

# BOARD OF COMMISSIONERS



Resident Services Committee Meeting  
July 20, 2017



*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, July 20, 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 Mission Park Apartments, 5825 Analissa, San Antonio, TX, 78214, for discussion on the following matters:

1. Meeting called to order
2. Update and discussion regarding the Community Development Initiatives Report (Adrian Lopez, Director of Community Development Initiatives)
3. Update and discussion regarding Community Development Initiatives Upcoming Events (Adrian Lopez, Director of Community Development Initiatives)
4. Update and discussion regarding the initial Resident Council President's Meeting (Adrian Lopez, Director of Community Development Initiatives)
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 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 third and 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
150 community events/activities hosted through quarter three and four, with 4,278 residents participating	187 community events/activities with 4,500 participants	Below Target on events and resident participation	Ongoing
Maintained 18 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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
1,519 households received food assistance valued at \$147,018 through March	1,500 households; \$100,000 assistance value	Exceeded Goal	Ongoing
3,618 FSS/ROSS/Jobs Plus referrals for services through June	3,000 referrals	Exceeded Goal	Ongoing

**Objective: Improve Resident Capacity**

Principles include:

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

<b>Accomplishments</b>	<b>Target</b>	<b>Progress</b>	<b>Status</b>
FSS/Jobs Plus – 1,453 Participants	1,500 participants	Below goal	Ongoing
FSS/Jobs Plus – 148 (average/quarter) residents enrolled into education and training (22 percent)	35 percent enrollment	Below Goal	Ongoing
FSS/Jobs Plus – 790 maintained employment (51 percent)	40 percent	Exceeded Goal	Ongoing
Hosted 3 quarterly Resident Council Trainings, hosted in August, November and February	3 trainings	On Target	Ongoing
Hosted 7 Early Engagement sessions between July and November with 979 participants	7 sessions; 1,500 participants	Met goal; Below Goal	Ongoing
Life Skills Training – 223 residents	N/A	Preparing residents to become job ready	Ongoing
Financial Literacy Training – 101 residents	N/A	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

Accomplishments	Target	Progress	Status
8 residents graduated from FSS	N/A	Continue to promote education, training and jobs	Ongoing
22 residents received their GED/High School Diploma	N/A	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

Accomplishments	Target	Progress	Status
Commenced the Time Limited Working Preference and Restorative Housing pilots	N/A	Partnered with Workforce Solutions Alamo and Bexar County Adult Probation	Ongoing

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None at this time.

**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  
Upcoming Events

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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." Below is a snapshot of activities and events through October.

**JULY****Summer Feeding Program**

Monday through Friday (8:30 a.m. breakfast, 12 p.m. lunch and 3 p.m. snack). Offered at Frances Furey, Charles Andrews, Mission Park, Riverside and Cassiano Homes.

**Camp Flaming Arrow**

July 2-8, week-long YMCA camp.

**Youth Microsoft Academy**

9 a.m. to 3 p.m., July 5. Cassiano Homes, 2919 S. Laredo St.

**Early Engagement**

9 a.m. to 2 p.m., July 19. Eastside Education and Training Center, 4551 Dietrich Rd.

**Summer Youth Employment**

Monday through Friday through August at multiple sites.

**AUGUST****EIF Education Summit**

10 a.m. to 1 p.m., August 12. San Antonio College's McAllister Auditorium, 1300 San Pedro Avenue.

**Early Engagement**

9 a.m. to 2 p.m., August 16. Eastside Education and Training Center, 4551 Dietrich Rd.

**Resident Council Training**

8 a.m. to 2 p.m., August 23. Eastside Education and Training Center, 4551 Dietrich Rd.

**Back To School Events**

Times, dates and locations to be determined.



**SEPTEMBER**

**EIF “Par-Tee” Golf Tournament**

8 a.m. to 1 p.m., September 15. SilverHorn Golf Club, 1100 W Bitters Rd.

**Early Engagement**

9 a.m. to 2 p.m., September 20. Eastside Education and Training Center, 4551 Dietrich Rd.

**OCTOBER**

**National Night Out**

October 3. Times and locations to be determined.

**EIF Poster Contest Deadline**

October 9.

**Early Engagement**

9 a.m. to 2 p.m., October 18. Eastside Education and Training Center, 4551 Dietrich Rd.

In addition to these major events, staff continues to host parenting classes, ConnectHome training, financial literacy, soft skills training and more.

**PROPOSED ACTION:**

None

**FISCAL IMPACT:**

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

**ATTACHMENTS:**

Pictures of events



**SAHA** | SAN ANTONIO  
HOUSING AUTHORITY  
Opportunity Lives Here

# Community Development Initiatives Upcoming CDI Events

**Adrian Lopez**



# Camp Flaming Arrow





# ConnectHome



# Early Engagement





# Education Summit



# Back to School





# National Night Out




# EIF Poster Contest





**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 initial Resident Council President's Meeting

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**SUMMARY:**

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

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

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 coming up with solutions to the common problems. In addition, the efforts are intended to grow Resident Councils, increase impact of Resident Councils, sustain active councils and facilitate collaboration with SAHA departments.

On May 5, 2017, the initial meeting was held in order to explain the concept and solicit feedback from the Resident Council Presidents. The Presidents focused on the following topics: Operations, Engagement, Increasing Resident Councils, Safety and Security, and Training.

**Operations**

- Trash
- Elevators
- Air conditioning
- Community rooms - revenue
- Technology
- Access to social media
- Door bells
- Work orders - where do they get charged?
- Maintenance issues
- Training on housekeeping

**Engagement (more staff involvement)**

- Attend meetings
- Host meetings
- Training for DPUY audits and Resident Council elections
- Have a Resident Council member at the committee
- Business cards for Resident Council Executive members

**Increase Resident Councils**

- Opportunity for combining properties to form 1 Resident Council - cluster
- Share ideas to recruit Resident Council members

**Safety and security**

- Graffiti
- Stolen bikes
- Drugs
- Bullying
- Training
- Building access
- Mental health issues

**Training**

- Social media
- How to improve REAC scores
- Learn More About SAFFE Programs

Subsequent to the first meeting, staff summarized the feedback during the May Resident Council Training and committed to: continue to meet quarterly; host SAFFE Officer Training (hosted in May); consider providing a Crime-Free, Multi-Family Training in July; identify communities to create combined Resident Councils (completed with map); purchase business cards and shirts for Presidents (will be completed by August); and identify other leadership training (women's and men's empowerment conferences; City's Leadership Academy); and, provide a progress update at the next Resident Council Training to be held on August 23.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None at this time.

**ATTACHMENTS:**

None