



RESIDENT SERVICES COMMITTEE MEETING



**OCT. 17
2019**



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HOUSING AUTHORITY
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BOARD OF COMMISSIONERS

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Commissioner

Jo-Anne Kaplan
Commissioner

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Commissioner

Marie R. McClure
Commissioner

PRESIDENT & CEO

David Nisivoccia

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

**4060 Medical Dr., San Antonio, TX 78229
12:30 p.m., Thursday, October 17, 2019**

The Board of Commissioners will convene for a Committee, or Special Board meeting, in the Community Room of the Charles Andrews Apartments, located at 4060 Medical Dr., San Antonio, TX, 78229, 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.

PUBLIC COMMENT

2. Public Comment - Citizens are provided three minutes each to speak to any agenda items.
3. Public Comment - Residents are provided three minutes each to speak on items regarding their tenancy.

MINUTES

4. Minutes
 - Approval of the September 19, 2019, Resident Services Committee Meeting minutes

UPDATES AND DISCUSSIONS

5. Update and discussion regarding the Community Development Initiatives Quarterly Report (Adrian Lopez, Director of Community Development Initiatives)
6. Update and discussion regarding the Recognition of Partners (Adrian Lopez, Director of Community Development Initiatives)
7. Update and discussion regarding the Golden Gala Event (Adrian Lopez, Director of Community Development Initiatives)
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.

**MINUTES
SAN ANTONIO HOUSING AUTHORITY
RESIDENT SERVICES COMMITTEE ETING
September 19, 2019**

SCHEDULED: 12:30 p.m. at 1010 Locke St. San Antonio, TX, 78208

COMMISSIONERS PRESENT:

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

COMMISSIONERS ABSENT:

Morris A. Stribling, DPM, Chair
Jessica Weaver, Vice Chair
Sofia A. Lopez, 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
Domingo Ibarra, Director of Security
Adrian Lopez, Director of Community Development
Initiatives
Hector Martinez, Director of Construction
Services and Sustainability

Richard Milk, Director of Policy and Planning
Steven Morando, Director of Procurement and
General Services
Brandee Perez, Director of Federal Housing
Programs
Michael Reyes, Director of Communications and
Public Affairs
Lorraine Robles, Director of Development Services
and Neighborhood Revitalization
Thomas Roth, Director of Asset Management
Diana Kollodziej Fiedler, Director of Finance
and Accounting

Item 1: Meeting called to order

Committee Chair Clack called the meeting to order at 12:41 p.m. and introduced the Board of Commissioners, Mr. Doug Poneck, Board Counsel, and Mr. David Nisivoccia, SAHA President and CEO.

PUBLIC COMMENT

Item 2: Public Comment - Agenda Items

Board Counsel, Mr. Doug Poneck, reported that according to the Texas Open Meetings Act, effective September 1, 2019, the public is entitled to comment and speak to any agenda items. Committee Chair Clack then opened the floor to anyone requesting to provide a public comment regarding the agenda items. There were no citizens requesting to speak on any agenda items.

Item 3: Public Comment - Tenancy

Board Counsel, Mr. Poneck reported that this portion of public comment was to allow residents to speak on items regarding their tenancy. Committee Chair Clack then opened the floor to allow residents to speak regarding any tenancy comments or concerns. There were no citizens requesting to speak on any tenancy items. A total of eight residents attended the meeting.

UPDATES AND DISCUSSIONS

Item 4: Update and discussion regarding the Family Self-Sufficiency (FSS), Jobs Plus and Resident Opportunities and Self-Sufficiency (ROSS) programs

Mr. Adrian Lopez, Director of Community Development Initiatives, reported that the San Antonio Housing Authority (SAHA) began the implementation of its Family Self-Sufficiency (FSS) program in 1992. The program was designed to target SAHA participants and offer supportive services that would empower participants with education, job skills, and the knowledge to become self-sufficient. The program includes the following services: Goal Setting, Time Management, Access to Community Resources, Referral to Supportive Services Partner Agencies, Counseling, Parenting Classes, Education Opportunities, Job Training, Financial Literacy, Home Ownership Education, Credit Counseling, Advocacy and Encouragement. Mr. Lopez also provided the program highlights for years 2018 and 2019.

The Jobs Plus program at Cassiano Homes was implemented in July 2016. The program provides employment services to all Cassiano residents between the ages of 18 and 61. The purpose of the Jobs Plus Initiative program is to develop locally-based, job-driven approaches to increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement, technology skills, and financial literacy for residents of Public Housing. The program includes the following services: Goal Setting, Access to Community Resources, Life Skills Classes, Anger Management Classes, Resume Preparation, Mock Interviewing, Referrals for Job Leads, On-site Hiring Events, Financial Literacy (i.e., Budgeting, Credit Counseling, Home Ownership Education, Car Buying Education, Workshops in Building Wealth), Support Services (i.e., High School Diploma/GED, Items Needed for Employment, Testing etc.), Earned Income Disregard upon employment after enrollment at 100% for the duration of the Jobs Plus Grant. Mr. Lopez also provided the program highlights.

Mr. Lopez reported that the San Antonio Housing Authority (SAHA) was awarded a ROSS 2012, ROSS 2015, and ROSS 2018 grant to create opportunities for Public Housing residents to improve their quality of life, provide access to resources and non-SAHA programs, improve capacity and knowledge and facilitate achievement of self-sufficiency. The ROSS SC program staff work diligently to seek out partners in an effort to ensure housing stability and to link residents to education, employment, and financial literacy services. Through deliberate partnerships with both internal and external partners, staff can develop opportunities for residents to achieve academic standards, acquire skills, obtain and maintain employment, grow financial stability and participate in financial literacy. Mr. Lopez also reported that the program targets the following population: Public Housing residents from: Alazan, Beldon, Cassiano, Charles Andrews, Cross Creek, Frances Furey, Highview, Lincoln, Mirasol, Mission Park, Riverside, Sutton Oaks, Springview, Villa Veramendi, and Westway.

Mr. Lopez also provided responses to various questions the Board of Commissioners asked regarding the programs he oversees.

Item 5 Update and discussion regarding the Elderly and Disabled Resident Survey

Mr. Lopez reported that a survey for staff, residents and partners was completed in an effort to ensure that the Elderly and Disabled Services (EDS) program is structured to provide services that meet the comprehensive needs of residents. Each surveyed population provided insight to the type of services currently offered and the opportunity to enhance services. As of September 4, 2019, 652 surveys have been completed at twenty-seven of the EDS properties. The surveys were conducted during the recent HOPE Commodities distribution, Commodity Supplemental

Food Program distributions, property events and individually with the EDS Case Management Specialist. The survey collected information on health and wellness, safety and security, social inclusion, financial wellness, communication and information, civic participation, community engagement and technology. Mr. Lopez provided a brief summary of the preliminary conclusion along with the following initial recommendations: focus on health and wellness, provide volunteer fairs and make connections for residents and continue to expand on digital literacy and training for the elderly and disabled residents.

Item 6: Update and discussion regarding the Fair Avenue Apartments Sprinkler Project

Ms. Brandee Perez, Director of Federal Housing Programs, reported that in preparation for the upcoming Fair Avenue sprinkler project (a requirement mandated by the City of San Antonio for high rise buildings), EDS staff were tasked to complete assessments for current Fair Avenue residents. The assessment process began on August 19, 2019, and as of September 4, 2019, 182 or 87% of residents have been assessed. The remaining 27 or 13% of residents will be contacted in person and by phone to ensure that all residents are assessed prior to implementation of the sprinkler project. Several meetings have been held with Property Management staff and residents to discuss the upcoming project. Staff presented information to the residents in attendance about the project timeline, on-site activities, and resident responsibility during the project.

Mr. Lopez then provided the initial results of the survey and the following concerns and issues have been identified: residents have indicated that they may have difficulty being away from their apartments for long periods of time, due to anxiety and other social issues; residents have indicated that they take medications and usually take a nap during the day; and, some residents are bed bound and may have difficulty mobilizing.

Ms. Perez explained that EDS staff will continue to work with Property Management staff to ensure that resident needs are identified and addressed throughout the sprinkler project. Joint staff meetings and resident briefings will be utilized to identify (1) concerns, (2) resources, (3) potential community partners, and (4) to support a healthy and safe environment throughout the sprinkler project. EDS staff have also taken steps to address potential needs that have been identified by staff and have reached out to the City of San Antonio Senior Services Division to discuss (1) providing transportation and access to local Senior Centers and (2) securing additional meals for the daily Senior Nutrition Program on site. EDS staff will continue to work with community partners to plan activities and events to take place in the community room available to all residents. Lastly, staff schedules will be altered to be available to assist with the morning transition of residents vacating their units for the day.

Item 7: Adjournment

With no objections, Committee Chair Clack adjourned the meeting at 1:52 p.m.

ATTEST:

Morris A. Stribling, DPM
Chair, Board of Commissioners

Date

David Nisivoccia
President and CEO

Date

SAN ANTONIO HOUSING AUTHORITY**October 17, 2019****MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: FY 2020 1st Quarter Update

**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 first 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
46 events/activities hosted through 1st quarter with 2,458 residents participating	375 community events/activities with 4,500 participants	Below Target	Ongoing
Maintained 25 active Resident Councils	30 Resident Councils	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

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Accomplishments	Target	Progress	Status
5,343 individuals received food assistance valued at \$222,389.00 for the 1st FY20 quarter	2,750 households; \$325,000.00 assistance value	Exceeded Target	Ongoing
949 FSS/ROSS/Jobs Plus Referrals for service	750 referrals	Exceeded Target	Ongoing
Hosted 7 EDS Health Fairs with 129 Participants	9 events	Below Target	Ongoing

Objective: Improve Resident Capacity

Principles include:

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

Accomplishments	Target	Progress	Status
FSS/Jobs Plus – 1,686 Participants	1,500 participants	Exceeded Target	Ongoing
FSS/Jobs Plus – 89 of the 735 Participants who are not working are enrolled in education and training (18 percent)	35 percent enrollment	Below Target	Ongoing
FSS/Jobs Plus - 735 maintained employment (44 percent)	40 percent	Exceeded Target	Ongoing
Hosted 1 quarterly Resident Council training; additional training offered in November, February and May	1 training	Met Target	Ongoing
Hosted 3 Early Engagement sessions with 468 participants	3 sessions; 500 participants	Met Session Target but, participant numbers are slightly below target	Ongoing

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ConnectHome <ul style="list-style-type: none"> 88 residents completed training and received a device 	50 New Participants to receive Computer Training, Device and Connectivity	Exceeded Target	Ongoing
723 surveys completed (34%)	741 (35%) Surveys completed	Below Target, scheduled for completion in 2nd quarter	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

Accomplishments	Target	Progress	Status
16 residents received their GED/HS Diploma; 34 earned a certification	NA	Continue to promote education, training and jobs	Ongoing
350 new assessments completed and 119 plans created for FSS/JP/ROSS participants	NA	Continue to promote education, training, and jobs	Ongoing
24 EIF Scholarships were awarded to SAHA youth	N/A	Continue to promote education, training and jobs	Ongoing
60 REACH recipients were acknowledged: 25 "A/B" Honor Roll, 9 Perfect Attendance, and 5 "A" Honor Roll	N/A	Continue to promote education, training and jobs	Ongoing

Objective: Improve Agency Performance:

Principles include:

- Ensure agency is financially strong

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- Develop a reputation for being an effective leader, partner, and advocate for affordable housing
- Utilize housing foundation to address other redevelopment/revitalization goals

Accomplishments	Target	Progress	Status
240 beds were delivered and assembled for SAHA youth residing at Alazan, Cassiano and Lincoln	N/A	N/A	Completed
Boeing awards SAMSAT \$100,000.00 to continue and expand the Geekbus STEM Club at new SAHA locations in 2020	N/A	N/A	Completed

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.

ATTACHMENTS:

None.

SAN ANTONIO HOUSING AUTHORITY**October 17, 2019****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 recognition of outside partners

**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 with many community partners to help us achieve our residents' goals. At this time, we want to recognize partners who work with us to provide adult education and workforce services.

Sleep in Heavenly Peace

On September 27 and September 28, 2019, SAHA was able to partner with the Non-Profit Organization "Sleep In Heavenly Peace" (SHP) to build 240 beds for the children living in Cassiano, Alazan-Apache, and Lincoln Courts. SHP was founded in 2012, by Luke Mickelson after working on a project to build homemade beds for a family within his church that was sleeping on the floor. To date, they have 150 working chapters in the United States and have built over 15,000 beds to date.

This project was generously funded through Lowes 2019 Hero's Project. The fourteen Lowes stores came together to provide \$35,000.00 in material and over 200 staff to assist in this project. This bed build project took place over a three day time span in which SAHA provided the use of their Brazos warehouse. Day one focused on Lowes employees and Sleep In Heavenly Peace members coming in to pre-cut all material. Day two was a collaboration between all three Lowes, SHP, and SAHA to sand, prepare, assemble, and stain the beds. Day Three is where we were able to invite other active community partners to assist us with the delivery and set up of all 240 beds throughout the three SAHA communities.

Walking School Bus

A committee of community partners came together as a result of residents voicing their concerns that many youngsters were walking by themselves to and from school without parents or guardians to make sure they were safe. Cassiano Homes and the surrounding neighborhood was also identified as a medium to high risk rate for pedestrian fatality. Community partners include the City of San Antonio's Metro Health District, SAHA's Jobs Plus program, Sarah King Elementary School, City of San Antonio's Vision Zero, Safe Kids San Antonio, Alamo Area Council Of Government (AACOG), the Metropolitan Planning Organization (MPO), and San Antonio Saffe Officers.

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With guidance from the committee, the San Antonio Housing Authority's Jobs Plus program partnered with the City of San Antonio's Metro Health District to create a pilot program for the Walking School Bus Initiative. A walking school bus is a group of children who walk to school with one or more adults. It can be as informal as two families taking turns walking or a structured schedule and planned route. Some of the goals of this walking school bus were to help reduce student absences or tardiness issues, ensure the safety of children during their journey to school, and to increase family and community engagement.

SAMSAT

SAMSAT is a non-profit that advocates for STEM in the larger community, highlighting the importance of STEM education, and how STEM jobs build up families and our economy. SAMSAT has been awarded a grant from Boeing to help bridge the Digital Divide by providing and expanding STEM learning opportunities at SAHA Communities through its partnership with ConnectHome. SAMSAT has partnered with ConnectHome in the past and provided STEM Summer Camp on July 2018, at the Lincoln Community. After a four week summer camp we were able to serve 30 youth ranging from the 4th to the 8th grade. SAMSAT and ConnectHome have also provided STEM Camp to the Westway community for 30 middle schoolers from January 19 - June 22, 2019. Youth who attended seven sessions received a free laptop from ConnectHome. SAMSAT is providing STEM Club opportunities at the Mission and Riverside properties from September 21, 2019 - February 29, 2020. The Club workshops will be hosted every other Saturday at the Mission Community Room and will focus on providing STEM education to 30 middle schoolers. Youth will also have an opportunity to earn a free laptop from ConnectHome after they attend seven sessions.

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.

ATTACHMENTS:

None.


SAN ANTONIO HOUSING AUTHORITY**October 17, 2019****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 Event - 22nd Annual Golden Gala

**SUMMARY:**

The San Antonio Housing Authority (SAHA) and the Education Investment Foundation (EIF) will host the 22nd Annual Golden Gala on December 16, 2019, from 3:00 p.m. to 7:00 p.m. The Gala anticipates the event to bring over 800 residents to the Convention Center and provide a jam packed agenda, with food, music, photos with Santa, and various entertainment activities. This year will mark the 7th year of utilizing the event to promote healthy living via "H2A Living" (Healthy Habits, Active Living). This focus influences the following activities:

- Recognition of Veterans
- Recognition of award recipients of the 6th Annual H2A Living Awards, which include:
 - Resident Council Leadership Award
 - GEM (Go the Extra Mile) Award
 - Healthy Hero Award
 - Good Neighbor Award (Sister Jo Mitchell Award)
 - Fuerza Award
 - H2A Living Award (awarded to most active elderly community)

Efforts are underway to fundraise and secure all of the participants for this year's activities, including the theme of "Texas Two-Steppin' Ball." Staff is requesting quotes from various music artists to headline the entertainment.

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

The budget for this year is \$52,000.00, which will cover costs for the venue, food, entertainment, transportation and other miscellaneous costs. These costs are covered through fundraising and other activities.

STRATEGIC GOAL:

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

ATTACHMENT:

None.