



# AGENDA

Resident Services  
Committee Meeting  
January 21, 2014, 12:45 p.m.



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**Board of Commissioners**

Chairman Ramiro Cavazos	Vice-Chairman Vacant	Commissioner Karina C. Cantu	Commissioner Yolanda Hotman	Commissioner Stella Burciaga Molina	Commissioner Charles R. Muñoz	Commissioner Morris Stribling, MD
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**Resident Services Committee**

Yolanda Hotman, Chair; Stella Burciaga Molina, Member; Charles R. Muñoz, Member

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**President & CEO**

Lourdes Castro Ramirez

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**San Antonio Housing Authority  
Resident Services Committee Or  
Special Board Meeting of the Board of Commissioners\*\*  
Tuesday, January 21, 2013, 12:45 p.m.**

The San Antonio Housing Authority's Resident Services Committee is one of three committees of the Board of Commissioners and meets monthly 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 Sun Park Apartments, 4523 Lavender Lane, San Antonio, Texas 78220 on Tuesday, January 21, 2014 at 12:45 p.m. for discussion and action on the following matters:

1. Meeting called to order.
2. Introduction of officials, guests, CEO and Community Manager.
3. Approval of the minutes of the December 11, 2013 meeting at Fair Ave. Apartments.
4. Update and discussion regarding the 2014 plan for voter outreach and dissemination of information regarding elections. (Adrian Lopez, Director of Community Development Initiatives).
5. Update and discussion regarding the EIF REACH awards and the plan for 2014. (Adrian Lopez, Director of Community Development Initiatives).
6. Update and discussion regarding the Early Engagement program. (Adrian Lopez, Director of Community Development Initiatives).
7. Update and discussion regarding Family Self-Sufficiency funding awards. (Adrian Lopez, Director of Community Development Initiatives).
8. Update and discussion regarding year-end office closures. (David Clark, Director for Public Housing).
9. Update and discussion regarding the population ratios at elderly/disabled sites, and a proposed Moving to Work (MTW) activity. (David Clark, Director for Public Housing).
10. Update and discussion regarding enhanced make readies. (David Clark, Director for Public Housing).

11. Update and discussion regarding security issues at the Fair Avenue Apartments. (David Clark, Director for Public Housing).
12. Update and discussion regarding social services at elderly/disabled sites. (David Clark, Director for Public Housing).
13. Public Comment.
14. Briefing on Sun Park Apartments and tour of property.
15. 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 at any other item, whether it has an asterisk or not, when the Board determines there is a need, and a closed meeting is permitted under Chapter 551 of the Texas Government Code that permits the closed meeting.

\*\* 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.

**MINUTES  
SAN ANTONIO HOUSING AUTHORITY  
RESIDENT SERVICES COMMITTEE MEETING OR  
SPECIAL BOARD MEETING**

**December 11, 2013**

**SCHEDULED:** 1:00 pm at Fair Avenue, 1215 Fair Avenue, San Antonio, Texas 78223

**COMMITTEE MEMBERS PRESENT:**

Yolanda Hotman, Committee Chair  
Stella Molina, Committee Member  
Morris Stribling, Commissioner

**COMMITTEE MEMBERS ABSENT:**

Charles Muñoz, Committee Member

**TRANSLATOR:** BCC- Bilingual Communication Consultants

**STAFF:**

Lourdes Castro Ramirez, President & CEO  
Alejandra Villarreal, Chief Administrative Officer  
David Nisivoccia, Chief Operating Officer  
Ed Hinojosa, Chief Financial Officer  
Melanie Villalobos, Policy, Planning and PA Officer  
Adrian Lopez, Dir. Community Development Initiatives  
David Clark, Director of Public Housing  
Jo Ana Alvarado, Director of Information Technology

**STAFF:**

Lorraine Robles, Assist. Director of Real Estate Services  
Madlyn Bowen, Assist. Director of Public Housing  
Lorenzo Steele, Assist. Director of Public Housing

**Item 1: Meeting called to order.**

Chair Hotman called the meeting to order at 1:09 p.m.

**Item 2: Introduction of officials, guests, CEO and Community Manager.**

Attendees included Committee Chair Yolanda Hotman, Commissioner Stella Molina, Commissioner Morris Stribling, SAHA President and CEO Lourdes Castro Ramirez; and District 3 Representative Ruben Lazalde.

**Item3: Consideration and approval regarding Resolution 5385, approving: the acquisition of real property in the Eastside Choice Neighborhood community and the budget therefore; the execution of all documents necessary to accomplish such acquisitions; the execution of an inter-local agreement for real estate services with the San Antonio River Authority; and other matters in connection therewith.**

David Casso stated that the Choice Implementation Plan contemplates acquiring real estate to complete the final phase of the redevelopment of Wheatley Courts. The properties to be acquired will be conveyed "AS IS". SAHA will be provided a Special Warranty Deed for the property described by a legal metes and bounds survey description for each parcel along with clear title to the land. Staff is seeking to enter into an inter-local agreement between SAHA and the San Antonio River Authority (SARA), similar to the SARA/Bexar County arrangement, to perform the land acquisition related to the Wheatley target site. This agreement will give SARA authority to act on SAHA's behalf to acquire the properties. SARA's projected timeline to complete the entire land assemblage is 12 to 18 months after all SARA and SAHA Board approvals are obtained and the contract is executed. The community meetings and acquisition negotiations begin in February 2014, with a planned completion date of September 1, 2015.

**Item4: Update and discussion regarding the relocation of Wheatley Courts residents**

Mr. Clark reported that on November 1, 2013, Wheatley residents were given their official 90-day Notices to Vacate. Of the 232 families, 43 have indicated they would like to transfer to other public housing developments, and approximately 175 would prefer Section 8. Of those, 92 families have already received a voucher, and 51 were actively in the process of leasing. As of today, 123 families will still need to be relocated.

**Item5: Update and discussion regarding installation of Wi-Fi.**

Mr. Clark stated that by December 20, 2013, SAHA's technology department had installed Wi-Fi at another 10 public housing properties, Sun Park, College Park, Kenwood North, Christ the King, Raymundo Rangel, South San, M.C. Beldon, Frank Hornsby, Matt Garcia and Madonna.

**Item6: Update and discussion regarding the 2014 Public Housing Customer Service Survey.**

David Nisivoccia reported that Public Housing and Housing Choice Voucher departments need meaningful client feedback. The Board has expressed concerns that the format used for the last customer satisfaction survey did not elicit enough meaningful feedback and is flawed because it was distributed and analyzed by staff instead of an impartial third party. It was determined the process will be on hold until SAHA staff receives input and direction from the full Board, at the December 6, 2013 Special Board Work Session.

**Item7: Update and discussion regarding 2014 the DreamWeek event.**

Adrian Lopez stated that San Antonio will engage in a city-wide summit on January 10-21, 2014, to promote an exchange of ideas on universal issues facing our multi-cultural community. The second annual DreamWeek will inspire and motivate participants to exchange ideas and insights on a range of subjects. SAHA will participate this year in partnership with Say Si, with a second viewing of "Inocente," combined with an art component focused on SAHA youth, which is presently scheduled for Friday, January 17, 2014.

**Item8: Update and discussion regarding Family Self-Sufficiency program success stories.**

Mr. Lopez reported that the FSS program helps promote development of local strategies to coordinate the use of housing assistance with public and private resources and enable participating families to increase earned income and reduce or eliminate the need for welfare assistance. Two FSS participants shared their stories during the meeting: Tanisha McKinney, a Housing Choice Voucher-Veterans Affairs Supportive Housing (HCV-VASH) participant, who joined the FSS program in 2013; and Angelia Holmes, a single mother of two children, who is on target to graduate FSS in the spring of 2014.

**Item9: Update and discussion regarding 2013 Golden Gala.**

Mr. Lopez reported that the 16<sup>th</sup> Annual Golden Gala would be held on December 19, 2013, from 4 pm to 8 pm, at the Henry B. Gonzalez Convention Center. This year's event will feature a fun-packed night of activities for all to enjoy. Efforts are underway to raise funds and secure all of the participants for this year's activities, including the theme of "Winter Wonderland."

**Item10: Committee discussion regarding format for Residents Services Committee public comments.**

Per the request of Commissioner Hotman, this item was tabled.

**Item11: Public Comment.**

The meeting was attended by 32 residents. Property management remained after the meeting to follow up with any resident's questions or concerns.

**Item12: Briefing on WC White Apartments and tour of property.**

Fair Avenue Apartments is an Elderly/Disabled community built in 1997, consisting of 216 units housed in a high-rise building. The property is located in City Council District 3, served by Councilman Rebecca Viagran.

**Item13: Adjournment.**

With no objections, Chair Hotman adjourned the meeting at 2:08 p.m.

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Yolanda Hotman, Committee Chair

## MEMORANDUM

Date: January 21, 2014  
To: Resident Services Committee Meeting  
From: David Nisivoccia, COO  
Re: Public Comment Update

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### SUMMARY:

The San Antonio Housing Authority's Resident Services Committee was held on Wednesday, December 11, 2013 at Fair Avenue. Public Comment was the Item 11 on the agenda. Approximately 14 residents voiced their comments and concerns out of a total of 32 in attendance. Below is a summary of the resident comments and related staff responses.

#### 1. Security & Safety concerns

- Who is the new officer assigned to Fair?
  - *Officer Richard Olivares is assigned to Fair.*
- Interest in a neighborhood watch for the building and residents
  - *The Public Housing Assistant Director has met with the residents at Fair on numerous occasions in an effort to start a Citizens on Patrol (COP) program. SAHA's Police Liaison had officers waiting to conduct the training; however, residents did not meet the required numbers for the training to be conducted. Staff will continue to engage the residents and will meet with the Resident Council to again discuss a COP program.*
- Smoking, drinking and drugs after hours in the building
  - *Regarding the reports of smoking, drinking and drugs after hours, staff continues to monitor the complaints/concerns received in the office and is taking appropriate action on a case-by-case basis.*
- Unauthorized guests with the disabled residents after hours.
  - *Staff will inform Officer Olivares of the concerns, to keep a watchful eye while patrolling the property. Staff continues to monitor the complaints/concerns received and to investigate each situation. Staff does enforce the lease for unauthorized occupants and issues lease violations, when appropriate, and/or issues criminal trespass warnings when necessary.*
- 2009 Fire still affecting building.
  - *Staff conducted inspections the 5 balconies. None of the balconies looked to be in need of any structural repairs, one needed to be stripped and painted, two needed to be pressure washed, the other two needed no attention. The identified work is scheduled to be completed by January 10, 2014.*
- Concerned that the elevators are unpredictable.
  - *Staff has not received any recent reports of the elevators not working properly. Any problems with the elevators are addressed immediately.*
- Lights at the front of the property are still not safe at the street.
  - *This Assistant Director and/or Director will review for potential coordination with City representatives for assistance.*
- Concerned with the pigeons, they are a hazard
  - *Staff is looking into different options to keep the pigeons away from the balcony, and also asking the residents not to feed the pigeons.*

## 2. Common Areas

- Floors are not being cleaned
  - *The floors are swept and mopped on a daily basis. The high traffic, scooters and wheel chairs contribute to the conditions of the floors. Staff will continue to clean and mop as necessary.*
- Community Room is closed after hours and over the year-end closure.
  - *Having the community room open after hours can be addressed with the Resident Council. For the year-end closure, the Resident Council created a schedule and obtained volunteers to open the community room during the holiday break. Reports are that this went very smoothly and the volunteers did a great job of keeping the community room clean.*
- Common area restrooms are locked after hours.
  - *The restrooms located on the first floor are locked after hours as a preventive security measure, preventing unauthorized persons/guests from hiding and/or sleeping in the restrooms.*
- Requests for more activities and to have a ceramics room.
  - *A SAHA caseworker will speak with the agencies that provide the activities, and will suggest providing different activities, based on the agencies schedules and budgets.*

## 3. Suggestions and Comments

- Requesting to have Elderly only community
  - *The possibility of an elderly-only community is being researched by SAHA leadership. Staff will keep the residents at Fair Avenue informed of any progress on this matter.*

## 4. Resident Council News/Update

- Have a full complete Resident Council
- Kitchen and Library are now open and usable to residents
- Able to have and hold Bingo and fundraisers again.
- Plan on starting a garden project.



**MEMORANDUM**

To: Resident Services Committee

From: Lourdes Castro Ramirez, President and CEO

Presented by: David Clark, Public Housing Director; Adrian Lopez Community Development Initiatives Director

RE: Update and discussion regarding the 2014 plan for voter outreach and dissemination of information regarding elections.

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**SUMMARY:**

SAHA actively encourages housing program participants to let their voices be heard by exercising their right to vote. Only 7% of the voting population in San Antonio traditionally votes in municipal elections. The Mayor's SA2020 initiative has identified Civic Engagement as a major priority, including moving the needle on voter turnout, with a goal of increasing voter turnout to 15.07%. There is a committee working to establish strategies to increase the turnout, and SAHA staff has been attending these meetings.

In the meantime, staff has identified a number of strategies that are being implemented as a means to encourage voter registration and voter turnout, including:

- Conduct outreach, education and register residents at Early Engagement Sessions, which are hosted monthly in collaboration with League of Women Voters, National Association of Latin Elected Officials, and Southwest Voter Registration
- Conduct outreach, education and register residents at SAHA activities and functions, such as Father's Day Event, National Night Out, and others throughout the year, in collaboration with League of Women Voters, National Association of Latin Elected Officials, and Southwest Voter Registration
- Distribute voter registration cards at lease up, recertification process, inspections and community meetings, including this Resident Services Committee meeting
- Continue to build Resident Council and Resident Ambassador capacity to conduct outreach and education
- Post sample election ballots on community bulletin boards, as the ballots are made available on the Bexar County Elections Department website

Staff will continue to work with the SA2020 Voter Turnout Committee to review and implement recommendations.

The next scheduled election is the March 4, 2014 joint primary election, and the deadline to register to vote for this election is Monday, February 3, 2014. The next general election is on May 10, 2014, and the deadline to register for that election is April 10, 2014.

The Housing Authority cannot advocate on the behalf of any particular candidate for public office, and individual staff members are barred from advocating when they are performing their duties as SAHA employees.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee

From: Lourdes Castro Ramirez, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update and Discussion regarding the EIF REACH awards and the plan for 2014

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**SUMMARY:**

The Education Investment Foundation (EIF) will host the 2<sup>nd</sup> Annual Education Summit on Saturday, July 26th, 2014 (tentatively), from 10:00 a.m. to 2:00 p.m. at the Freeman Coliseum & Exhibition Hall, 3201 East Houston St. As initiated last year, the summit combines the Scholarship and the R.E.A.C.H Award ceremonies into one event.

The purpose of the Education Summit is to: promote economic self-sufficiency, and increase quality of life by providing educational opportunities. Specifically, the event will:

- Recognize the students for their academic achievements
- Emphasize the importance of education
- Introduce the concept of college to students kinder through 12th
- Highlight SAHA's educational partners
- Highlight SAHA educational Initiatives
- Increase awareness of organizations and services that support education and other needs
- Provide attending adults with information on job training, education, and support services
- Host workshops for parents and students (financial literacy, college planning, college experience and expectations)
- Partner with The College Board and local elected officials to encourage students to sign a "Go To College" pledge, both in hard copy and online
- Create opportunity for college-bound kids to be role models for others in elementary, middle and high school

Last year, the event recognized over 300 students and hosted over 40 vendors and a total of over 700 residents. Staff is presently soliciting college scholarship applications and working with SAISD, Harlandale ISD, Southside, Northside ISD, and Southwest ISD. In addition, staff has been promoting other scholarship opportunities offered through LULAC and NAHRO. The deadline for the EIF scholarship is May 9, 2014 and the REACH Awards will be due on June 27, 2014.

**PROPOSED ACTION:**

None

**FISCAL IMPACT:**

The costs of the Summit and the Scholarships are covered through fundraising activities.

**ATTACHMENTS:**

None

## MEMORANDUM

To: Resident Services Committee

From: Lourdes Castro Ramirez, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update on the Early Engagement Program

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**SUMMARY:**

In April 2013, the Board of Commissioners approved the submission of the 2014 Moving-To-Work Plan that was approved by HUD in the summer of 2013. One of the new activities was the "*Path to Self-Sufficiency*," which staff refers to as the Early Engagement Program.

The program establishes a requirement that applicants complete a defined set of courses upon admission to participating in Public Housing or Housing Choice Voucher Programs. The courses are designed to provide incoming households with the skills to become successful residents, while establishing clear expectations and minimizing the number of crisis situations over the long term. The curriculum is the product of formal partnerships with representatives of other agencies that participate as instructors or advisors in the design and implementation of the courses. Topics include:

- Becoming a Successful Resident/Being a Good Neighbor
- Financial Literacy
- Safety and Security
- Housekeeping

These monthly sessions will be hosted at the West Side Girl Scout Leadership Center. The intent of the program is to: address high level of eviction interventions; minimize the amount of uncollected rent; reduce the number of delinquencies; and reduce crisis situations, such as unpaid rent, hoarding, and others. In addition to providing courses to build resident capacity, the sessions will host a resource fair and focus on workforce development. By engaging residents from the inception, staff intends to build resident capacity, provide access to resources, and introduce resources for workforce development.

The first session was held on January 15, 2014. Some of the partners included: San Antonio Fire and San Antonio Police Departments, Workforce Solutions Alamo, DBS Dependable Solutions (temp agency), St. Mary's University, Legal Aid, Alamo Colleges, Fatherhood Campaign, and others.

**PROPOSED ACTION:**

None

**FISCAL IMPACT:**

Since this is an MTW initiative, MTW funds support the costs of the Program.

**ATTACHMENTS:**

None

## MEMORANDUM

To: Resident Services Committee

From: Lourdes Castro Ramirez, President and CEO

Presented by: Adrian Lopez, Director of Community Development Initiatives

RE: Update on Family Self-Sufficiency funding awards

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**SUMMARY:**

The purpose of the HUD-funded Family Self Sufficiency (FSS) program is to promote the development of local strategies to coordinate the use of assistance under the Public Housing and Housing Choice Voucher program with public and private resources to enable participating families to increase earned income, reduce or eliminate the need for welfare assistance and make progress toward achieving economic independence and housing self-sufficiency.

In 2012, the San Antonio Housing Authority's (SAHA) FSS Programs were among the 685 (PH) awards funded to Housing Authorities throughout the country.

In the fall of 2013, staff submitted two grant applications, one each for the Housing Choice Voucher and Public Housing programs. Since the beginning of the year, HUD has announced the funding awards for both program per below:

Grant Application	Amount Applied	Amount Received
Public Housing	\$413,273	\$413,272
Section 8	\$394,401	\$387,765

Nine (9) case management specialists are funded to serve eligible Housing Choice Voucher recipients and eight (8) case management specialists provide FSS services to approximately thirty (30) public housing properties throughout San Antonio.

The FSS program is open to housing program families who are unemployed or underemployed. The objective of the program is to assist families in obtaining employment that will allow them to become self-sufficient. Participants in the FSS program sign a five-year contract requiring the head of household to work to obtain employment.

**PROPOSED ACTION:**

None

**FISCAL IMPACT:**

The majority of costs of the FSS Programs are covered through annual grants awarded by HUD.

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee  
From: Lourdes Castro, Resident President and CEO  
Presented by: David Clark, Public Housing Director  
RE: Update and discussion regarding year-end office closures

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**SUMMARY:**

The San Antonio Housing Authority closed all offices except at Alazan at the end of year, December 23, 2013 – January 1, 2014, to save money due to the federal government's funding cuts.

The Public Housing department kept maintenance staff on-call as usual for emergencies, and volunteer administrative staff worked at Alazan from 8 a.m. to 2 p.m. on non-holiday days. The administrative staff did not encounter any emergencies, such as requests for emergency transfers, and recommends that if offices close down at the end of 2014, there be fewer administrative staff in the office and the number of days open be reduced to just two.

Most of the walk-in traffic was from Alazan residents, and most telephone calls were general information inquiry or regarding Section 8 issues.

The larger sites contracted to have grounds cleaned up, but some of the smaller sites did not and had an accumulation of trash to pick up on January 2, 2014.

The measurable operational effects of the office closure was days lost in turnaround time of vacant units and money expended by paying holiday rates to fix emergencies that would otherwise have been completed during normal business hours.

In summation, the closure worked well. If SAHA closes at the end of 2014, a smaller administrative staff should be able to handle any emergencies.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee

From: Lourdes Castro Ramirez, President and CEO

Presented by: David Clark, Public Housing Director

RE: Update and discussion regarding the population ratios at elderly/disabled sites, and a proposed Moving to Work (MTW) activity.

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**SUMMARY:**

Current regulations require that elderly residents live in the same communities as non-elderly disabled persons. However, the differences in age and lifestyles of these two populations often cause friction.

This is problem that housing authorities face throughout the nation. One method allowable by the U.S. Department of Housing and Urban Development (HUD) to address this concern is to submit a request to designate one or more developments as "elderly only." In the past, SAHA pursued such a designation without success; however, another attempt is under consideration.

Another approach some housing authorities have utilized, exercising their Moving to Work (MTW) status, is to establish ratios of elderly to disabled. The Atlanta Housing Authority, for example, has established a ratio of 80% elderly to 20% non-elderly disabled.

SAHA staff is currently researching these options as part of the annual Moving to Work Plan review.

One of the factors under consideration is that about 67% of applicants for zero-bedroom units on the new online public housing waitlist are non-elderly disabled persons.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee  
From: Lourdes Castro Ramirez, President and CEO  
Presented by: David Clark, Public Housing Director  
RE: Update and discussion regarding enhanced make readies

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**SUMMARY:**

To reduce turnover of units, the Public Housing Department needs to make the units as attractive as private market units. Turnover at Lincoln, Alazan, and Cassiano ranges from 29% to 38% each year. Private market turnover in similar buildings in San Antonio is 8%. Occupancy in private apartments is at 93%, which in some ways translates to more competition for SAHA to reach the same clientele.

By the close of 2013, the Enhanced Make Ready initiative had grown to seven sites: Alazan, Tranchese, Parkview, College Park, Kenwood North, Glenwood Park, and Fair Avenue.

Like most housing authorities, SAHA has used one color for virtually all its interiors, in the belief that this greatly reduces cost because SAHA can buy in bulk. Several staff members with architectural backgrounds have recommended different palettes, which have been very positively received.

Staff has also outfitted vacant units with new door handles with a contemporary brushed nickel finish, and thick vinyl flooring that mimics the appearance of wood.

Staff experimented with kitchen counter backsplashes. A traditional tile backsplash costs \$9-\$14 per square foot retail for the tile and an additional \$115 in labor. A new kind of backsplash, which mimics tile but is plastic, and can be installed just by peeling and sticking, only costs \$8 per square foot, but is probably only appropriate for senior sites.

Many SAHA units have neither curtains nor blinds. Staff is now installing mini-blinds during every turnover.

To contain the additional, though modest, cost of such changes, staff will do them only when a unit turns over. On average, 22%, or 1,376, of SAHA public housing units turn over each year.

The Public Housing Department has submitted the Enhanced Make Ready Initiative for a NAHRO award.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None



**MEMORANDUM**

To: Resident Services Committee  
From: Lourdes Castro Ramirez, President and CEO  
Presented by: David Clark, Public Housing Director  
RE: Update and discussion regarding security issues at Fair Avenue

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**SUMMARY:**

At the Resident Services Committee meeting at Fair Avenue on December 11, 2013, a number of elderly residents expressed concern regarding what they consider a lack of security in the evening and weekend hours, when SAHA staff is not there, and perpetrated by other residents and/or their guests.

Some states require apartment owners to have a live-in resident manager. In California, for example, any complex with 16 or more units must have a resident manager. Texas has no such law.

In the past, SAHA staff attempted to recruit a police officer to live in the three-bedroom unit on the ground floor at Fair Ave, but the effort was unsuccessful. In the past, SAHA has also had resident managers who were given free rent but no salary or stipend. The IRS, after an audit in 2009, required SAHA to stipulate that all employees, whether residents or not, must be paid for their services. There can be no exchange for free rent or other like consideration.

Fair Avenue is presently operating at a loss for the fiscal year, so hiring a full-time live-in manager would be cost prohibitive. Therefore, staff recruited a volunteer assistant manager to work part-time on some evenings, to determine if the residents' fears are justified, and, if so, to take appropriate actions to enforce leases. The assistant manager has eagerly assumed the assignment.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None

**MEMORANDUM**

To: Resident Services Committee  
From: Lourdes Castro-Fernandez, President and CEO  
Presented by: David Clark, Public Housing Director  
RE: Update and discussion regarding social services at elderly/disabled sites

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**SUMMARY:**

One of SAHA's programs features the provision of social services by eight (8) case managers at elderly/disabled communities. In 2013, case managers had 4,128 office contacts, made 1,662 home visits, and had 1,567 active cases.

The key functions of the case managers include assessing the needs of each resident, referring them to appropriate providers, and/or facilitating provision of services through outside providers. In 2013, case managers:

- Facilitated 68 new personal care assistants to provide housekeeping and meal preparation.
- Facilitated 54 new in-home skilled nursing (LVN or RN) services.
- Assisted 56 residents with the Medicare Savings program, which lowers premiums, discounts prescriptions, and/or reduces co-pays and deductibles.
- Assisted 65 residents in obtaining benefits from the Supplemental Nutrition Assistance Program (SNAP).
- Facilitated mental or physical therapy for 62 residents.
- Helped 16 residents obtain financial assistance to pay their utility bills.
- Assisted 28 residents in obtaining transportation services such as VIA or Medicaid transportation.
- Facilitated 699 miscellaneous referrals, including hearing aids, assisted telephone devices, daily meals applications, low-income telephone service, clothing, furniture, and commodities.

Case managers also facilitated many group services, including:

- The San Antonio Food Bank distributed 8,634 boxes of food to various SAHA sites, with an approximate value of \$687,525.
- The San Antonio Senior Services Nutrition Program provided 64,850 meals at SAHA sites, with an approximate value of \$324,250.
- Coordinated 337 health/wellness classes and clinics, with 2,524 participants.
- Coordinated 712 social activities, with 9,519 participants.

SAHA also partnered with WellMed to create a Wii bowling program, and residents have logged 512 hours of bowling since August 2013.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**ATTACHMENTS:**

None