

BOARD OF COMMISSIONERS



Resident Services Committee Meeting
September 21, 2017

Your home
LEGACY
at O'CONNOR



Affordable Senior Apartment Living



Legacy on O'Connor Road

13842 O'Connor Road
 San Antonio, Texas 78233

Phone: (210) 946-3900

Fax: (210) 946-3901



OFFICE HOURS

Mon - Fri: 8:30 am-5:30 pm
 Sat: Closed
 Sun: Closed



ABOUT THE COMMUNITY

Legacy on O'Connor Road is San Antonio's newest Senior community. This property is across from discount shopping and a variety of health options such as Walk-in Medical Clinic, vision, dentist, and hearing clinic. This community features a gorgeous community activity center and weekly resident activities. Legacy at O'Connor Road is convenient to shopping at Rolling Oaks Mall, public transportation and the Northeast Medical Center.



PARKING

Uncovered
 Unassigned

COMMUNITY BUILT IN

2003

FLOOR PLANS AVAILABLE

One Bedroom
 Two Bedroom

NUMBER OF UNITS

150

SCHOOL DISTRICT

Northeast ISD

ELEMENTARY SCHOOL

Woodstone

MIDDLE SCHOOL

Wood

HIGH SCHOOL	Madison High School
APPLICATION FEE	\$25 single, \$35 married
SECURITY DEPOSIT	\$100/\$200
PET FEE	\$150/\$150
COMMUNITY SERVICES	<p>Brand new Senior (55+) Community One Bedrooms NOW AVAILABLE! Beautiful, open, spacious Active living lifestyle with weekly planned activities Affordable prices, limited income welcome High ceilings with crown molding Business center with computers and internet access Clubhouse with activity center Large closets and walk in closets in selected homes.</p>
UNIT AMENITIES	<p>W/D Hookups Air Conditioning Dishwasher Wheelchair Access Garbage Disposal Private Patio/Balcony Ceiling Fans Cable Ready Icemaker Frost Free Refrigerator</p>
COMMUNITY AMENITIES	<p>Laundry Facilities Public Transportation Cable/Satellite TV Pets (with Limitations) Trash Pickup Business Center</p>





Creating Dynamic Communities Where People Thrive

BOARD OF COMMISSIONERS

Chairman Morris A. Stribling, DPM	Vice-Chairman Charles R. Muñoz	Commissioner Thomas F. Adkisson	Commissioner Francesca Caballero	Commissioner Charles Clack	Commissioner Marie R. McClure	Commissioner Jessica Weaver
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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, September 21, 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 the Community Room of the Legacy on O'Connor Road Apartments, 13842 O'Connor Road, San Antonio, TX, 78233, for discussion on the following matters:

1. Meeting called to order
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. Update and discussion regarding the Elderly and Disabled Services Program (Adrian Lopez, Director of Community Development Initiatives)
3. Update and discussion regarding the Victoria Plaza Relocation and Case Management (Adrian Lopez, Director of Community Development Initiatives; Brandee Perez, Director of Federal Housing Programs)
4. Update and discussion regarding Client Services Area Expansion (Brandee Perez, Director of Federal Housing Programs)
5. Public Comment
6. Briefing and property tour
7. 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."

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

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. On July 1, 2017, Elderly and Disabled Case Management Services (EDS) moved under the Community Development Initiatives (CDI) department.

To be in alignment with CDI's other grant funded programs, FSS, ROSS, and Jobs Plus, staff has been working with the EDS supervisor to develop metrics and outcomes that promote initiatives around health, wellness, and aging in place for elderly residents. This plan is still in development, but many of the current activities promoted by EDS support the new plan and outcomes.

Below is a summary of the major accomplishments and activities through the first half of 2017.

Objective: Improve quality of life for residents

Principles include:

- Keeping residents engaged
- Creating a sense of community
- Promoting opportunities through activities to engage residents in EDS programs

Accomplishments	Target	Progress	Status
637 community activities were hosted through the first half of 2017, with participation of 6,376	600	Meeting expectations	Ongoing
Maintained 12 active Resident Councils	15	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 elderly and disabled residents

Accomplishments	Target	Progress	Status
17 properties currently have a HOPE (Commodities) Program on-site	12 locations	Exceeded Goal	Ongoing
15 EDS properties currently have CFSP (Cheese) Program on-site 58 residents monthly - 106% of eligible residents are on the 15 sites	7 locations	Exceeded Goal	Ongoing
Supplemental Nutrition Program (SNP-COSA) - 4 sites after the closure of Victoria Plaza. 234 residents monthly - 28% of eligible residents on the 5 sites serving	6 locations	On Target	Ongoing
Currently, the HOPE program is serving approximately 836 residents monthly - 87% of eligible residents on the 17 sites	100%	Exceeded Goal	Ongoing

Objective: Improve resident knowledge

Principles include:

- Increase capacity through education
- Encourage civic engagement and leadership development

Accomplishments	Target	Progress	Status
Hosted 9 health/resource fairs to engage and bring needed resources to residents	12 events	Below Goal	Ongoing
Diabetic Classes	N/A	Teaching residents how to prevent/control diabetes	Ongoing
Cooking smart/eating right classes-	N/A	Teaching residents to cook healthier meals	Ongoing

Objective: Facilitate residents to achieve independent living

Principles include:

- Ensure **EDS residents maintain independent living** and to hold off **hospitalization and assisted living**
- Create positive households that have long-term positive effects on their **EDS complexes**
- Reduce dependency on **assisted living**

Accomplishments	Target	Progress	Status
EDS Residents – 1,416 Participants Assessed	1,468 (70%) Assessed	Below goal	Ongoing
EDS Residents – 1,249 maintained independent status	80% of residents assessed	Exceeded Goal	Ongoing
Facilitated: <ul style="list-style-type: none"> • Grocery shopping • Exercise classes • Provider services • Home health services • Computer classes 	N/A	Continue to promote independence	Ongoing
Angioscreen, out of a potential 180 screens, 143 seniors received screen - 79%	70%	Exceeded Goal	Ongoing
Mobile Mammography, out of a potential 25 screen, 18 residents were screened - 72%	50%	Exceeded Goal	

PROPOSED ACTION:

None

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: Adrian Lopez, Director of Community Development Initiatives; Brandee Perez, Director of Federal Housing Programs

RE: Update and discussion regarding the Victoria Plaza Relocation and Case Management

SUMMARY:

Victoria Plaza was built in 1959, and its' major systems, the electrical, plumbing, and water supply are past their useful life. If any one of these should fail, it would cause a catastrophic impact with residents dislocated immediately. In addition, state law now requires that buildings like Victoria Plaza be retrofitted with fire suppression systems to be Code Compliant. For these reasons, SAHA started the strategic relocation of residents on May 1, 2017. At the time the relocation began there were 147 residents living at Victoria Plaza. Currently, 114 residents have relocated, 10 residents have accepted housing elsewhere, and 23 are pending relocation. The set deadline for relocation is October 31, 2017, and through coordinated efforts it is projected that all residents will be relocated by the end of September 2017.

UPDATE ON SERVICES:

At the time the relocation was proposed, the on-site case manager began working closely with property management to ensure a seamless transition to their new community. The case manager currently assigned to Victoria Plaza is there two days out of the week, and is tasked with assisting the remaining residents with any questions they may have regarding the moving process.

The case manager also provides a warm hand-off to the receiving case manager. The hand-off process ensures that services or public benefits the resident is receiving are not lost in the transition. The services include any food/meal programs, access to healthcare, and transportation. As the residents move into the new community, the receiving case manager reviews the last assessment conducted. If the assessment is more than a year old, the receiving case manager will update the assessment to be current. The majority of needs that have been identified include the following:

- Locating a new doctor in their community.
- Obtaining a new provider; some providers did not service the area in their new location.
- Transferring medication to the nearest accessible pharmacy.
- Coordinating meal services, commodities, and community resources.
- Coordination of bus lines and transportation options.

PROPOSED ACTION:

None

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: Operations and Human Resources Committee

From: David Nisivoccia, President and CEO 

Presented By: Brandee Perez, Director of Federal Housing Programs

RE: Client Services Department Expansion

SUMMARY:

San Antonio Housing Authority's (SAHA's) Federal Housing Programs (FHP) Department is expanding the Client Services area through an Assistant Client Services Manager position dedicated to the needs of Public Housing clients. The position will operate under the Client Services Manager.

In August 2008, SAHA created the Client Services department to expedite the resolution of client inquiries and concerns. Duties of the department include:

- Advocating for SAHA program participants to troubleshoot resident concerns
- Following up with residents to ensure issues are resolved
- Serving as a client ombudsman between other departments
- Managing front-end client service issues and initiatives
- Developing and managing client feedback services
- Developing new procedures to more quickly and efficiently improve client satisfaction

SAHA owns and manages approximately 6,000 Public Housing units and administers 3,000 Section 8 vouchers. The Client Services Department received a high volume of calls, averaging 2,425 per month in 2017.

On June 5, 2017, the Assisted Housing Programs (AHP) Department and Public Housing (PH) Department unified under the Director of Federal Housing Programs to actively work to improve daily client services and address the issues presented by all program participants.

The addition of an Assistant Client Services Manager position dedicated to Public Housing clients will allow the FHP department to expand effective client service strategies to both programs.

SAHA posted the Assistant Client Services Manager position until September 1, 2017.

PROPOSED ACTION:

None

FINANCIAL IMPACT:

None

STRATEGIC GOAL:

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

ATTACHMENT:

Current Client Services Department Organizational Chart

Federal Programs Client Services Department Organizational Chart

