



# RESIDENT SERVICES COMMITTEE MEETING APR. 16, 2020




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**BOARD OF COMMISSIONERS**

Dr. Ana "Cha" Guzmán Chair	Jessica Weaver Vice Chair	Charles Clack Commissioner	Jo-Anne Kaplan Commissioner	Olga Kauffman Commissioner	Sofia A. Lopez Commissioner	Ruth Rodriguez Commissioner
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**PRESIDENT & CEO**  
David Nisivoccia

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**SAN ANTONIO HOUSING AUTHORITY  
RESIDENT SERVICES COMMITTEE or  
\*\*SPECIAL BOARD MEETING TELECONFERENCE**  
**Call In Phone Number: (413) 752-2467**  
**PIN Number: 599743125#**  
**1:00 p.m., Thursday, April 16, 2020**

The Board of Commissioners will convene for a Committee, or Special Board meeting, by teleconference, 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. Citizens requesting to speak to the agenda, should access Phone Number: **(413) 752-2467** and enter PIN Number: **599743125#**, prior to 1:00 p.m.
3. Public Comment - Residents are provided three minutes each to speak on items regarding their tenancy. Citizens requesting to speak regarding their tenancy, should access Phone Number: **(413) 752-2467** and enter PIN Number: **599743125#**, prior to 1:00 p.m.

**UPDATES AND DISCUSSIONS**

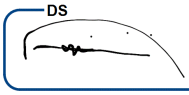
4. Update and discussion regarding SAHA Road to Digital Inclusion, for Public Housing and Beacon Communities (Brandee Perez, Chief Operating Officer; Kristi Baird, Director of Beacon Communities; Jo Ana Alvarado, Director of Innovative Technology)
5. Update and discussion regarding changes in policies and procedures related to residents (Brandee Perez, Chief Operating Officer)
6. 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.

**SAN ANTONIO HOUSING AUTHORITY****April 16, 2020****MEMORANDUM**

To: Resident Services Committee

From: David Nisivoccia, President and CEO 

Presented By: Brandee Perez, Chief Operating Officer, Jo Ana Alvarado, Director of Innovative Technology; Kristi Baird, Director of Beacon Communities

RE: Update and discussion regarding SAHA Road to Digital Inclusion 2020

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**SUMMARY**

The San Antonio Housing Authority (SAHA) Road to Digital Inclusion initiative began in 2013, when SAHA installed free Wi-Fi at fifty of its community rooms across the SAHA portfolio. In March 2020, the COVID-19 pandemic raised the need for Digital Inclusion to the top of minds at SAHA, school districts, municipal and county governments. Partnerships are forming across all government and private entities with the united goal to close the digital divide among SAHA clients.

The following is an update of efforts on behalf of SAHA and neighboring partners:

**SAHA Partnership Efforts**

SAHA has partnered with VIA Metropolitan System (VIA), City of San Antonio (COSA) and San Antonio Independent School District (SAISD) to collaborate on the Digital Inclusion initiative. Through this collaboration, SAHA has solidified implementation plans with VIACares, COSA's Office of Innovation and SAISD officials to provide 20-26 vans equipped with Wi-Fi at the following five properties: Springview, Mission Park, Cassiano Homes, Alazan-Apache and Lincoln Heights.

On April 9, 2020, SAHA and VIA launched a pilot test with six vans at Springview to test the Wi-Fi connectivity and van location logistics. The following schedule of van placement and Wi-Fi access will be communicated to the residents of properties included in the initial phase. Below are the details regarding the property address, location according to school district and government district, and how many school-aged children and college students each property serves.

- April 10, 2020 - Springview (722 S. Mel Waiters Way)
  - SAISD
  - District 2
  - 6 vans
  - Monday - Friday from 9:00 a.m. to 12:00 p.m.
  - 192 school-aged children and college students
- April 10, 2020 - Mission Park (5825 Analisa)
  - Harlandale Independent School District (HISD)
  - District 3

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- 6 vans
- Monday - Friday from 9:00 a.m. to 12:00 p.m.
- 210 school-aged children and college students
- April 12, 2020 - Lincoln Heights (1315 N. Elmendorf)
  - SAISD
  - District 1
  - 8 vans
  - Monday - Friday from 1:30 p.m. to 4:30 p.m.
  - 507 school-aged children and college students
- April 15, 2020 - Cassiano Homes (2919 S. Laredo)
  - SAISD
  - District 5
  - 8 vans
  - Monday - Friday from 9:00 a.m. to 12:00 p.m.
  - 1,254 school-aged children and college students
- April 17, 2020 - Alazan- Apache (1011 S. Brazos)
  - SAISD
  - District 5
  - 8 vans
  - Monday - Friday from 1:30 p.m. to 4:30 p.m.
  - 1,193 school-aged children and college students

The partners will continue to rollout VIACares Wi-Fi to additional SAHA properties. The end date for this project is contingent upon the availability of vans during the COVID-19 quarantine period.

SAHA and partner leadership targeted promotion for the initiative at the identified locations. The plan includes, but is not limited to, the use of the following communication channels:

- Website placement
- Social media
- Email and other communication channels for targeted schools within the neighborhoods
- Flyers and posters
- Email blast to client email addresses at the targeted SAHA communities
- General awareness messaging for COSA City Council

**SAHA Preparation of the COVID-19 Emergency Relief Funds**

In preparation of the possible use of the COVID-19 Emergency Relief funds, SAHA has prepared the following documents to support an Emergency Relief application:

- Detailed summary of SAHA Road to Digital inclusion from 2013 to 2020
- Demographic data demonstrating the number of school aged children, number of families served and who could benefit from free Wi-Fi
- Estimated costs and Wi-Fi design concerning the expansion to residential community



**SAN ANTONIO HOUSING AUTHORITY****April 16, 2020**

rooms at all SAHA Public Housing and Beacon properties

**Lincoln Heights Learning Lab (1315 N. Elmendorf)**

Google continues to be an engaged and consistent partner with SAHA to bring devices and equipment to our learning labs and community rooms. Construction continues on the Lincoln Heights Learning Lab with the lab designed to be 100% wireless, offering free Wi-Fi to students and visitors. The Google donation will equip the learning classrooms with Google Chromeboxes, smart boards, digital displays, learning equipment and backend Wi-Fi equipment. Ongoing bandwidth costs will be absorbed by the Federal Housing Programs Operations budget.

**SAHA Presente! Program in Partnership with United Way**

The Presente! Program is a part of the United Way *“Successful Student Impact Council”* focused on addressing student absences at Sarah King Elementary in SAISD. There are approximately 100 Cassiano families with students at Sarah King Elementary (~ 200 total students). Data from School Year 2018-2019, showed 35% of Cassiano/Sarah King students were chronically absent (missing 10% of school days ~ 18 days or more).

SAHA is working with VIA to place vans in the neighborhood between Saltillo St. and Merida St. to provide free Wi-Fi to the families of the Presente! Program.

In the early stages, SAHA will explore the feasibility to implement the Solar Mesh and Reengineered Technology Innovation (SMARTI) technology to bring the solar mesh solution to the neighborhood surrounding the Presente! Program families.

The Presente! Neighborhood could be a viable quadrant surrounding the 123 families in the Presente! Program with SMARTI servicing the area.

**SAHA Wi-Fi Expansion Efforts**

With the assistance of Dr. Ana M. “Cha” Guzman, we are currently reviewing and providing information to Alamo Colleges and CPS Energy to expand our Wi-Fi efforts throughout our Public Housing and Beacon communities.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

SAHA is expecting to apply for COVID-19 Emergency Relief funds for the estimated first year costs of up to \$4,000,000.00. Consideration of the ongoing bandwidth, management and support of the expanded Wi-Fi costs will need further review, as it pertains to the viable absorption of these costs by the SAHA Operations budget.

**STRATEGIC GOAL:**

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

**SAN ANTONIO HOUSING AUTHORITY**

**April 16, 2020**

**ATTACHMENT:**

PH-Children Demographics WIFI Project  
Photos VIACares Van

## PUBLIC HOUSING COMMUNITIES - ALL

Number of Children by: Age Group and School & Council Districts

COMMUNITY	COMMUNITY TYPE	ADDRESS	TOTAL UNITS	Community Room Wifi	Expanded Residential	SCHOOL DISTRICT	COUNCIL DISTRICT	AGES 0-2	AGES 3-4	AGES 5-11	AGES 12-14	AGES 15-18	COLLEGE STUDENTS	TOTAL CHILDREN
Alazan- Apache	Family	1011 S. Brazos	741	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 5 - Gonzales	243	208	475	129	114	24	1193
Alhambra	Senior/Disabled	7130 New Laredo Hwy	140	<input type="checkbox"/>	<input type="checkbox"/>	South San ISD	District 4 - Garcia	0	0	0	0	0	0	0
Blanco	Senior/Disabled	906 W. Huisache	100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	1	0	0	0	1
Cassiano Homes	Family	2919 S. Laredo	499	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 5 - Gonzales	151	172	531	200	170	30	1254
Charles Andrews	Family	4060 Medical Dr.	52	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Northside ISD	District 8 - Pelaez	9	9	63	26	20	1	128
Cheryl West	Family	333 W. Cheryl	82	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 7 - Sandoval	19	25	71	17	22	2	156
Christ The King	Senior/Disabled	4502 W. Martin	48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD	District 5 - Gonzales	0	0	0	0	0	0	0
Cisneros	Senior/Disabled	3003 Weir Avenue	55	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD	District 5 - Gonzales	0	0	0	0	0	0	0
College Park	Senior/Disabled	2011 N. Flores	78	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	0	0	0	0
Converse Ranch I	Family	8355 Crestway Dr.	124	N/A	<input type="checkbox"/>	Judson ISD		2	4	15	5	3	0	29
Converse Ranch II	Family	8355 Crestway Dr.	104	N/A	<input type="checkbox"/>	Judson ISD		1	2	12	3	3	0	21
Cross Creek	Family	2818 Austin Hwy	66	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 2 - Andrews-Sullivan	13	15	67	21	11	2	129
East Meadows	Family	1639 Lamar	215	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	12	19	70	30	26	2	159
East Meadows II	Family	1323 N Walters	119	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	0	0	0	0
Escondida	Senior/Disabled	2514 Vance Jackson	20	N/A	<input type="checkbox"/>	Northeast ISD	District 1 - Trevino	0	0	1	0	0	0	1
Fair Avenue	Senior/Disabled	1215 Fair Avenue	216	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 3 - Viagran	0	0	0	0	0	0	0
Francis Furey	Family	4902 Gus Eckert Lane	66	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northside ISD	District 8 - Pelaez	12	15	46	20	22	4	119
Frank Hornsby	Senior/Disabled	740 Rice Rd	59	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	0	0	0	0
Gardens at San Juan	Family	2002/2003 S Zarzamora	252	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 5 - Gonzales	16	17	73	21	11	1	139
Glen Park	Family	121 Avenue M.	26	N/A	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	5	4	19	5	2	0	35
HB Gonzalez	Senior/Disabled	5811 Ingram Rd	51	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northside ISD	District 7 - Sandoval	0	0	0	0	1	0	1
Hemisview	Family	401 Santos St.	245	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	2	5	15	5	5	2	34
Highview	Family	1351 Rigsby	68	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	16	17	64	22	12	3	134
Jewett Circle	Senior/Disabled	425 S.W. 34th. St	75	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD	District 6 - Havrda	1	0	0	0	0	0	1
Kenwood Manor	Family	121 Avenue M.	9	N/A	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	1	3	7	2	3	1	17
Kenwood North	Senior/Disabled	121 Avenue M.	53	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	0	0	0	0
LC Rutledge	Family	11301 Roszell	66	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 10 - Perry	8	18	55	18	12	3	114
Le Chalet	Senior/Disabled	832 E. Grayson	34	N/A	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	3	2	0	1	1	0	7
Lewis Chatham	Senior/Disabled	6405 S. Flores	119	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Harlandale ISD	District 3 - Viagran	0	0	0	0	0	0	0
Lila Cockrell	Senior/Disabled	3500 Pleasanton	70	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Harlandale ISD	District 3 - Viagran	0	1	0	0	0	0	1
Lincoln Heights	Family	1315 N. Elmendorf	338	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	108	96	210	48	40	5	507
Linda Lou	Senior/Disabled	124 Linda Lou	10	N/A	<input type="checkbox"/>	San Antonio ISD	District 3 - Viagran	0	0	0	0	0	0	0
Madonna	Senior/Disabled	7710 Madonna	60	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 1 - Trevino	0	0	0	1	0	0	1
Marie Mcguire	Senior/Disabled	211 N. Alamo	63	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	1	0	0	1
Matt Garcia	Senior/Disabled	6114 Pecan Valley Dr.	55	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 3 - Viagran	0	1	0	0	0	0	1
Midcrown	Senior/Disabled	5414 Midcrown Dr.	196	<input type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 2 - Andrews-Sullivan	1	0	4	1	0	0	6
Midway	Senior/Disabled	545 E. Mitchell	20	N/A	<input type="checkbox"/>	San Antonio ISD	District 3 - Viagran	0	0	0	0	0	0	0
Mirasol Homes	Family	4222 El Paso	174	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD	District 5 - Gonzales	38	42	160	71	59	12	382
Mission Park	Family	5825 Analissa	100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Harlandale ISD	District 3 - Viagran	14	25	93	38	34	6	210
Morris Beldon	Family	7511 Harlow	35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 2 - Andrews-Sullivan	16	8	28	7	5	1	65
Olive Park	Family	1015 N. Olive	26	N/A	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	8	4	26	17	12	0	67
OP Schnabel	Senior/Disabled	919 S. Main Ave.	70	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	0	0	0	0
Park Square	Family	800 E. Park	26	N/A	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	9	11	19	7	3	3	52

## PUBLIC HOUSING COMMUNITIES - ALL

### Number of Children by: Age Group and School & Council Districts

COMMUNITY	COMMUNITY TYPE	ADDRESS	TOTAL UNITS	Community Room Wifi	Expanded Residential	SCHOOL DISTRICT	COUNCIL DISTRICT	AGES 0-2	AGES 3-4	AGES 5-11	AGES 12-14	AGES 15-18	COLLEGE STUDENTS	TOTAL CHILDREN
Parkview	Senior/Disabled	114 Hickman	153	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	1	0	0	0	1
Pin Oak I	Senior/Disabled	7190 Oaklawn	50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Northeast ISD	District 7 - Sandoval	0	0	0	0	0	0	0
Pin Oak II	Family	7180 Oaklawn	22	N/A	<input type="checkbox"/>	Northeast ISD	District 7 - Sandoval	3	5	10	3	2	1	24
Raymundo Rangel	Senior/Disabled	1021 S. San Eduardo	26	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD	District 5 - Gonzales	0	0	0	0	0	0	0
Refugio	Family	800 Labor	210	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	5	8	17	8	3	0	41
Riverside	Family	515 Riverside	74	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 3 - Viagran	18	17	67	23	18	1	144
Sahara Ramsey	Senior/Disabled	10004 Sahara	16	N/A	<input type="checkbox"/>	Northeast ISD	District 1 - Trevino	0	0	1	0	2	1	4
San Juan Sq I	Family	1938 S. Zarzamora St.	143	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 5 - Gonzales	8	10	40	13	6	0	77
San Juan Sq II	Family	2404 South Calaveras	144	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 5 - Gonzales	3	11	36	14	15	6	85
San Pedro Arms	Senior/Disabled	2103 San Pedro	16	N/A	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	0	0	0	0
South San	Senior/Disabled	2357 W. Southcross Blvd.	30	<input checked="" type="checkbox"/>	<input type="checkbox"/>	South San ISD	District 5 - Gonzales	0	0	0	0	0	0	0
Springview	Family/Senior/Disabled	722 S. Mel Waiters Way	180	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	17	24	100	29	18	4	192
Sun Park Lane	Senior/Disabled	4523 Lavendar Lane	65	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	0	0	0	0
Sutton Oaks Ph I	Family	2818 N IH 35	194	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	3	14	21	7	8	0	53
Tarry Towne	Senior/Disabled	315 Vance Jackson	98	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	2	0	2	2	2	0	8
The Park at Sutton Oaks	Family	1010 Locke	208	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	12	17	44	11	6	0	90
TL Shaley	Family	4827 Pettus	66	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 7 - Sandoval	12	21	36	23	14	3	109
Villa Hermosa	Senior/Disabled	327 N. Flores	66	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	0	0	0	0	0	0
Villa Tranchese	Senior/Disabled	307 Marshall	201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 1 - Trevino	0	1	0	1	2	1	5
Villa Veramendi	Family	615 Barclay	166	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edgewood ISD and San Antonio ISD	District 5 - Gonzales	29	42	197	74	61	6	409
Village East	Family	819 N. Hackberry	24	N/A	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	6	12	29	6	9	1	63
WC White	Senior/Disabled	618 N. Hackberry	75	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	0	0	0	0
Westway	Family	5627 Culebra	152	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Northside ISD	District 7 - Sandoval	29	33	166	61	50	9	348
Wheatley Senior Park	Senior Only	910 N Mittman	80	<input type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	0	0	0	0
William Sinkin	Senior/Disabled	1518 Amanda	50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	San Antonio ISD	District 2 - Andrews-Sullivan	0	0	0	1	0	0	1
Williamsburg	Senior/Disabled	118 Williamsburg	15	N/A	<input type="checkbox"/>	San Antonio ISD	District 7 - Sandoval	0	0	0	0	0	0	0
<b>Grand Total</b>								<b>864</b>	<b>948</b>	<b>2942</b>	<b>1024</b>	<b>828</b>	<b>145</b>	<b>6751</b>



# **DIGITAL INCLUSION**

**Resident Services Committee**

April 16, 2020



# VIA Cares VAN

2









# VIA Cares VAN

4



# VIACares AT SPRINGVIEW APARTMENTS

5





# VIACares AT SPRINGVIEW APARTMENTS

6





**SAN ANTONIO HOUSING AUTHORITY****April 16, 2020****MEMORANDUM**

To: Resident Services Committee Meeting

From: David Nisivoccia, President and CEO

Presented By: Brandee Perez, Chief Operating Officer; Aiyana Longoria, Interim Director of Community Development Initiatives

RE: Update and discussion regarding changes in policies and procedures related to residents

**SUMMARY**

At the San Antonio Housing Authority (SAHA), we prioritize the health and safety of our communities and want to ensure the well being of our clients and staff. As the outbreak of COVID-19 continues to affect the San Antonio area, SAHA has taken precautions to limit in-person interactions and minimize the economic impact on clients. The following is an overview of major policy and procedure changes SAHA has implemented to address the current crisis:

**Federal Housing Programs (FHP)**

In an effort to continue serving clients at full capacity, the Assisted Housing Programs (AHP) department and Public Housing (PH) department have modified operations to utilize remote means of communication and production.

The AHP department is continuing to serve Housing Choice Voucher (HCV) Program clients who are moving by accepting Requests for Tenancy Approval (RTA) through email and issuing vouchers through email, as well. As the Mayor of San Antonio has issued an emergency order to "Stay Home, Work Safe," staff have identified the importance of continuing and expediting the move process for clients in order to provide safe shelter during this period. A total of 138 individuals have been served through the electronic RTA process and 57 vouchers have been issued. Staff have also granted voucher extensions by an additional 60 days to 130 clients currently searching for a unit.

PH staff have continued recertification appointments that had previously been canceled through a Recertification-by-Mail process, whereby a client may submit all necessary documentation through mail. Staff are then able to process the recertification without contact and allow for greater flexibility to obtain paperwork from clients. Currently, 388 clients are being assisted through the Recertification-by-Mail process.

Staff have also prioritized the need for clients to continue residing in safe and sanitary environments per Housing Quality Standards (HQS) and Real Estate Assessment Center (REAC) regulations. In order to complete the moving process in the HCV program, 238 HQS inspections have been conducted virtually by using Google Meet or Apple FaceTime. Although SAHA is not currently addressing elective transfers in Public Housing, seven emergency transfers and five reasonable accommodation (RA) transfers have been completed as of March 25, 2020, using careful social distancing measures. SAHA also continues to address emergency work orders for PH units with a total of 559 abated out of 632 requests, since the start of the quarantine.

**SAN ANTONIO HOUSING AUTHORITY****April 16, 2020**

Finally, the AHP department and PH department have made efforts to protect clients from financial distress and potential homelessness through rescinded terminations for minor violations and waived fees. A total of 85 terminations that were processed due to HQS violations, have been rescinded and an additional re-inspection was completed either through virtual inspection or self-certification. Although SAHA typically charges a second re-inspection fee of \$75.00, this fee has been waived. Additionally, a moratorium on all eviction proceedings and late fee charges for nonpayment of rent is in effect for PH clients from April to July. SAHA has also extended this waiver to the Non-Sufficient Funds (NSF) fee of \$25.00.

**Community Development Initiatives (CDI)**

The CDI department has connected with clients during this crisis through various wellness checks and support efforts, including courtesy calls, food distribution and remote CDI services.

SAHA currently collaborates with food distribution partners that provide meal boxes to senior residents. SAHA is adhering to strict food distribution guidelines provided by partners such as the City of San Antonio (COSA) and the San Antonio Food Bank. Since March, a total of 3,544 residents have been served through food distribution efforts across multiple PH developments. As a result of donor relation efforts, Gonzaba Medical Group in San Antonio has expressed an interest in supporting the senior community during the crisis.

ConnectHome has been able to set up several Family Self-Sufficiency (FSS) and Resident Opportunities and Self-Sufficiency (ROSS) participants with devices in order to complete online Health Profession Opportunity Grant (HPOG) classes with success.

Lastly, CDI caseworkers continue to work with clients to provide the support they need in such uncertain times. Staff are actively engaging clients to determine whether any intervention is needed and if clients need to be connected with emergency resources.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

Unknown

**STRATEGIC GOAL:**

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

**ATTACHMENT:**

None