO HOUSING AUTHORITY  
RESIDENT SERVICES COMMITTEE or  
\*\*SPECIAL BOARD MEETING  
300 Labor St., San Antonio, TX 78210  
12:30 p.m., Thursday, September 20, 2018**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of Refugio Place Apartments, 300 Labor St., San Antonio, TX, 78210, 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.
2. Public Comment
3. Update and discussion regarding the Resident Council President’s Presentation - Good Neighbor Initiative (Adrian Lopez, Director of Community Development Initiatives; Luisa Mendez, Assistant Client Services Manager)
4. Update and discussion regarding the Parent Leadership Academy (Adrian Lopez, Director of Community Development Initiatives)
5. Update and discussion regarding the Elderly and Disabled Services Program (Adrian Lopez, Director of Community Development Initiatives)
6. Update and discussion regarding the Federal Housing Programs Quarterly Report (Brandee Perez, Director of Federal Housing Programs)
7. Update and discussion regarding FYE 2018 4th Quarter Federal Housing Programs Client Services Report (Brandee Perez, Director of Federal Housing Programs; Laura Longoria, Client Services Manager)
8. 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.

## MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented by: Adrian Lopez, Director of Community Development Initiatives; Luisa Mendez, Assistant Client Services Manager

RE: Resident Council President's Presentation (Good Neighbor Initiative)

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**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 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 helps facilitate better community relations and 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 on a Housing Authority's Board of Commissioners. In an effort to build on existing infrastructure of meeting and training existing Resident Councils, CDI proposed in March 2017, 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 developing solutions to the common problems. In addition, the efforts are intended to grow Resident Councils, increase impact of Resident Councils, sustain active Resident Councils and facilitate collaboration with SAHA departments.

The Resident Council Presidents recently completed a three part "Good Neighbor" Campaign Training, hosted during the months of February, May and August 2018. Today, we have the following Presidents who will present on what they learned during this training:

- Monica Batts, President of Cassiano Resident Council
- Ronald McGarity, President of Sun Park Lane Resident Council
- Shanrekia Johnson, President of Alazan Resident Council
- James Hamilton, President of Lewis Chatham Resident Council
- Marvin Lampkins, President of Springview Resident Council

**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:**

Google Slides Presentation



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# Being a Good Neighbor

Presented by Resident Council Members

Resident Services Committee  
9-20-18

# Background

## Training Sessions

- Phase I -
  1. Be Welcoming
  2. Strike a Conversation
  3. Get Involved in Your Community
- Phase II -
  4. Consider Your Neighbor's Lifestyle
  5. Be Aware of Your Surroundings
  6. Be Responsible Pet Owners
- Phase III -
  7. Practice Noise Etiquette
  8. Be Helpful to Your Neighbor
  9. Be Able to Compromise

# SAHA Strategic Goals

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## Related SAHA Strategic Goals

- Empower and equip families to improve their quality of life and achieve economic stability.
- Invest in our greatest resource - our employees - and establish a track record for integrity, accountability, collaboration and strong customer service.



# Highlights of Being a Good Neighbor

1. Be Welcoming
  - ❖ Welcome Committee with Welcome Package
  - ❖ Presentation - Gossip and What is Resident Council
  - ❖ Obtain Contact Information with Hobbies/Interests/Skills
2. Strike a Conversation
  - ❖ Be Approachable
  - ❖ Be Positive
  - ❖ Be Non-Judgemental
3. Get Involved in Your Community
  - ❖ Volunteer
  - ❖ Neighborhood



# Highlights of Being a Good Neighbor

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4. Consider Your Neighbor's Lifestyle
  - ❖ Cultural Differences
  - ❖ Respect Space
  - ❖ Be Non-Judgemental
  - ❖ Tone of Voice, Choice of Words, Body Language
  - ❖ Mindful of Illnesses and Disabilities
5. Be Aware of Your Surroundings
  - ❖ Know Your Neighbors
  - ❖ Keep a Watch on Activities
  - ❖ Know and Invite Your SAFFE Officers Properties
  - ❖ See Something, Report Something



# Highlights of Being a Good Neighbor

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## 6. Be Responsible Pet Owners

- ❖ Being Mindful of Others with Allergies
- ❖ Not Animal Lovers
- ❖ Dogs Not on Leash
- ❖ Properly Disposing of Animal Waste
- ❖ Use of Community Washing Machine for Allergens
- ❖ Report to Property Management after Continued Issues

## 7. Practice Noise Etiquette

- ❖ Please don't...
  - Move furniture around at night, if you have neighbors beneath you.
  - Hammer a nail on a wall past 9 p.m. It can wait until the next day.
  - Holler or scream to someone at the other end of the hall or building.
  - Sit outside with family and/or friends talking/laughing/playing music past 9 p.m.



# Highlights of Being a Good Neighbor

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## 7. Practice Noise Etiquette - Continued

- ❖ Turn down music in cars, as you drive into your neighborhood parking lot.
- ❖ Be respectful by keeping your TVs and music down to a minimum.



## 8. Be Helpful to Your Neighbor

- ❖ If they are sick or going through a difficult time.
- ❖ Be there for them as you would want them to be there for you.
- ❖ Good neighborly acts calms the heart.
- ❖ If you help someone, there is no need to boast about it to everyone.





# Highlights of Being a Good Neighbor

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## 8. Be Helpful to Your Neighbor - Continued

- ❖ Have guest representatives from established/recognized organizations attend Resident Council meetings for Education/Training on Social and Mental Issues.
- ❖ Try not to borrow anything, but if you must, please return immediately without them having to ask you for it. If you break it, you should fix it or offer to replace it.

# Highlights of Being a Good Neighbor

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## 9. Be Willing to Compromise

- ❖ Your approach to a situation is always key. You want to start with:
  - Keeping an open mind
  - Thinking of others before yourself
  - Looking at a situation from every possible angle
  - Placing yourself in their shoes
  - Accepting others for who they are
  - Agree to Disagree
  - Seek outside professional mediation, i.e., Bexar County Resolution, when all other efforts have not been successful




**Remember, you share the neighborhood community.**

THANK YOU!

## 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 Parent Leadership Academy

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**SUMMARY:**

The San Antonio Housing Authority's 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." SAHA serves over 65,000 residents, half of which are under the age of 18. The CDI Department has implemented a number of educational initiatives to address residents under the age of 18, including:

- Installing 17 children's libraries
- Developing computer labs within Public Housing communities (in partnership with IT Department)
- Implementing the ConnectHome initiative
- Distributing over 60,000 books through book drives and through the Book Rich Environment
- Partnering with non-profit organizations to host after school programs and educational workshops focusing on STEM
- Providing academic incentives through the REACH Awards
- Providing college scholarships
- Hiring 80 youth and providing work experience through the Summer Youth Employment Program
- Hosting the annual Education Summit

These efforts are largely focussed on reinforcing positive behavior for children who are doing well or express an interest in self improvement. The combined efforts of these programs and initiatives literally engage thousands of kids annually.

Over the last few years, SAHA's Policy and Planning Department has made significant strides to secure data sharing agreements with local school districts. This effort is resulting in equipping staff with information to identify problem areas. One of the more striking areas of concern that has been identified is school attendance. In some pockets, the data is demonstrating that there are over 40% of students who are chronically absent from school.

In an effort to address this issue, SAHA staff has been meeting with SAISD officials and local partners. A task force was established and made up of several partners. One of the immediate strategies was to have SAHA residents attend and graduate from the Parent Leadership Academy that is traditionally administered throughout the school year by Region 20, SAISD, and Alamo Colleges.



This modified version of the Parent Leadership Academy commenced in June and ended with a graduation at the 6th Annual Education Summit. Applications that were taken in were available beginning June 4, 2018 with a due date of June 15, 2018. The schedule was as follows:

1. June 19 - Orientation
2. June 26 - Covey - 7 Habits of Highly Effective Families
3. July 10 - San Antonio College Tour and Building a College-Going Culture at Home
4. July 24 - Navigating the School System and Community
5. August 4 - EIF Education Summit - Graduation

Over forty residents started the Academy and thirty-one residents graduated. Staff is researching how to best utilize these residents for the Attendance Initiative. SAHA has applied for funding through the City to secure resources to pay for an attendance academy.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

The Parent Leadership Academy was offered for free to residents. SAHA incurred costs associated with food for classes and to purchase polo shirts.

**STRATEGIC GOAL:**

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

**ATTACHMENT:**

Graduation Photo


# Parent Leadership Academy Graduates

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## 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 Elderly and Disabled Services Program

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**SUMMARY:**

On July 1, 2017, the Elderly and Disabled Case Management Services (EDS) moved under the Community Development Initiatives (CDI) Department. Mirroring self sufficiency programs, the EDS program has worked to keep residents living independently and to age in place. EDS services have developed working partnerships that promote healthy living with onsite services and opportunities. Resources and referrals provided by EDS case management have expanded through new and existing partnerships. Partnerships have been developed through the observation of gaps in needed areas such as Medicare, SNAP and transportation.

Development of the Elderly and Disabled Services module has evolved under the CDI Department. Access to the case management system, Tracking at a Glance (TAAG), has given Case Managers the ability to see notes, general information and referrals input from any complex without possessing a resident's physical file (currently, 30% of all case files are input). Referrals made can now be reported with finer accuracy and give up to date data for reviewing gaps in needed services.

**Update on Services:*****Case Management (Care Coordination)***

Case managers work as care coordinators and become a liaison between residents and their health care support system. Case management ensures that residents receive the care they require, and understand their medical status. Yearly assessments conducted on all EDS residents gives Case Managers the ability to connect residents with the proper services. Frequency of a resident's assessment is determined by their score on a Resident Assessment of Daily Living (ADL) form. The form asks questions that include someone's mobility, and their food prepping abilities. Given a tallied score, the Case Manager is then able to identify someone as frail, at risk, or independant. Residents assessed as independent (score 0-3) are evaluated yearly, at risk (score 4-10) quarterly, and frail (score 10 and up) are checked on a monthly basis.

As needs are identified and detailed in the EDS Service Plan, case management links residents with the appropriate social services and medical care. Case management networks with providers to ensure social and health care referrals are followed through on the residents side and the provider. Referral trends give case management the ability to see what gaps may be lacking for residents to continue their independent living. The case manager works to fill in these gaps with the appropriate providers.

***Collaborations:***

Coordinated services include partnering efforts to enhance and enrich the lives of residents. Communication with partnering agencies initiates a link to social, medical, and financial services. Case Managers communicate with providers the details of what was identified in the Resident Assessment of Daily Living and the EDS Service Plan. The Providers assess the needs of a resident to arrange and coordinate potential benefits and services. For inquiries regarding insurance benefits, Medicaid or Medicare, residents are connected with representatives from their respective insurance carrier. This communication ensures residents are made aware of additional benefits offered from their carrier. For example, residents may not be aware of the free rides they can use for medical appointments, or that they may qualify for a discounted gym membership. Awareness is key to healthy and independent living.

Continuous guidance gives EDS residents the means to make sound decisions. The EDS program strives to educate residents continuously on topics pertaining to elderly and disabled persons health and wellness. The resources and activities brought on site are informative and assist in developing the residents' knowledge. Preventative resources have included healthy cooking classes provided by Texas A&M Agrilife, medications safety information provided by University Health, fall awareness presentations by ACOG and University Health and Wellness checks by WellMed. Fraud, bullying and safety presentations have been provided by the San Antonio Police Department's SAFFE program officers. These officers have been present at several EDS communities and Resident Council meetings. They work with case management and Resident Councils to visit properties regularly. The presence of this program has given residents a better sense of security.

***Transportation:***

Elder Americans are outliving their ability to drive. Mobility to medical appointments, grocery shopping, and social activities can be limited. The recent survey of 400 EDS residents discovered that close to 70% did not own a vehicle, or had access to one. Case Management Specialists work with agencies to provide transportation referrals. All available forms of transportation are discussed with residents at the time of their assessment, and EDS residents normally qualify for a reduced fare card from Via Metropolitan Transit. With this reduced fare card, elderly and disabled individuals are eligible to ride the local transit service for only \$.25 between the hours of 9:00 a.m. - 3:00 p.m. It also provides free rides on weekends. Residents with Medicare and or Medicaid also have free medical rides available through their insurance carrier. Due to the limited amount of rides offered by insurances, residents may still need other means of transportation to medical appointments. Another option explored was local nonprofits who can aid those in need of transportation. These services primarily rely on volunteers to provide rides and a shortage of volunteers can still leave some residents without a ride. Although the differing structures of transportation have their own limitations, combining several of these services together gives residents various alternatives.

***Resident Engagement:***

Resident leadership opportunities have developed through the establishment of Resident Councils. The councils are comprised of residents who volunteer their time to coordinate activities and events on property for their fellow residents. Through quarterly training sessions, Resident Councils develop their leadership abilities to be an example to their peers. They often take the lead in contacting partners to help facilitate some of their desired functions or activities. Councils are also eligible to receive DPUY (Dollar per Unit Per Year) funding; which can be

used to obtain the needed equipment or supplies to carry out their objectives as a council. Items include a computer, printer, microphone system and office supplies, to name a few. They alternatively have the option to hold Resident Council fundraisers to buy the the needed goods for activities.

In the absence of a case manager, due to Case Managers covering several properties, councils assist with facilitating or overseeing on site activities. They help Case Managers with communicating to residents the available resources and the onsite activities currently being facilitated. Councils act as a voice for their fellow residents when issues may arise. Issues are normally addressed at their monthly Resident Council meetings. They work to have an ongoing dialogue with property management to help address issues that residents may have approached the Resident Council with. Councils also work with case management to identify any gaps in services and/or activities that residents may be needing or wanting. This supportive approach helps with increasing participation from residents, and creating a united community atmosphere.

Additionally, community activities help residents to avoid isolation. It has been researched and documented that social isolation leads to depression, and other health issues. For this reason, it becomes crucial to hold onsite activities, so that residents become engaged and stay socially active. Board games, billiards, or bingo are all examples of how residents are keeping active and developing a social circle of friends or acquaintances. Case management is always searching for new means in which to keep residents intrigued and ambulant. Newest additions to some communities include pottery and painting classes that have given residents a real sense of accomplishment.

***Nutrition:***

Food insecurity among the elderly is a rising issue. One in six seniors faces the issue of hunger and being malnourished. Elderly Americans at times have to choose between meals or medical necessities. Through a partnership with the San Antonio Food Bank and the City of San Antonio Supplemental Assistance Nutrition Program (SNAP), residents are able to supplement their monthly food needs. Over 800 individuals benefit from a once a month food distribution program (HOPE Program) that delivers 70 pounds of food per individual. They are also eligible for the government cheese program (CFSP) that gives them an additional box of non perishable food. With the SNAP program, residents are welcomed to congregate for a meal that is delivered to their property daily. On a monthly basis, the amount of meals usually exceeds 3,000 served lunches. At the heart of these programs are volunteers that help Case Managers with the distribution and paperwork.

**Community Room Functions:**

***Recreation:***

Physical activity has proven to help individuals be more mobile, maintain their mobility, and have better overall health outcomes. Continued workouts help prevent or control high blood pressure, high cholesterol, diabetes and depression. Strengthening of the muscles can prevent falls and injuries. In a group setting, physical fitness classes help build fellowship and camaraderie among participants. Staying fit has been the goal of several EDS sites. The College Park and Pin Oak 1 properties currently have walking groups. The College Park group

has been walking together for three years. The walking program was started by Metro Health, with assistance by the City of San Antonio. Pin Oak 1 was started by the Case Manager assigned to the property. Varying partners have, at one time or another, presented Zumba classes and Sit and be Fit classes.

***Digital Connectivity:***

As the world becomes more digital, technology is a necessity; it has been an EDS initiative to work with elderly and disabled residents to become computer and internet literate through such programs as ConnectHome. This initiative opens up a whole new world for EDS residents and their ability to connect to valuable resources and do more online. Residents who have access to technology have access to the information to manage their own care and resources. The ConnectHome program provided to EDS residents offers them the opportunity to earn a free desktop computer after completing the required classes, which are provided onsite. For those who are not able to attend all the required classes at once onsite, they have the opportunity to earn a computer through the digital passport program. This gives residents the means to attend classes at their own convenience through public libraries.

**PROPOSED ACTION:**

The next steps are to continue the development of the EDS services program. There are still several opportunities where the program can grow, and be enhanced. One area will be to continue building strong relationships with established providers, growing new partners by formalizing Memorandums of Agreement or Understanding (MOA/MOU). This will ensure that services delivered meet the outcomes needed, and that there are processes in place to evaluate the effectiveness of the services delivered.

Another area that EDS will enhance is the full utilization of all the features in TAAG, with a continued emphasis on the resident assessments and referrals. Through continued usage, the software will provide data that can be used for analysis. This analysis will provide the program with an opportunity to narrow the gaps in lacking areas that affect EDS residents' ability to live and age in place. Staff will focus on addressing some of the currently known gaps, such as transportation, the Good Neighbor Initiative and financial counseling.

**FINANCIAL IMPACT:**

None at this time.

**STRATEGIC GOAL:**

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


**ATTACHMENTS:**

None.



MEMORANDUM

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented By: Brandee Perez, Director of Federal Housing Programs

RE: Update and Discussion of Federal Housing Programs Quarterly Report

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**SUMMARY**

San Antonio Housing Authority’s (SAHA’s) Federal Housing Programs (FHP) Department measures various performance measures of its two programs, the Housing Choice Voucher (HCV) Program and the Public Housing (PH) Program. The FHP Quarterly Report for the **January 2018 to June 2018 quarter** provided below, consists of the following data:

- Demographics;
- Waitlist totals;
- Termination totals;
- Client Service Inquiries;
- Voucher utilization rates; and
- Public Housing occupancy rates.

The U.S. Department of Housing and Urban Development (HUD) requires Public Housing Authorities administering the Housing Choice Voucher and Public Housing Programs to report several measures of program performance and financial information. Staff has completed data collection and analyses for both programs in the attached report, and will continue to provide updates as requested to the Resident Services Committee.

Table 1 provides an overall waitlist report of the Housing Choice Voucher program. The table includes waitlist maintenance outcomes, demographics of applicants and reasons applicants were removed from the waitlist.

**Table 1. Housing Choice Voucher Waitlist Report (January - June 2018)**

	Jan. - Jun.
Number of Applicants on Waitlist	25,789
<i>Elderly</i>	2,152
<i>Disabled</i>	1,389
<i>Elderly/Disabled</i>	238
<i>Family</i>	22,010
Number of Applicants Selected	3,015
<i>HCV</i>	2,150
<i>MOD &amp; PBV</i>	865
Success Rate of Lease Up	24%

**SAN ANTONIO HOUSING AUTHORITY**

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<i>HCV</i>	30.1%
<i>MOD &amp; PBV</i>	7.5%
Average Wait Time	3 to 5 yrs
CHRs Denied	22
CHRs Approved	1,103
Maintenance Update	
<i>Letters Mailed</i>	4,766
<i>Returned by Post Office</i>	925 (19.4%)
<i>No Response</i>	2,614 (54.8%)
<i>Responses</i>	1,227 (25.7%)
Number of Clients Removed from Waitlist	5,965
Reasons for removal: Overincome, No Response, No Show, Debt Owed, CHR Denial, Applicant Requested to be Removed, Letter Returned by Post Office.	

Table 2 provides an overall waitlist report of the Public Housing program. The table includes demographics of applicants and reasons applicants were removed from the waitlist.

**Table 2. Public Housing Waitlist Report (January - June 2018)**

	Jan. - Jun.
Number of Applicants on Waitlist	34,266
<i>Elderly</i>	3,130
<i>Disabled</i>	4,132
<i>Elderly/Disabled</i>	809
<i>Family</i>	26,195
Number of Applicants Selected	6,359
<i>Elderly/Disabled</i>	1,837
<i>Family</i>	4,522
Success Rate of Lease Up	10.6%
Average Wait Time Elderly/Disabled	6 mos. to 2 yrs
Average Wait Time Family	2 to 6 yrs
Number of Clients Removed from Waitlist	10,379
Reasons for removal: No Response, Letter Returned by Post Office, CHR denials, Applicant requested removal.	

Tables 3 and 4 provide demographics for the Housing Choice Voucher and Public Housing programs, breaking down the numbers for income levels, percentage of program participants and number of program participants who are primarily Spanish speaking.

**Table 3. Housing Choice Voucher Demographics (January - June 2018)**

<b>AMI (Area Median Income)</b>	<b>Jan. - Jun.</b>	<b>Percentage</b>
Extremely Low 30%	11,150	84.72%
Very Low 50%	1,571	12.17%
Low 80%	345	2.93%
Over	23	0.18%
<b>Total</b>	<b>13,089</b>	<b>100.00%</b>
<b>Percentage of Population</b>		
Elderly/Disabled		16.37%
Elderly		2.7%
Disabled		41.55%
Non Elderly/Non Disabled		39.38%
<b>Number of Spanish-Speaking Clients</b>	<b>188</b>	<b>1.47%</b>

**Table 4. Public Housing Demographics (January - June 2018)**

<b>AMI (Area Median Income)</b>	<b>Jan. - Jun.</b>	<b>Percentage</b>
Extremely Low 30%	5,010	87.35%
Very Low 50%	555	10.28%
Low 80%	106	2.07%
Over	16	0.30%
<b>Total</b>	<b>5,687</b>	<b>100.00%</b>
<b>Percentage of Population</b>		
Elderly/Disabled		20.9%
Elderly		7.4%
Disabled		24.8%
Non Elderly/Non Disabled		47.0%
<b>Number of Spanish-Speaking Clients</b>	<b>598</b>	<b>10.63%</b>

Table 5 provides combined demographics for the Assisted Housing Programs (Housing Choice Voucher and Special Programs) and Public Housing Program.

**Table 5. Federal Housing Programs Demographics (January - June 2018)**

<b>AMI (Area Median Income)</b>	<b>Jan. - Jun.</b>	<b>Percentage</b>
Extremely Low 30%	16,160	85.51%
Very Low 50%	2,126	11.60%
Low 80%	451	2.67%

**SAN ANTONIO HOUSING AUTHORITY**

**September 20, 2018**

Over	39	0.22%
<b>Total</b>	<b>18,776</b>	<b>100.00%</b>

**Percentage of Population**

Elderly/Disabled	18.4%
Elderly	5.0%
Disabled	33.4%
Non Elderly/Non Disabled	43.2%

<b>Number of Spanish-Speaking Clients</b>	<b>786</b>	<b>4.23%</b>
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Table 6 provides the Housing Choice Voucher utilization rates of HUD funding under ACC (Annual Contributions Contract) subsidy funds and under MTW (Moving to Work) program funds. The “MTW Baseline” refers to the number of vouchers SAHA must utilize to maintain the agency’s Moving to Work classification.

**Table 6. Housing Choice Voucher Utilization (January - June 2018)**

<b>HCV - ACC</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May.</b>	<b>Jun.</b>	<b>Total</b>
Unit Month Leased (UML)	12,126	12,127	12,114	12,095	12,191	12,199	<b>75,852</b>
Unit Month Available per ACC	13,046	13,046	13,046	13,046	13,046	13,046	<b>78,276</b>
Percentage of Utilization	92.9%	93.0%	92.9%	92.7%	93.4%	93.5%	<b>93.1%</b>
<b>HCV - MTW</b>							
Unit Month Leased (UML)	12,126	12,127	12,114	12,095	12,191	12,199	<b>72,852</b>
MTW Baseline	12,146	12,146	12,146	12,146	12,146	12,146	<b>72,876</b>
Percentage of Utilization	99.8%	99.8%	99.7%	99.6%	100.4%	100.4%	<b>100.0%</b>

Table 7 provides occupancy rates of all Public Housing units, including general occupancy developments and elderly/disabled developments. Federal ACC operating subsidy amounts slightly increased during the quarter through the end of the quarter.

**Table 7. Public Housing Occupancy (January - June 2018)**

	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Jun.</b>	<b>Average</b>
Occupied Units	5,595	5,608	5,647	5,636	5,628	5,677	<b>5,632</b>
HUD Approved Offline Unit	191	191	191	191	191	189	<b>190</b>
Total Occupied	5,789	5,799	5,838	5,826	5,818	5,866	<b>5,822</b>
ACC Subsidy	6,097	6,097	6,137	6,137	6,137	6,137	<b>6,124</b>
Percentage of Occupancy	94.9%	95.1%	95.1%	94.9%	94.8%	95.6%	<b>95.1%</b>
Vacancies	311	289	299	311	319	271	<b>302</b>

Table 10 and Table 11 provide the breakdown of termination numbers for the Housing Choice Voucher and Public Housing programs, including demographics and the most common reasons for termination.

**Table 10. Housing Choice Voucher Termination Report (January - June 2018)**

	Jan. - Jun.	
<b>Total Terminated</b>	<b>788</b>	<b>100.00%</b>
<i>Elderly</i>	148	18.8%
<i>Disabled</i>	233	29.6%
<i>Non Elderly/Non Disabled</i>	407	51.6%
Of all clients terminated, these attended Early Engagement	109	14%
Average Tenure	8 years	
Top 3 Reasons for Termination:	<i>End of Participation (EOP)*</i>	
	<i>Vacating Without Notice</i>	
	<i>Voucher/Lease Expired</i>	

\*Non-Punitive Terminations

**Table 11. Public Housing Termination Report (January - June 2018)**

	Jan. - Jun.	
<b>Total Terminated</b>	<b>146</b>	<b>100.00%</b>
<i>Elderly</i>	1	0.7%
<i>Disabled</i>	28	19.2%
<i>Non Elderly/Non Disabled</i>	110	75.3%
Of all clients terminated, these attended Early Engagement	47	32.5%
Of all clients terminated, these were in FSS Program	10	6.9%
Of all clients terminated, these were in Jobs Plus Program	38	25.8%
Average Tenure	6 years	
Top 3 Reasons for Termination:	<i>TR - Reasonable Accommodation</i>	
	<i>Evicted for Non Payment - 14 day</i>	
	<i>Abandon/Vacate Without Notice</i>	

Table 12 provides combined termination numbers for the Assisted Housing Programs (Housing Choice Voucher and Special Programs) and Public Housing Program.

**Table 12. Federal Housing Programs Termination Report (January - June 2018)**

	Jan. - Jun.	
<b>Total Terminated</b>	<b>934</b>	<b>100.00%</b>
<i>Elderly</i>	149	16.0%
<i>Disabled</i>	261	27.9%
<i>Non Elderly/Non Disabled</i>	524	56.1%
Of all clients terminated, these attended Early Engagement	156	

**STRATEGIC GOAL:**

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

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

None.

**ATTACHMENT:**

FY 2017-2018 FHP Quarterly Report



# SAN ANTONIO HOUSING AUTHORITY

## FHP Quarterly Report

FY 2017-2018

DEMOGRAPHIC REPORT					
		Jul-Dec	Jan-Jun	Average	%
<b>Section 8</b>	<b>AMI</b>				
	Extremely Low 30%	11,007	11,150	<b>11,079</b>	<b>84.72%</b>
	Very low 50%	1,612	1,571	<b>1,592</b>	<b>12.17%</b>
	Low 80%	421	345	<b>383</b>	<b>2.93%</b>
	Over	25	23	<b>24</b>	<b>0.18%</b>
	Total	13,065	13,089	<b>13,077</b>	<b>100.00%</b>
Percentage of Population	Elderly/Disabled	15.8%	16.37%		<b>16.11%</b>
	Elderly/Non Disabled	2.7%	2.70%		<b>2.68%</b>
	Non Elderly/Disabled	42.7%	41.55%		<b>42.11%</b>
	Non Elderly/Non Disabled	38.9%	39.38%		<b>39.12%</b>
	<b># of Spanish Speaking Clients</b>	196	188	<b>192</b>	<b>1.47%</b>
<b>Public Housing</b>	<b>AMI</b>				
	Extremely Low 30%	4,867	5,010	<b>4,939</b>	<b>87.35%</b>
	Very low 50%	607	555	<b>581</b>	<b>10.28%</b>
	Low 80%	128	106	<b>117</b>	<b>2.07%</b>
	Over	18	16	<b>17</b>	<b>0.30%</b>
	Total	5,620	5,687	<b>5,654</b>	<b>100.00%</b>
Percentage of Population	Elderly/Disabled	20.7%	20.9%		<b>20.8%</b>
	Elderly/Non Disabled	7.2%	7.4%		<b>7.3%</b>
	Non Elderly/Disabled	24.5%	24.8%		<b>24.7%</b>
	Non Elderly/Non Disabled	47.6%	47.0%		<b>47.3%</b>
	<b># of Spanish Speaking Clients</b>	604	598	<b>601</b>	<b>10.63%</b>
<b>FHP Total</b>	<b>AMI</b>				
	Extremely Low 30%	15,874	16,160	<b>16,017</b>	<b>85.51%</b>
	Very low 50%	2,219	2,126	<b>2,173</b>	<b>11.60%</b>
	Low 80%	549	451	<b>500</b>	<b>2.67%</b>
	Over	43	39	<b>41</b>	<b>0.22%</b>
	Total	18,685	18,776	<b>18,731</b>	<b>100.00%</b>
Percentage of Population	Elderly/Disabled	18.3%	18.6%		<b>18.4%</b>
	Elderly/Non Disabled	4.9%	5.0%		<b>5.0%</b>
	Non Elderly/Disabled	33.6%	33.2%		<b>33.4%</b>
	Non Elderly/Non Disabled	43.2%	43.2%		<b>43.2%</b>
	<b># of Spanish Speaking Clients</b>	800	786	<b>793</b>	<b>4.23%</b>

**SAN ANTONIO HOUSING AUTHORITY**  
**FHP Quarterly Report**  
**FY 2017-2018**

AHP - UTILIZATION / PH-OCCUPANCY REPORT															
	Jul	Aug	Sep	Oct	Nov	Dec	Jan - Dec Total/Avg	Jan	Feb	Mar	Apr	May	Jun	Jan - Jun Total/Avg	FY Total/Average
<b>Section 8 - ACC</b>															
Unit Month Leased (UML)	11,783	11,814	11,859	11,916	11,943	12,063	71,378	12,126	12,127	12,114	12,095	12,191	12,199	72,852	144,230
Unit Month Available per ACC	13,046	13,046	13,046	13,046	13,046	13,046	78,276	13,046	13,046	13,046	13,046	13,046	13,046	78,276	156,552
% of Utilization	90.3%	90.6%	90.9%	91.3%	91.5%	92.5%	91.2%	92.9%	93.0%	92.9%	92.7%	93.4%	93.5%	93.1%	92.1%
<b>Section 8 - MTW</b>															
Unit Month Leased (UML)	11,783	11,814	11,859	11,916	11,943	12,063	71,378	12,126	12,127	12,114	12,095	12,191	12,199	72,852	144,230
MTW Baseline	12,146	12,146	12,146	12,146	12,146	12,146	72,876	12,146	12,146	12,146	12,146	12,146	12,146	72,876	145,752
% of Utilization	97.0%	97.3%	97.6%	98.1%	98.3%	99.3%	97.9%	99.8%	99.8%	99.7%	99.6%	100.4%	100.4%	100.0%	99.0%
<b>Public Housing</b>															
Occupied Units	5,677	5,625	5,616	5,618	5,615	5,623	5,629	5,595	5,608	5,647	5,636	5,628	5,677	5,632	5,630
HUD A approved Offline Unit	8	132	181	189	191	191	149	191	191	191	190	190	189	190	170
Total Occupied	5,685	5,757	5,797	5,807	5,806	5,814	5,778	5,786	5,799	5,838	5,826	5,818	5,866	5,822	5,800
ACC	6,097	6,097	6,097	6,097	6,097	6,097	6,097	6,097	6,097	6,137	6,137	6,137	6,137	6,124	6,110
% Occupancy	93.2%	94.4%	95.1%	95.2%	95.2%	95.4%	94.8%	94.9%	95.1%	95.1%	94.9%	94.8%	95.6%	95.1%	94.9%
Vacancies	412	340	300	290	291	283	319	311	298	299	311	319	271	302	310

**SAN ANTONIO HOUSING AUTHORITY**  
**FHP Quarterly Report**  
**FY 2017-2018**

<b>WAIT LIST REPORT</b>					
		<b>July 2017 - Dec 2017</b>		<b>Jan 2018 - Jun 2018</b>	
<b>Section 8</b>	# of applicants on Waitlist (WL)	40,506		25,789	
	<i>Elderly</i>	1,602		2,152	
	<i>Disabled</i>	3,412		1,389	
	<i>Elderly/Disabled</i>	215		238	
	<i>Family</i>	35,277		22,010	
	# of applicants selected	2,625		3,015	
	<i>HCV</i>	1,726		2,150	
	<i>MOD &amp; PBV</i>	899		865	
	Success rate of lease up	32.2%		24.0%	
	<i>HCV</i>	37.7%		30.1%	
	<i>MOD &amp; PBV</i>	5.6%		7.5%	
	Average wait time (3 to 5 years)			Average wait time (3 to 5 years) (10/5/2015)	
	CHRs Denied	19		22	
	CHRs Approved	1,707		1,103	
	Maintenance Update (Latest Application Dated June 2015)			(Latest Application Dated December 2015)	
	<i>Letters mailed</i>	6,845		4,766	
	<i>Returned by Post Office</i>	1,266	18.5%	925	19.4%
	<i>No response</i>	3,462	50.5%	2,614	54.8%
	<i>Responses</i>	2,117	31.0%	1,227	25.7%
	# of clients removed from the WL <sup>1</sup>	5,124		5,965	
	(Reasons - overcome, no response, no shows, debt owed, CHR denials, applicant requested to be removed, letter returned by Post Office)				
<b>Public Housing</b>	# of applicants on Waitlist	23,471		34,266	
	<i>Elderly</i>	1,206		3,130	
	<i>Disabled</i>	2,396		4,132	
	<i>Elderly/Disabled</i>	270		809	
	<i>Family</i>	19,599		26,195	
	# of applicants selected	5,455		6,359	
	<i>Elderly/Disabled</i>	808		1,837	
	<i>Family</i>	4,679		4,522	
	Success rate of lease up	11.9%		10.6%	
	Average wait time PH E/D (6 mos. to 2 years)			Average wait time PH E/D (6 mos. to 2 years)	
	Average wait time PH Family (2 to 6 years)			Average wait time PH Family (2 to 6 years)	
	Maintenance Update				
	<i>Letters mailed</i>			10,379	
	<i>Returned by Post Office</i>			1,557	15%
	<i>No response</i>			2,768	27%
	<i>Responses</i>			6,054	58%
	# of clients removed from the WL	4,483		7,225	
	(Reasons - no response to selection letter, letter returned by Post Office, CHR denials, Applicant requested removal)				


1 - it includes the maintenance update

**SAN ANTONIO HOUSING AUTHORITY**  
**FHP Quarterly Report**  
**FY 2017-2018**

<b>TERMINATION REPORT</b>					
<b>July 2017 - Dec 2017</b>				<b>Jan 2018 - Jun 2018</b>	
<b>Section 8</b>	Total Termination	517		788	
	<i>Elderly</i>	91	17.6%	148	18.8%
	<i>Disabled</i>	199	38.5%	233	29.6%
	<i>Non Elderly/Non Disabled</i>	227	43.9%	407	51.6%
	Of clients terminated, number who attended EE	22	4.2%	109	14%
	Average Tenure is 4 years				
	Top 3 reasons for Termination				
	<i>Voucher/Lease Expired</i>				
<i>End of Participation (EOP)</i>					
<i>Deceased</i>					
				8 years	
				Top 3 reasons for Termination	
				<i>End of Participation (EOP)</i>	
				<i>Vacating Without Notice</i>	
				<i>Voucher/Lease Expired</i>	
<b>Public Housing</b>	Total Termination	178		146	
	<i>Elderly</i>	9	5.1%	1	0.7%
	<i>Disabled</i>	42	23.6%	28	19.2%
	<i>Non Elderly/ Non Disabled</i>	127	71.3%	110	75.3%
	<i>Elderly/Disabled</i>			7	4.8%
	Clients who attended EE was terminated	54	29.9%	47	32.5%
	Clients who participated in FSS Program were terminated	19	11.1%	10	6.9%
	Clients who participated Jobs Plus Program were terminated	31	16.7%	38	25.8%
	Average Tenure is 6 years				
	Top 3 reasons for Termination				
<i>Moved to Section 8</i>					
<i>Evicted - Non Payment 14 day</i>					
<i>Abandon/ Skip-Out</i>					
				Average Tenure is 6 years	
				Top 3 reasons for Termination	
				<i>Evicted - Non Payment 14 Day</i>	
				<i>TR-Reas Accom</i>	
				<i>R-Abandon/Skip-Out</i>	
<b>FHP Total</b>	Total Termination	695		934	
	<i>Elderly</i>	100	14.4%	149	16.0%
	<i>Disabled</i>	241	34.7%	261	27.9%
	<i>Non Elderly/ Non Disabled</i>	354	50.9%	524	56.1%
	Clients who attended EE was terminated	76		156	

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

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**SUMMARY:**

This Quarterly Client Services Report provides a breakdown of inquiries submitted by Public Housing Residents, Assisted Housing Programs (AHP) clients, and applicants during the months of April 2018, through June 2018. Listed below are the Client Services numbers by housing program for the Federal Housing Programs (FHP):

Federal Housing Programs			
	Assisted Housing Programs	Public Housing	
Phone Calls	7,599	899	
Emails	199	7	
Lobby/Walk-Ins	6,486	200	
Top Three (3) Types of Inquiries - FHP			
Assisted Housing Programs		Public Housing	
Wait List Status	3,210	Eligibility Letter Waitlist Draw & Wait List Status	244
Recertification	1,211	Transfer Status & Inquiry Requests	97
RTA Appointment	1,182	Maintenance Issues	60
Public Housing			
Property Type Inquiry		Top Three (3) Properties by Inquiry	
Elderly/Disabled	59	Alazan	21
Family	79	Scattered Sites	8
Outside Managed	16	Lincoln Heights	6

**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.